

Guidelines for UNHCR Suppliers

How to use the Supplier Portal



UNHCR
The UN Refugee Agency

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 [TOC](#) 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.



2. Register and manage supplier profile

- [2.1 Supplier registration overview](#)
- [2.2 Enter Supplier profile](#)
- [2.3 Confirm registration and create new password](#)
- [2.4 Update Supplier profile](#)
- [2.5 Manage user access](#)
- [2.6 Setting profile preferences](#)
- [2.7 Forgotten password](#)



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

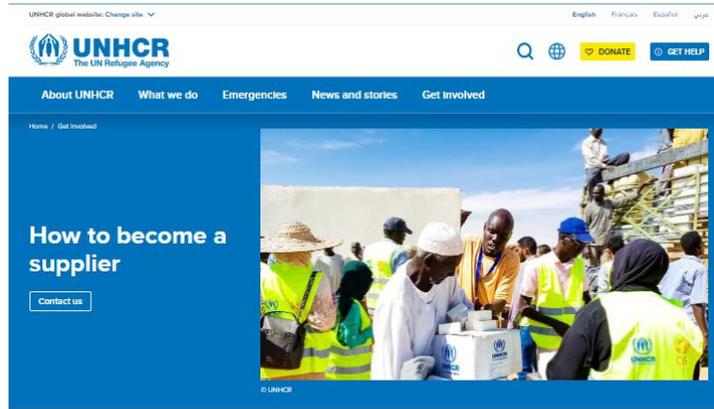
Registration will be auto-approved for prospective suppliers

Check e-mail

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

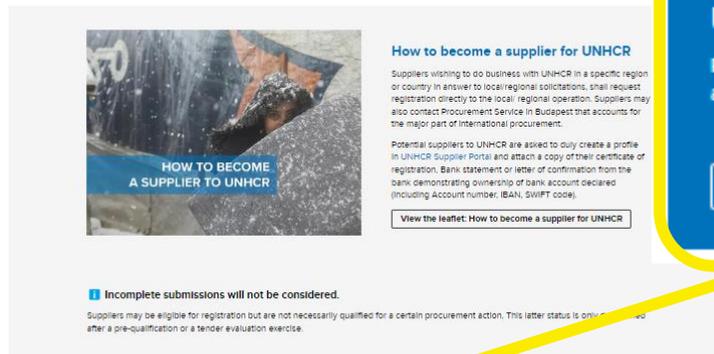


2.1 Supplier Registration: Visit Supplier Portal



UNHCR encourages suppliers to register their company with the United Nations Global Marketplace (UNGM). An application form is available online to register as a potential supplier. The UNGM is the common procurement portal of the United Nations system of organizations.

In addition to providing suppliers of goods and services an avenue to introduce themselves to the UN system, UNGM offers the possibility of automatic alerts of relevant business opportunities.



UNHCR supplier portal
 Register as a potential supplier or log into your Supplier account.

[Access the UNHCR supplier portal](#)

UNHCR supplier portal
 Register as a potential supplier or log into your Supplier account.

[Access the UNHCR supplier portal](#)

UNGM members
 View the list of the organizations in the UN system which are users of the United Nations Global Marketplace (UNGM).

[View the UNGM members](#)

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.

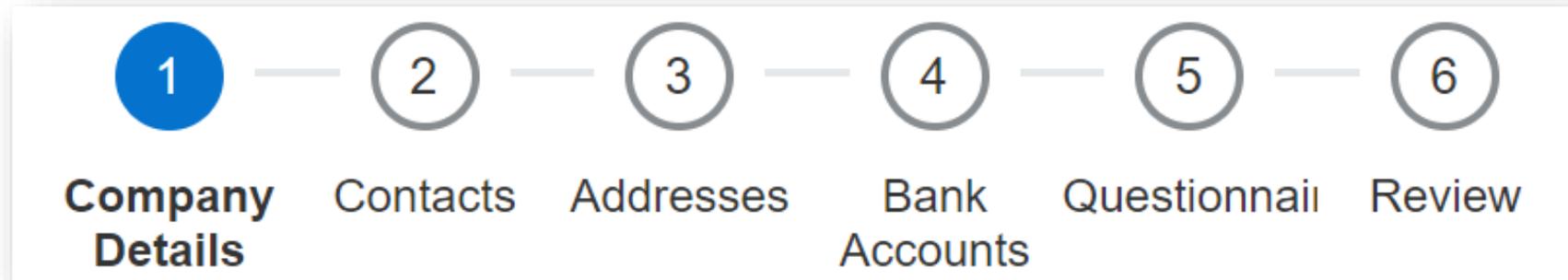
Important:

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





Train stop 1: Part 1

2.2 Enter supplier profile

- 1 — Company Details
- 2 — Contacts
- 3 — Addresses
- 4 — Bank Accounts
- 5 — Questionnaire
- 6 — Review

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

* Attachments

- 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





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

UNGM Reg No

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

IMPORTANT

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

2.2 Enter supplier profile

- 1
- 2
- 3
- 4
- 5
- 6

- Company Details
- Contacts
- Addresses
- Bank Accounts
- Questionnaire
- Review





- 1 — Company Details
- 2 — Contacts
- 3 — Addresses
- 4 — Bank Accounts
- 5 — Questionnaire
- 6 — Review

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

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 e-mail will be used as User ID to login in the system and all further communications from the system will be sent to this address.

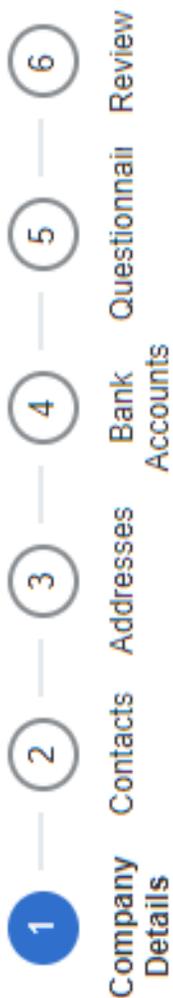
IMPORTANT

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.





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.



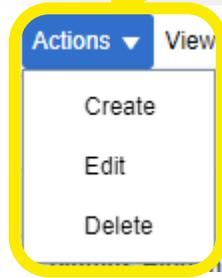
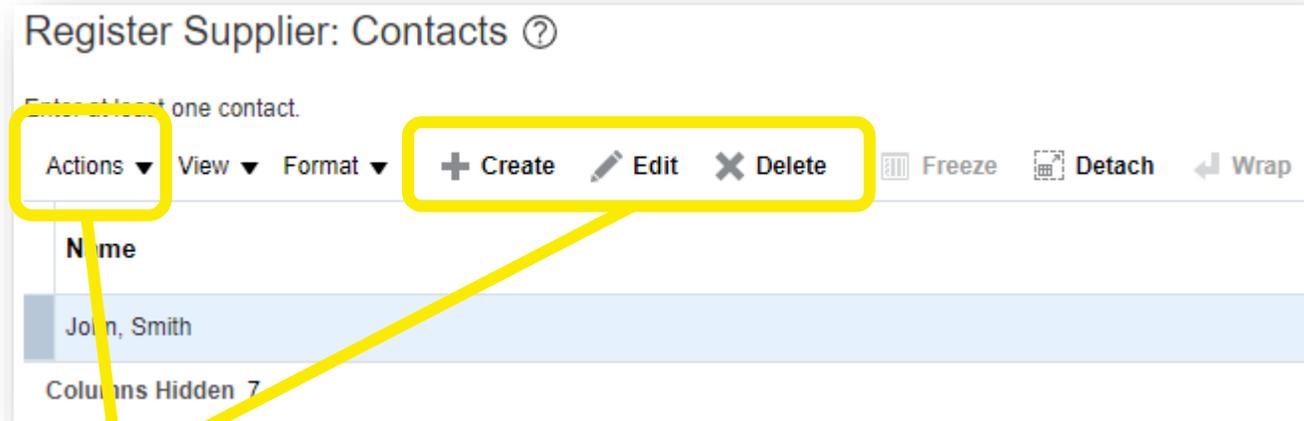
TIP:

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.

Administrative contact

User Account

Request user account

Roles

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

Register Supplier: Addresses

Enter at least one address for remit-to and ordering address purposes.

Actions View Format + Create Edit Delete Freeze Detach Wrap

Address Name	Address
No data to display.	

Columns Hidden: 2

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 Hungary

* City or Town

* Address Line 1

Address Line 2

* Postal Code

* Address Purpose Ordering
 Remit to
 RFQ or Bidding

Phone 36

Fax 36

Email

Address Contacts

Select the contacts that are associated with this address.

	Job Title	Email	Administrative Contact	User Account
<input type="button" value="Remove"/>				
<input type="button" value="Select and Add"/>				

Columns hidden: 4

- 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	AF
Address Line 2	Afghanistan	AF
Address Line 3	Aland Islands	AX
* City	Albania	AL

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



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

2.2 Enter supplier profile



Company Details | Contacts | Addresses | Bank Accounts | Questionnaire | Review

wikipedia.org
https://hu.wikipedia.org/wiki/ISO_3166-1 · Traduci questa pagina

ISO 3166-1 - Wikipédia

Ország / Régió	Numerikus	Alpha-3	Alpha-2	Helyi ISO kódok
Afganisztán	004	AFG	AF	ISO 3166-2:AF
Åland	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

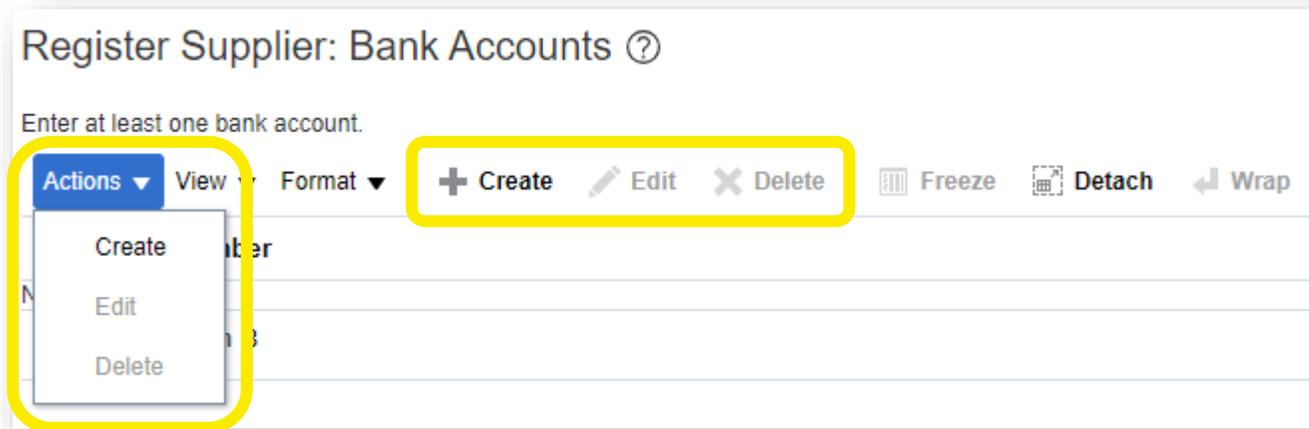
English short name (using title case)	Alpha-2 code	Alpha-3 code	Numeric code	Link to ISO 3166-2 subdivision codes	Independent
Afghanistan ^[b]	AF	AFG	004	ISO 3166-2:AF	Yes
Åland Islands	AX	ALA	248	ISO 3166-2:AX	No
Albania	AL	ALB	008	ISO 3166-2:AL	Yes
Algeria	DZ	DZA	012	ISO 3166-2:DZ	Yes
American Samoa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



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

Afghanistan	AF
Aland Islands	AX
Albania	AL
Algeria	DZ
American Samoa	AS
Andorra	AD
Angola	AO
Anguilla	AI
Antarctica	AQ
Antigua and Barbuda	AG
Search...	

Checking
Savings
Unknown

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 (UNGM)? 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

2.2 Enter supplier profile

6

5

4

3

2

1

Review Questionnaire Bank Accounts Addresses Contacts Company Details

* 3. Suppliers who wish 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

* Response Attachments None 

b. No

Comments

Attachments

Actions

Category	* File Name or URL

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**.

Attachments

Actions 

Type	Category	* File Name or URL	Title	Description	Attached By
File	From Supplier	<input type="button" value="Choose File"/> no file chosen	<input type="text"/>	<input type="text"/>	anonymous

Rows Selected 1

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



Train stop 6: Review Supplier Registration page



Review Supplier Registration: Company LLC

Company Details

Company	Company LLC	D-U-N-S Number	
Tax Organization Type	Corporation	Tax Country	Kenya
Supplier Type	Commercial Supplier	Taxpayer ID	987654321
Corporate Web Site		Tax Registration Number	
		Note to Approver	

Additional Information

Low-value Procurement Supplier	No	UNGM Reg No	
--------------------------------	----	-------------	--

Attachments

Actions ▾ View ▾ + ×

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.

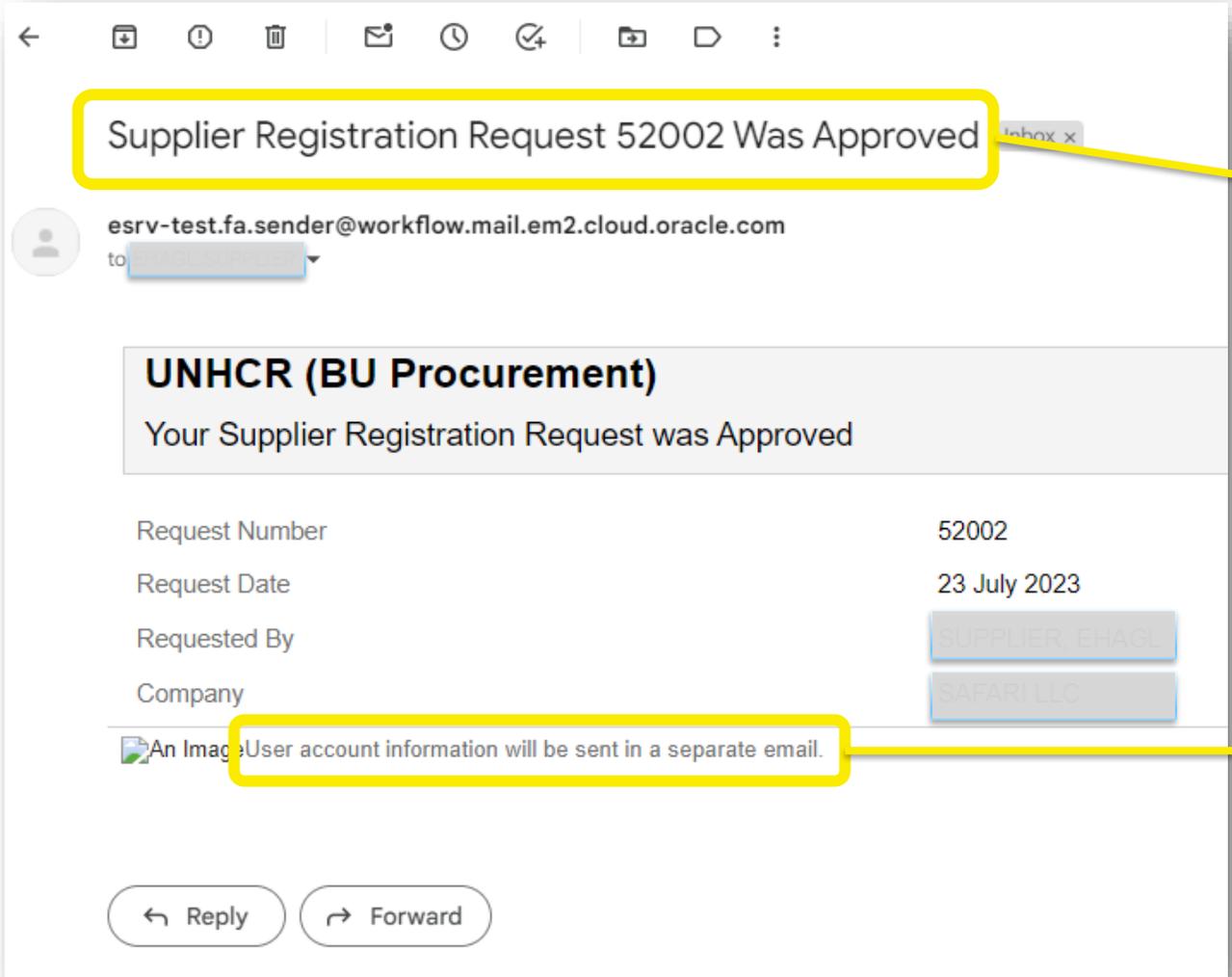
Confirmation

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

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



2.3 Confirm registration and create password



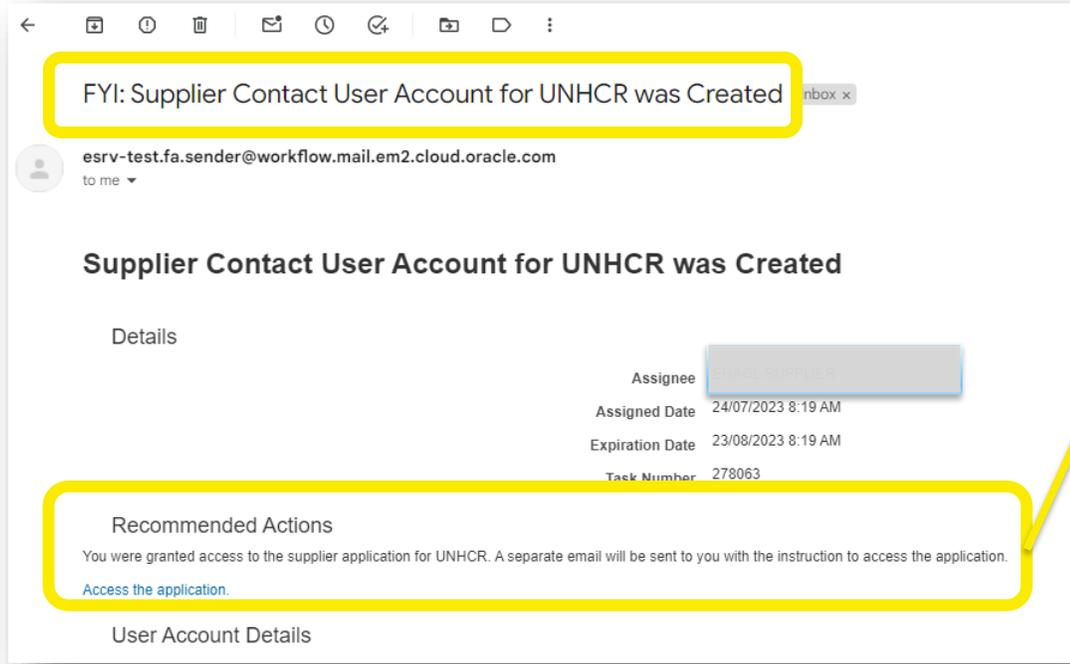
A first email will arrive to confirm the approved registration once the validation is done by UNHCR.

User account information will be sent in a separate email

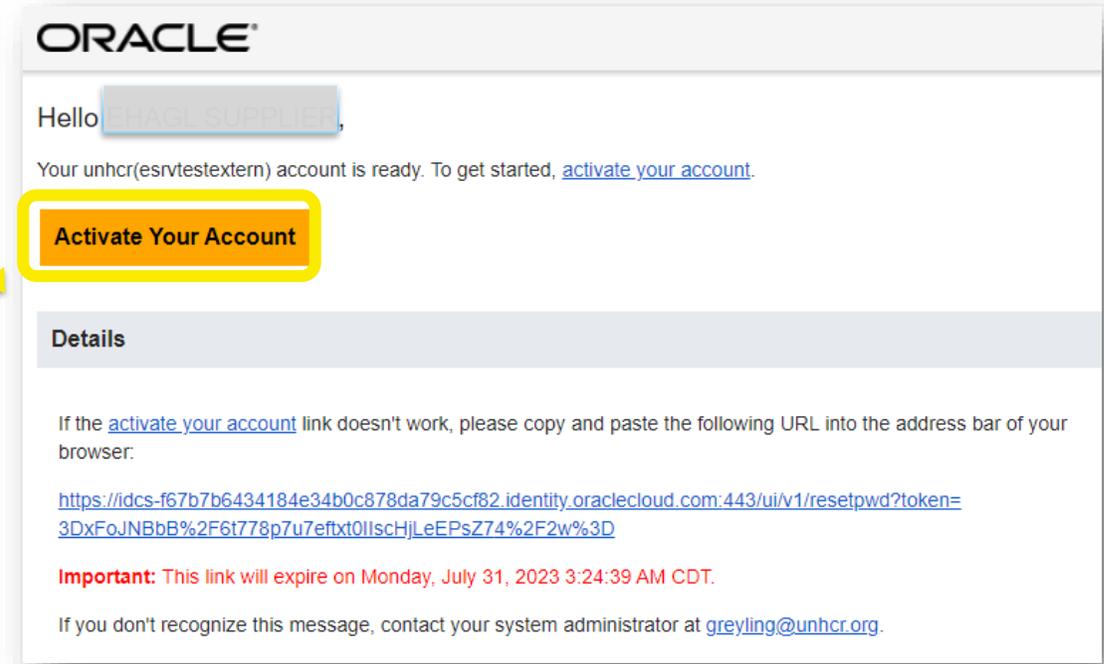




Notification on the account creation and activation



A second email will arrive to confirm the creation.

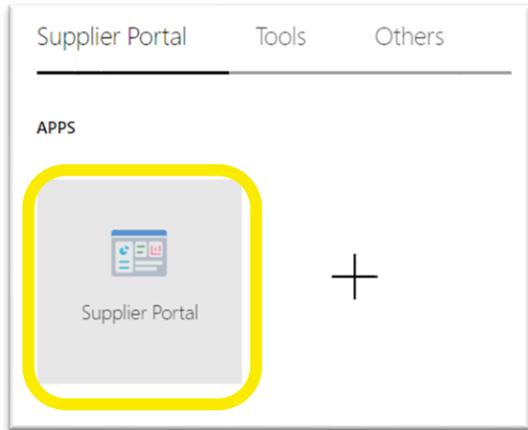


A third email will arrive and you need to activate your account by clicking on the link.

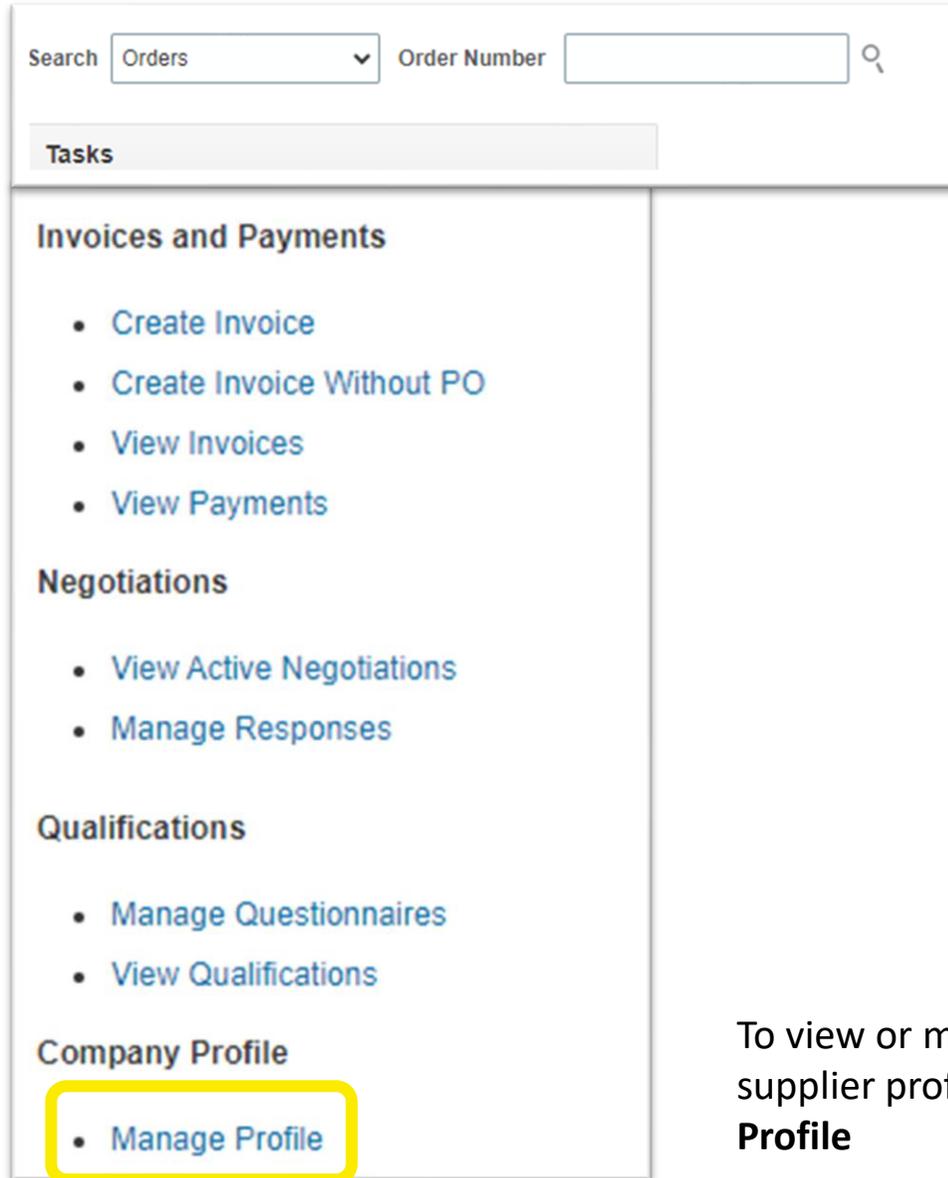




2.4 Update Supplier Profile



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**.

Warning ✕

POZ-2130390 Making edits will create a change request for the profile. Do you want to continue?

Yes **No**

Company Profile ⓘ

Edit Done

Edit Profile Change Request: 81002

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

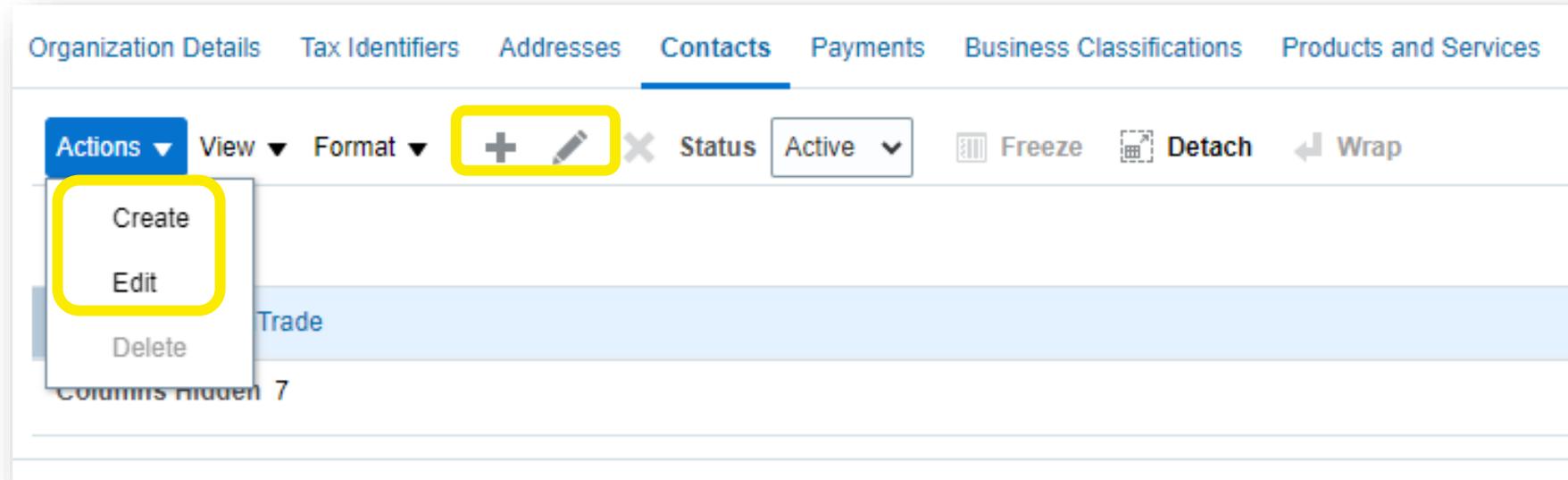
	From Date	To Date
	14/12/1954	
	14/12/1954	
	14/12/1954	
	14/12/1954	
	14/12/1954	
	14/12/1954	

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

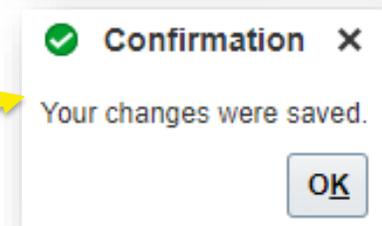
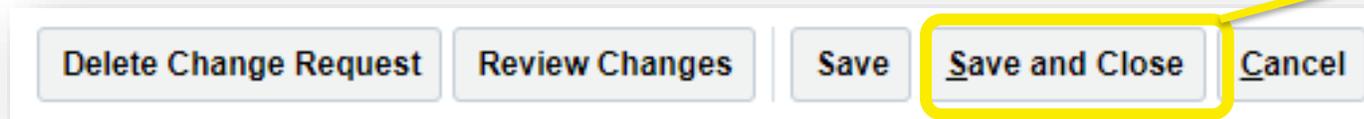




Manage Contacts



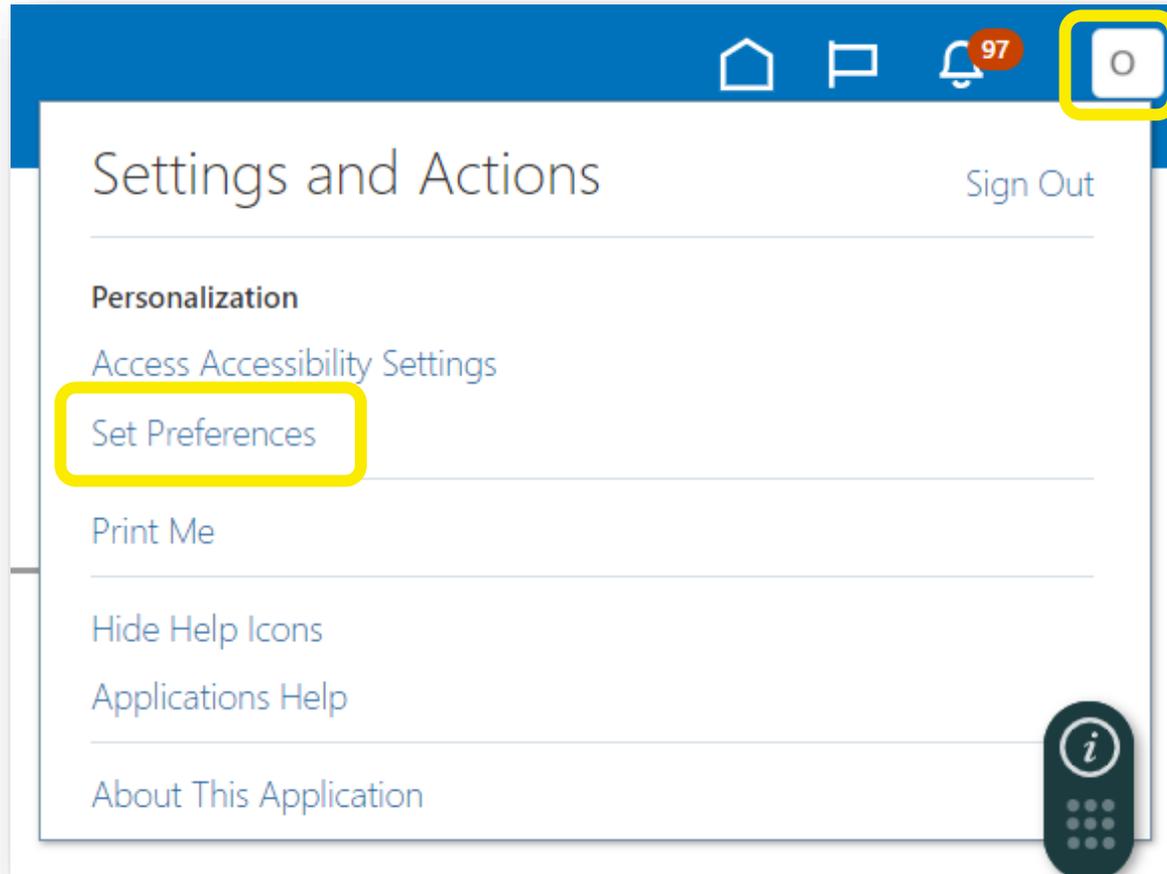
- Click on **Contacts** tab
- Click on **Actions** > **Create** new contact or
- Click on **Actions** > **Edit** button to revise existing contact details



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

Preferences

- General Preferences**
 - Regional**
 - Language
 - Accessibility Settings
 - Password
 - Proxies
 - Watchlist
- Service**
 - User Notification Preferences
- Knowledge**
 - Preferred Knowledge Locale

General Preferences: Regional ?

Territory United States

Date Format dd/MM/yyyy (08/09/2023)

Time Format h:mm a (9:48 PM)

Number Format -1,234.567

Currency US Dollar

Time Zone (UTC+00:00) Coordinated Universal Time (UTC)

Territory: Select your country

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

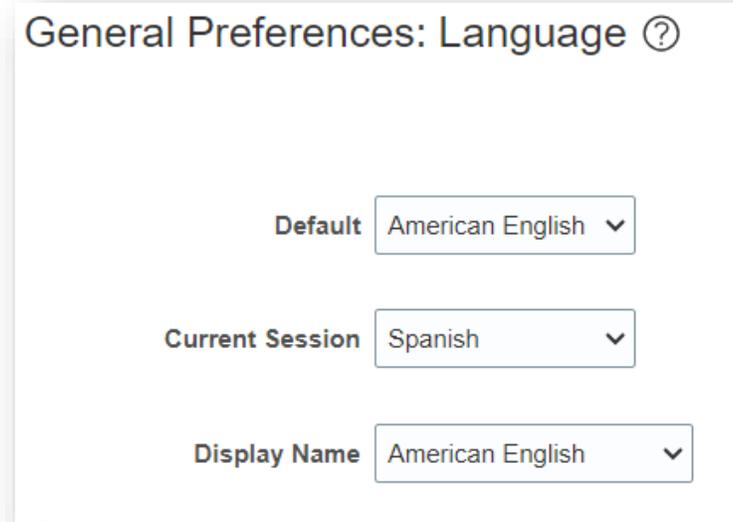
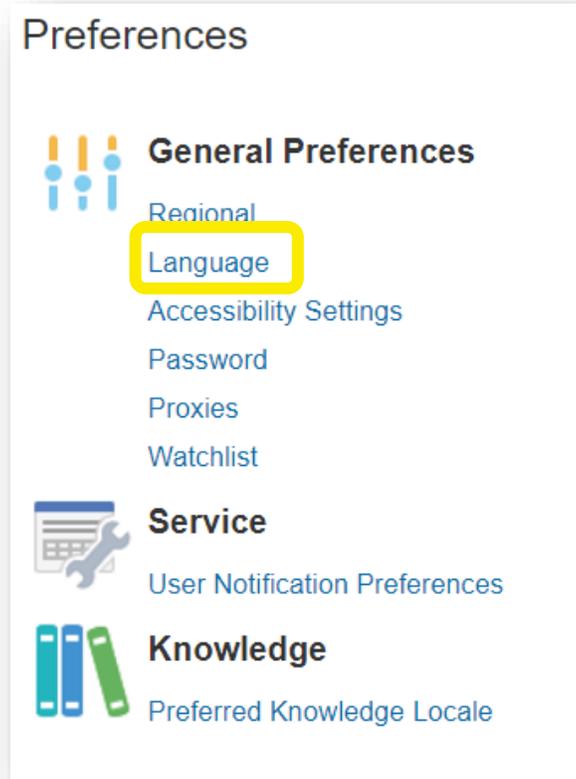
Time Zone: Select the time zone in which you operate. This will convert the negotiation deadline to the exact time as per your chosen setting.





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:

Sign In
Oracle Applications Cloud

Company Single Sign-On

or

User ID
User ID

Password
Password

Forgot Password

Sign In

Select Language
English

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

Sign In
ORACLE APPLICATIONS CLOUD

Forgot Password

User Name or Email

Forgot user name
 Forgot password

Submit Cancel

Step 2: Enter registered **email** address

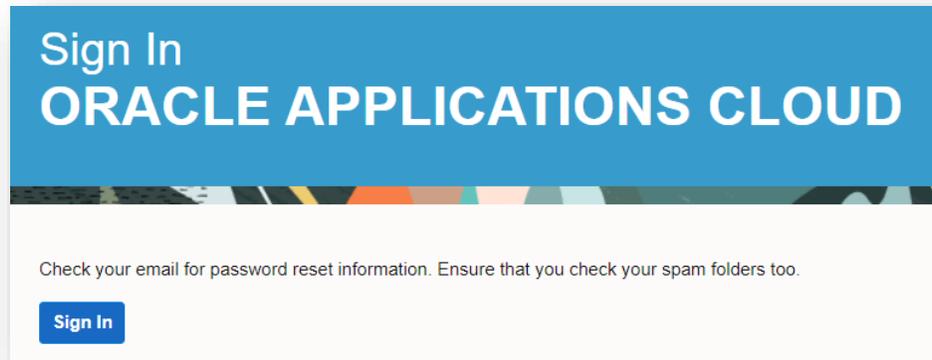
Step 3: Tick **Forgot password**

Step 4: Click on **Submit** button

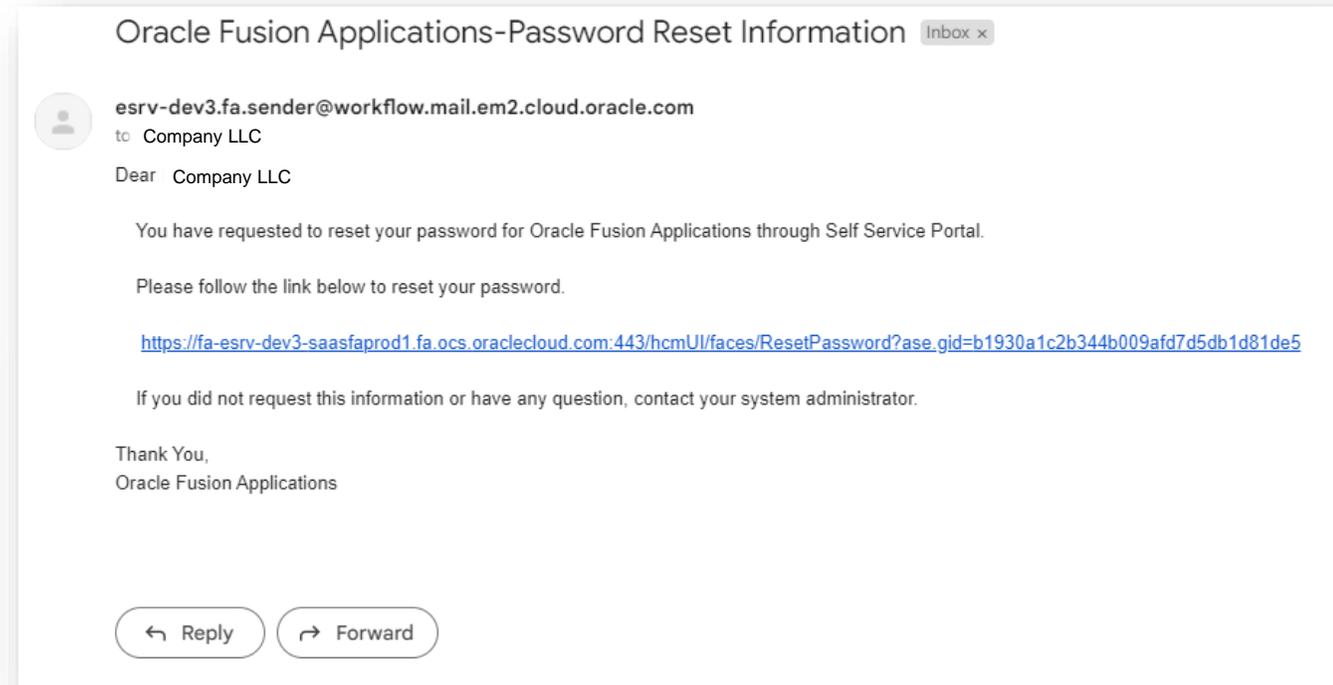




Password reset notification



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

Submit

Oracle Fusion Applications-Password Reset Confirmation Inbox x



esrv-dev3.fa.sender@workflow.mail.em2.cloud.oracle.com

to Company LLC

Dear Company LLC

The password for your Oracle Fusion Applications Account - xyz@email.com - was recently changed.

If you made this change, you do not need to do anything more.

If you did not make this change, contact your system administrator.

Thank You,
Oracle Fusion Applications

← Reply

→ Forward

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.



3. Submission of offer

- [3.1 Search for negotiations](#)
- [3.2 Subscribe to a negotiation](#)
- [3.3 Prepare/submit negotiation](#)
- [3.4 View a bid response](#)
- [3.5 Edit the bid response for an on-going negotiation](#)



3.1 Search for negotiation

Sign In
Oracle Applications Cloud

User ID

Password

Forgot Password

Sign In

English

Enter User ID

Enter Password

Click on Sign In

- Enter the **User ID** (email address) and **Password**
- Click **Sign in** to login to the Cloud ERP application





Home page of Supplier Portal

- Click on **Supplier Portal** tab
- Supplier can see all pending actions from **Things to Finish** section

 **IMPORTANT:**
If your company is invited to participate in the negotiation, you will receive an e-mail notification.





Home page of supplier portal

3.1 Search for negotiation

Tasks

Orders

- Manage Orders
- Manage Schedules
- Acknowledge Schedules in Spreadsheet

Agreements

- Manage Agreements

Channel Programs

- Manage Programs

Shipments

- Manage Shipments
- Create ASN
- Create ASBN
- Upload ASN or ASBN
- View Receipts
- View Returns

Contracts and Deliverables

- Manage Contracts
- Manage Deliverables

Consigned Inventory

- Review Consumption Advices

Invoices and Payments

- Create Invoice
- Create Invoice Without PO
- View Invoices
- View Payments

Negotiations

- **View Active Negotiations**
- Manage Responses

Requiring Attention

2

2

■ Negotiations Closing Soon

Supplier News

Click on View Active Negotiations

- Go to **Negotiations** section
- Click on **View Active Negotiations**



Active Negotiations page



IMPORTANT: ** means at least one is required.



3.1 Search for negotiation

Search

Manage Watchlist Saved Search Open Invitations

** At least one is required

** Negotiation

** Title

** Negotiation Close By dd/mm/yyyy

** Invitation Received No

Response Submitted No

Negotiation Open Since dd/mm/yyyy

Search Reset Save...

Search Results

Actions View

Accept Terms Acknowledge Participation Create Response

Negotiation	Title	Negotiation Type	Time Remaining	Close Date	Your Responses	Will Participate	Unread Messages	View PDF	Response Spreadsheet
1493	UNHCR RFP 1493 - TUR	UNHCR RFP	17 Days 21 Hours	03/10/2023 11:2...	1				
1395	LIVRAISON CARTOUCHES A L'UNHCR ARU	UNHCR RFQ	14 Days 18 Hours	30/09/2023 8:58...	0				
1084	RFQ 1084 SUPPLY WAREHOUSE	UNHCR RFQ	15 Days 6 Hours	30/09/2023 8:15...	1				

Columns Hidden 4

Search active negotiation

Click on Search

- On the **Active Negotiation** page, enter all relevant information and find the active negotiation
- Click on **Search**



TIP:

If you don't have any specific number of negotiation, you can select "Invitation Received" as "No". When you click on Search button, you can see all available and active negotiations.





Downloading negotiation

3.1 Search for negotiation

Search

Search Results

Actions View Format Freeze Detach Wrap Accept Terms Acknowledge Participation Create Response

Negotiation	Title
216	TAZ-RFQ-2023-216
192	TAZ-RFQ-2023-192

Columns Hidden 4

Actions View Format
Accept Terms
Acknowledge Participation
Create Response
Monitor
View PDF
Export Response Spreadsheet

- Click on the **negotiation line**
- If you want to see the pdf version of negotiation, go to **Actions > View PDF**





Acknowledge Participation

3.2 Subscribe to a negotiation

Actions ▾ View ▾ Format ▾ Freeze Detach Wrap Accept Terms **Acknowledge Participation** Create Response

Negotiation	Title	Negotiation Type	Time Remaining
1366	RFQ-1365	UNHCR RFQ	3 Days 2 Hours
1334	REQUEST FOR QUOTATION R	UNHCR RFQ	5 Days 20 Hours
1302	RFQ 1302 Toner RBA	UNHCR RFQ	8 Hours 52 Minu...
1084	RFQ 1084 SUPPLY WAREHO	UNHCR RFQ	23 Days 8 Hours

Columns Hidden 4

Acknowledge Participation [X]

Will Participate Yes No

Note to Buyer

Last Acknowledgment Will participate

Last Acknowledgment Date 07/09/2023 9:57 AM

OK Cancel

 **TIP**

It's very important to subscribe to an ongoing negotiation that you are interested to participate. This is the only way to receive automatic email notifications with the information on any changes related to that negotiation.

If you want to participate in selected negotiation, you can **Accept Terms** and **Acknowledge Participation**.





Create response

3.3 Prepare/Submit negotiation

Actions ▼ View ▼ Format ▼ Freeze Detach Wrap Accept Terms Acknowledge Participation Create Response			
Negotiation	Title	Negotiation Type	Time Remaining
1366	RFQ-1365	UNHCR RFQ	3 Days 2 Hours
1334	REQUEST FOR QUOTATION FOR SUPPLY AND DELIVERY OF SOAP	UNHCR RFQ	5 Days 20 Hours
1302	RFQ 1302 Toner RBA	UNHCR RFQ	8 Hours 52 Minu...
1084	RFQ 1084 SUPPLY WAREHOUSE	UNHCR RFQ	23 Days 8 Hours

Columns Hidden 4

In order to submit a bid, Supplier must complete 4 main actions (4 train stops).





Train stop 1: Overview

3.3 Prepare/Submit negotiation

- 1 Overview
- 2 Requirements
- 3 Lines
- 4 Review

1. Review negotiation document and requirements – Click on Actions > **View Negotiation**
2. Ask questions if applicable – Click on **Messages**
3. Check submission deadline – **Time remaining**
4. Enter bid validity period – It must meet the negotiation requirement (i.e.: 90 calendar days)

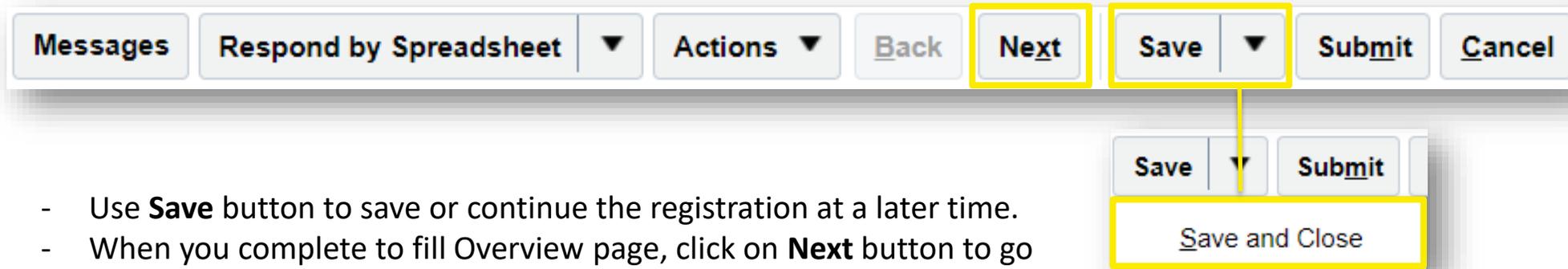




Going to next train stop

3.3 Prepare/Submit negotiation

- 1 Overview
- 2 Requirements
- 3 Lines
- 4 Review



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



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 button.





Official communication channel: Online Messages

3.3 Prepare/Submit negotiation

4

Review

3

Lines

2

Requirements

1

Overview

The screenshot shows the 'Online Messages (UNHCR RFQ 1366)' interface. A yellow box highlights the '+' button in the 'Messages' section. A yellow box also highlights the 'Send Message' dialog box, which is open. The dialog box contains the following fields and buttons:

- To: Setup Enterprise
- * Subject: [Empty text box]
- * Message: [Large text area]
- Attachments: None +
- Send [Button]
- Cancel [Button]

If you have any questions regarding the open negotiation, you can use message function in order to communicate with buyer.

- Click on + button to open Send Message box
- Enter meaningful **Subject** (i.e.: RFQ 1366 – Clarifications on the requirement)
- Enter questions in **Message** box that you want to clarify about negotiation and then click **Send**.





Sections under Requirements

IMPORTANT: * means mandatory field to be filled.

- 4 Review
- 3 Lines
- 2 Requirements
- 1 Overview

Time Remaining 0 Seconds Close Date 10/04/2023 9:58 AM

Section 1. Mandatory Certifications Section 1. Mandatory Certi... Evaluation Stage Technical

- * 1. Minimum of one (1) accreditation to perform Inspection and/or Audits (such as IFIA, TIC, CEOC, ICA)
 - a. Available

Response Attachments None +
 - b. Not Available
- * 2. Minimum of five (5) years of experience in the same type of services
 - a. Available

Response Attachments None +
 - b. Not Available
- * 3. Bidders should prove presence (either own office or formally contracted 3rd party) in at least the four (4) main countries of manufacturing (China, India, Pakistan and Vietnam). Complete Annex H on Geographical coverage, with indication of headquarters location and usage of third-party providers to fulfill obligations related to this ToR, where applicable.
 - a. Available

Response Attachments None +
 - b. Not Available
- * 4. Bidders should provide a liability insurance policy covering the service provided to UNHCR under this ToR. Please submit a copy of professional liability insurance and compensation per single claim, carried by our company and/or third-party provider.
 - a. Yes

Response Attachments None +
 - b. No

Section 1. Mandatory Certi...

- In Requirements Train stop, enter response for the requirements.
- Add **Attachments** for the requirements wherever Applicable and click on + button to add.
- For going to next section, click on ► button on top or bottom of the page.

IMPORTANT

Depending on the nature of negotiation, questions and numbers of **Requirements** and **Sections** will be different.





Unlock Stage: Commercial

IMPORTANT: This action is applicable only for two stage negotiation method.

UNHCR RFP: 11 ⓘ ★

Currency = US Dollar

Title UNHCR RFP101061
Status Evaluation Completed: Technical (Unlocked)
Time Remaining 0 Seconds

Table of Contents
Cover Page
Overview
Requirements
Lines
Suppliers

Cover Page

DATE: _____

**REQUEST FOR PROPOSAL: No. UNHCR RFP101061
FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF
FACTORY AUDIT SERVICES
CLOSING DATE AND TIME: 10/04/2023 9:58 AM hrs CET**

INTRODUCTION TO UNHCR
The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

Messages Actions Done

Open Date 10/04/2023 9:57 AM
Time Zone Co
Unseal Stage: Technical
Reopen Stage: Technical
Unlock Stage: Commercial
Cancel
Manage Abstract
Manage Collaboration Team
Manage Scoring
Manage Project Tasks
Manage Requirements
Reassign Owner
Create New Round

Analyze
Monitor
Manage
View
Duplicate

- Click on Actions > Manage > Unlock Stage: Commercial to open the financial offer section

IMPORTANT

The two-step negotiation method is utilized to keep the financial offer sealed until the supplier passes the technical evaluation stage. For example: When Request For Proposal method is used.



Download attachments



IMPORTANT: * means mandatory field to be filled.



Section 3. Financial evaluation

* 1. Please provide the financial offer as per provided form.

Attachments [Annex C - Financial Offer form](#)

a. Yes, submitted financial offer

Comments

Download annexes and attachments to fill out if applicable





Train stop 3: Lines

Currency = US Dollar Last Saved 07/09/2023 4:34 PM
Time Zone Coordinated Universal Time

Time Remaining 2 Days 21 Hours Close Date 10/09/2023 2:02 PM

Line	Description	* Alternate Line Description	Create Alternate	Required Details	Category Name	Start Price	Response Price	Response Quantity	UOM	Line Amount	Promised Delivery Date
1	Toner, Printer		+		Office stationary sup		10.00	1	Each	10.00	25/09/2023
2	Printer, HP, Laserjet, Enterprise M455DN		+		Printers		100.00	1	Each	100.00	25/09/2023

Rows Selected: 1 Columns Hidden: 8

Grand Totals
All response lines except alternate lines are included.
Response Amount 110.00

Actions View Format

- Edit Line Details
- Create Alternate
- Delete Alternate

- Enter per quantity **Price**
- Enter **Promised Delivery Date**
- If you want to edit your offer, click on **Actions > Edit Line Details**





Train stop 4: Review

- 1 Overview
- 2 Requirements
- 3 Lines
- 4 Review

Review Response: UNHCR Request For Quotation 12105 ?

Currency = US Dollar

Title RFQ-1365
Close Date 10/09/2023 2:02 PM

Messages Respond by Spreadsheet Actions Back Next Save Submit Cancel

Last Saved 07/09/2023 4:46 PM
Time Zone Coordinated Universal Time

Time Remaining 2 Days 21 Hours

Overview Requirements Lines

General

Supplier	Company LLC	Reference Number	
Negotiation Currency	USD	Note to Buyer	
Response Currency	USD	Attachments	None
Price Precision	2 Decimals Maximum		
Response Valid Until	30/09/2023 2:03 PM		

2

3

Actions Back Next

View Negotiation

View Response PDF

Validate

4

Confirmation

Response 12105 to negotiation 1366 was validated without errors.

OK

1. Review all entries and revise if necessary
2. Go to Actions > **View Response PDF**
3. Click on Actions > **Validate** button in order to check compliance
4. If there is no missing information, **Confirmation** box will pop-up.





Submission confirmation

3.3 Prepare/Submit negotiation

4

Review

3

Lines

2

Requirements

1

Overview

Review Response: UNHCR Request For Quotation 12105 ?

Messages Respond by Spreadsheet Actions Back Next Save **Submit** Cancel

Currency = US Dollar

Last Saved 07/09/2023 4:46 PM
Time Zone Coordinated Universal Time

Title RFQ-1365

Time Remaining 2 Days 21 Hours

Confirmation

The response 12105 to negotiation 1366 was submitted.

OK

- Click on **Submit** button to complete the submission.
- **Confirmation** box will pop-up on your screen informing you that the bid response was submitted.



IMPORTANT

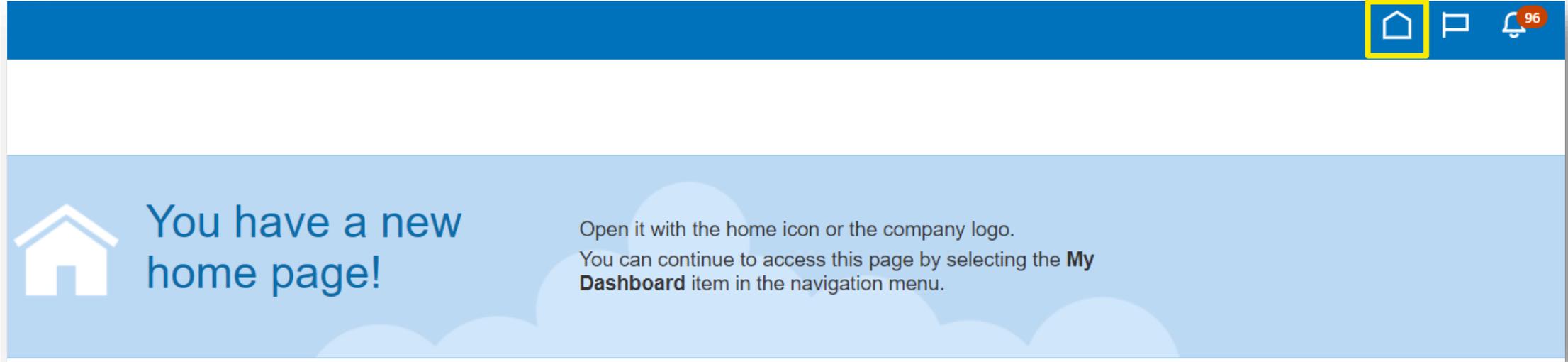
Be aware that saving your bid for later does not submit it in the system. To submit your bid, you must click on **Submit** button.



3.4 View a bid response

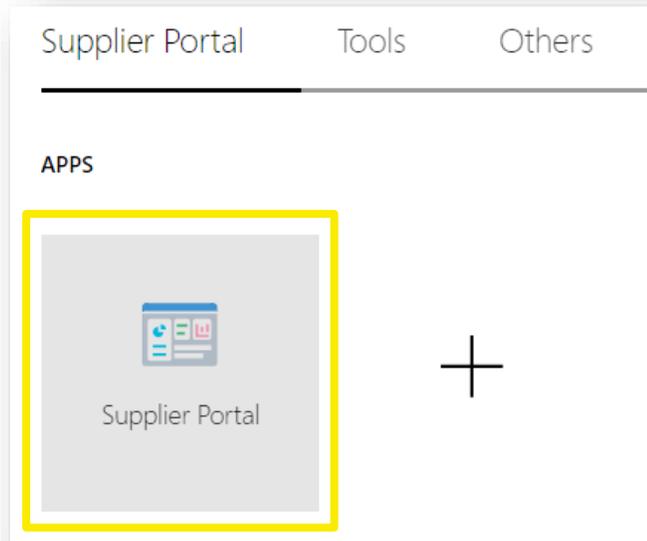


Home button



You have a new home page!

Open it with the home icon or the company logo.
You can continue to access this page by selecting the **My Dashboard** item in the navigation menu.



Supplier Portal Tools Others

APPS

Supplier Portal

- Enter the **User ID** (email address) and Password in ERP system
- **Click Sign in** to login to the Cloud ERP application
- Click on **Home** button
- Home page of Supplier Portal will appear
- Click on **Supplier Portal** icon

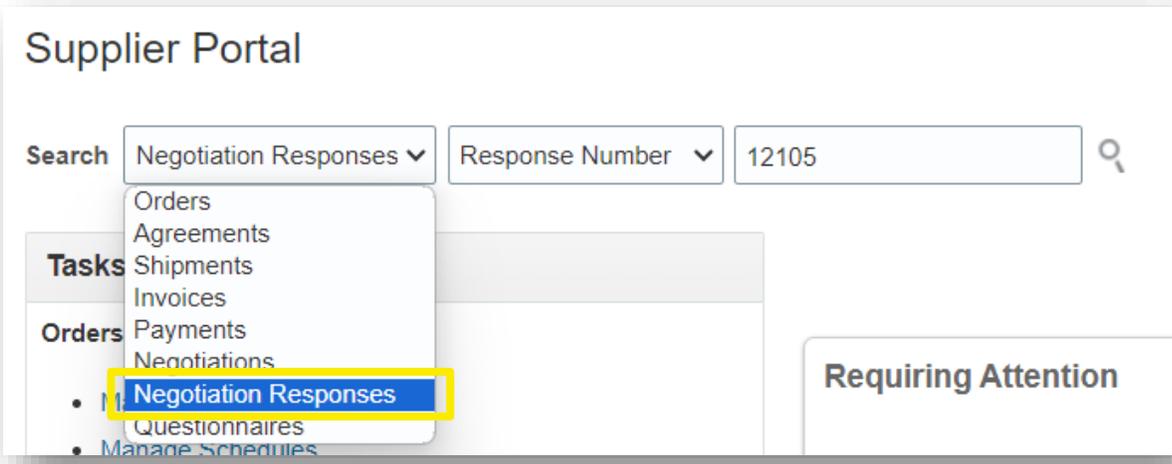


Search submitted response

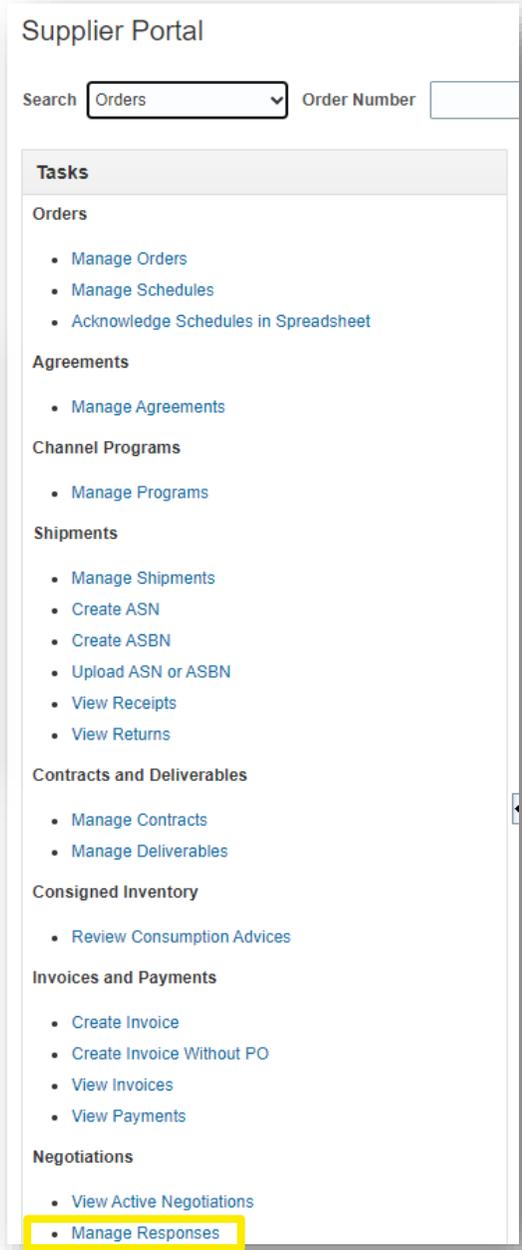
There are 2 different search options to find the submitted response

2

1



- On the Home page of Supplier Portal, select **Negotiation Response** from dropdown menu.
- Select **Response Number**
- Insert Response number



- Go to **Negotiations** section
- Click on **Manage Responses**





Response Status

Response	Response Status	Negotiation	Negotiation Title
12117	Draft	1366	RFQ-1365
12105	Active	1366	RFQ-1365
11005	Active	1148	SUPPLY OF CARD PRINTERS ACCESSORIES
11010	Active	1119	Request for Proposal Consultancy Services Partners Auditing
12104	Draft	1084	RFQ 1084 SUPPLY WAREHOUSE
9019	Pending award	747	PAKIS/2023/RFP/747

Draft – Bid responses which were saved as draft but not submitted

Active – Submitted for ongoing negotiation

Awarded – Awarded bid response

Disqualified – Bid responses which were disqualified during the evaluation process

Pending award – Bid responses which are awaiting award decision

Rejected – Bid responses that were not successful and not awarded

Resubmission required – Have to be resubmitted because the negotiation was amended





3.5 Edit the bid response for an on-going negotiation

Search

** Negotiation Title

** Negotiation

** Response

Search Results

Revising a draft response automatically locks it.

Actions View Format Freeze Detach Wrap Accept Terms **Revise**

Response	Response Status	Negotiation	Negotiation Title
12117	Draft	1366	RFQ-1365
12105	Active	1366	RFQ-1365

Actions View Fo

Accept Terms

Revise

Unlock Draft

Delete Draft

- Select the line with draft or completed response
- Click on **Revise** button



IMPORTANT

Revision is permitted until the negotiation is closed.





Review/edit bid response

3.5 Edit the bid response

To view and edit the data entered in different sections of your bid response (**Overview, Requirements or Lines**), click on the appropriate step of the response. Once you implemented the changes, click the **Submit** button to post your revised bid response.

Or you can **Revert to Active Response**.



IMPORTANT

Be aware that saving your bid for later does not submit it in the system. To submit your bid, you must click on **Submit** button.



4. Manage order

- 4.1 Manage order
- 4.2 Review receipts
- 4.3 View payment



4. Manage order and invoice

Orders

- 1 Manage Orders
 - Manage Schedules
 - Acknowledge Schedules in Spreadsheet

Agreements

- Manage Agreements

Channel Programs

- Manage Programs

Shipments

- Manage Shipments
- Create ASN
- Create ASBN
- Upload ASN or ASBN

2 View Receipts

- View Returns

Contracts and Deliverables

- Manage Contracts
- Manage Deliverables

Consigned Inventory

- Review Consumption Advices

Invoices and Payments

- 3 Create Invoice
 - Create Invoice Without PO
- 4 View Invoices
- 5 View Payments

Requiring Attention

Category	Count
Schedules Overdue or Due Today	13
Negotiation Responses	3
Negotiations Closing Soon	19
Total	35

Supplier News



IMPORTANT

This chapter is applicable only for Spend Authorized suppliers who have active contracts and agreements with UNHCR.

This dashboard shows supplier's negotiation status or reminds action to be taken.

These options are found under the **Tasks** sections of the Supplier Portal page.

- 4.1 Manage Orders
- 4.2 View Receipts
- 4.3 Create Invoice
- 4.4 View Invoices
- 4.5 View Payments





4.1 Manage orders

Manage Orders ?

Headers 1 Schedules

Search 3 2 Advanced Manage Watchlist Saved Search All Orders

Search Results

Actions ▼ View ▼ Format ▼ Freeze Detach Wrap

Order	Order Date	Description	Supplier Site	Buyer	Ordered	Currency	Status	Life Cycle 5	Creation Date
4 PO001787	06/09/2023	Surgical Mask for Staff	AMM_ZA_23	CommandCente...	900.00	USD	Open		06/09/2023
PO001772	06/09/2023		AMM_ZA_23	ROSLAN, Rafizah	200,000.00	USD	Open		06/09/2023
PO001760	06/09/2023		AMM_ZA_23	ABDUL GHANI, ...	1,000.00	USD	Open		06/09/2023

Navigate the Tasks on the Supplier Portal icon and follow the steps below:

1. Click on **Headers/Schedule**
2. Enter the Purchase order number or select **All Orders** option
3. Use **Search** or **Advanced** search function
4. Click on **PO number** to preview the PO
5. Click **Life cycle** icon for PO dashboard

PO STATUS

- Open:** The PO is open for receiving and invoicing
- On Hold:** The PO is on hold and no transactions can be created
- Closed for Receiving:** The PO is fully received
- Closed for Invoicing:** The PO is fully invoiced
- Cancelled:** The PO is cancelled but not deleted
- Pending Change Approval:** The PO has a change request that is sent for approval





Actions

Manage Orders ?

Headers Schedules

Search

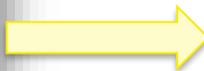
Search Results

Actions View Format [edit] [grid] [print] [freeze]

Order	Order Date	Description
PO001787	06/09/2023	Surgical Mask for Staff
PO001772	06/09/2023	
PO001760	06/09/2023	

Actions View Format

- Export to Excel
- Cancel Document
- Acknowledge
- View PDF



UNHCR United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

PO for Purchase Order/ PO001787

Dispatch via

Purchase Order	Date	Page
PO001787	06/09/2023	1
Payment Terms	Incoterms 2020	Ship via
HCR Immediate		
Buyer	Phone	Currency
Buyer CommandCenter		USD
Fax	E-mail	
	buyer.commandcenter@unhcr.org	

Supplier: AMMAN AMMAN JORDAN

Contact: Buyer CommandCenter
E-mail: buyer.commandcenter@unhcr.org
Phone:
Fax:

Ship to Location: THAILAND

Bill To: Narrabri-LAP-NAA
Narrabri AU

We hereby place the following order subject to the terms within this document.

Line -Sch	Item and Description	Ship From	Quantity	UOM	Unit Price	Total Amount	Due Date
1	HL-PP-10001 Surgical Mask for Staff	AMMAN	30.00	EA	30.0000	900.00	13/09/2023
Schedule Total						900.00	
Item Total						900.00	
Total Contract						900.00	

Contract ID: Ban Mae Sot, Thailand-OFO-THABM THAILAND

- Supplier can Export the list of POs to excel sheet
- Click on **Acknowledge** button to send acknowledgement
- Click on **View PDF** button to generate PO in pdf version



IMPORTANT

It's prohibited to change the Purchase Order from Supplier side in the system. Please discuss with procurement focal person first.



Order Life Cycle page



4.1 Manage orders

Order Life Cycle: PO001190

Sold-to Legal Entity LE_UNHCR
Order PO001190
Supplier Company LLC
Supplier Site AMM_ZA_23
Supplier Contact
Ordered 1,000.00 USD

Order Life Cycle

Order Life Cycle	Amount (USD)
Ordered	1,000.00
Invoiced	1,000.00

Ordered 1,000.00 USD
Shipped 0.00 USD
Received 1,000.00 USD
Delivered 0.00 USD
Invoiced 0.00 USD

In-Transit Shipments

Actions View Format Freeze Detach Wrap

Shipment	Ship Date	Tracking Number	Packing Slip	Expected Receipt Date	Shipped	Carrier	Bill of Lading
No results found.							

Columns Hidden 2

Receipts

Actions View Format Freeze Detach Wrap

Receipt	Receipt Date	Shipment	Ship Date	Packing Slip	Returned	Received	Delivered	Invoiced	Open to Invoice
60	07/09/2023 7...	dksdskhflsfs		12132214323132	0.00	1,000.00	0.00	0.00	0.00

Columns Hidden 3

Invoices

Actions View Format Freeze Detach Wrap

Invoice	Invoice Date	Status	Invoice Total	Paid	Matched Amount	Receipt	Packing Slip
No results found.							

Columns Hidden 3

Purchase order Life Cycle details:

- Order Number
- Supplier Name
- Supplier Site
- Supplier Contact
- Ordered Amount
- Shipped Amounts
- Received Amount
- Invoiced Amount
- Receipts Details
- Delivered Amount
- Invoices Details
- In-Transit Shipments
- Bar-Chart for PO transactions





4.2 Review receipts

View Receipts

Search

Advanced Saved Search All Receipts

** At least one is required

1 ** Receipt

Organization

2 ** Shipment

** Item

3 ** Receipt Date

Supplier Item

Search Reset Save...

4 Search Results

View

Receipt	Receipt Date	Organization	Shipment	Ship Date	Purchase Order	Invoice	Packing Slip	Bill of Lading	Supplier Site
60	07/09/2023 12:0...	HCR Pakistan ...	dkstdskhflsfs		PO001190		12132214323132	N/A	AMM_ZA_23

Navigate the Tasks on the Supplier Portal icon and click on **View Receipts**:

1. Enter the Purchase order number
2. Select **All Receipts** option
3. Click on **Search** or **Advanced** search function
4. Click on **Receipt number** to review the receipt





Receipt page

Receipt: 60

View Transaction History Done

Summary

Supplier Company LLC
 Shipment dksdiskhflsf
 Shipped Date
 Shipping Method
 Number of Supplier Packing Units 1
 Supplier Site AMM_ZA_23

Packing Slip 12132214323132
 Waybill 454545454
 Bill of Lading N/A
 Note sflhd;lhgd
 Attachments None

Additional Information

Lines

Actions View

Item	Item Description	Document Type	Document Number	Quantity				UOM Name	Currency	Receipt Date
				Ordered	Returned	Net Received	Rejected			
EL-IM-10001	TV Screen, Sa...	Purchase order	PO001190	1	0	1	0	Each	07/09/2023 7:32...	

Click on **View Transaction History** button

Transaction History: Receipt 60

Actions View

Transaction Type	Revision	Transaction ID	Subinventory	Locator	Transaction				Transaction Date	Deliver-to Location
					Quantity	Transaction UOM	Amount	Currency		
▶ EL-IM-10001					1	Each				

Quantity Details

Accepted 1

Rejected 0

Returned 0

Put away 0

OK

Click on **Quantity**

Quantity Details will be displayed





View Payments page

4.3 View Payment

Supplier Portal

Search Order Number

Tasks

Orders

- Manage Orders
- Manage Schedules
- Acknowledge Schedules in Spreadsheet

Agreements

- Manage Agreements

Channel Programs

- Manage Programs

Shipments

- Manage Shipments
- Create ASN
- Create ASBN
- Upload ASN or ASBN
- View Receipts
- View Returns

Contracts and Deliverables

- Manage Contracts
- Manage Deliverables

Consigned Inventory

- Review Consumption Advises

Invoices and Payments

- Create Invoice
- Create Invoice Without PO
- View Invoices
- **View Payments**

Search

Advanced Saved Search All Payments

** At least one is required

** Payment Number

Payment Status

Payment Amount

** Supplier

Supplier Site

Payment Date

Search Reset Save...

Search Results

View Detach

Payment Number	Payment Date	Payment Type	Invoice Number	Supplier	Supplier Site	Payment Amount	Payment Status	Remit-to Account
----------------	--------------	--------------	----------------	----------	---------------	----------------	----------------	------------------

- Click **View Payments** on the supplier portal main page
- Use any of the following search options to retrieve the existing Payments:
 - Payment Number
 - Supplier name
 - Payment Status
 - Supplier Site
 - Payment Amount
 - Payment Date
- Click on **Search**
- The Payment details will be retrieved in the **Search Results** table



5. Helpdesk Support

[5.1 Technical assistance](#)

[5.2 FAQs](#)

[5.3 Glossary](#)



5.1 Technical assistance

If you experience technical issues with the registration or bid submission process, **please contact the respective buyer** as indicated in the negotiation document of the negotiation you wish to bid **as soon as you can**.

Resolving the technical issue would take time and UNHCR will not be held liable for any delays. UNHCR will respond during official business hours.



To ensure your case is resolved as quickly as possible, when requesting support, it is always recommended to share the following details:

- Your User ID and Company name
- The negotiation ID you are participating in (if applicable)
- Screenshots of any error or warning messages
- A brief description of the steps you took before encountering any errors or issues



IMPORTANT

Do not postpone registration and bid submission till the last minute.





5.2 Frequently asked questions

Q: How will suppliers be registered in the system?

A: The suppliers can register through self-service registration in the Supplier Portal.

Q: Can suppliers apply directly via their supplier portal?

A: Yes, the supplier portal allows suppliers to apply directly.

Q: How can we register ourselves in rural areas where there is no accessible private 2G or 3G internet service for the public?

A: In such cases, the procurement focal point can assist for registration process wherein UNHCR will register them.

Q: Can suppliers participate in RFQ, ITB, and RFP processes through the supplier portal?

A: Yes, suppliers need to participate in these processes through the supplier portal.

Q: Will the supplier's payment depend on the INCOTERM or the receipt?

A: The procedure won't change much. INCOTERMS are determined as part of the purchase order, and payment is processed based on the receipt.

Q: Will centralizing supplier validation and approval result in delays?

A: Supplier management requires specialized review and centralizing this information.

Q: Will fiscal documentation be requested in tenders?

A: Suppliers will be required to upload fiscal documentation on the supplier portal as per specified in the negotiation requirements.





Q: Will suppliers be able to update their information in the portal?

A: Yes, suppliers can update their information in the portal, but material changes require validation and approval by the central team.

Q: What happens if a supplier changes bank information during the generation of a purchase order?

A: If the change request is approved before printing the purchase order PDF, it will be reflected; otherwise, the purchase order needs to be reprinted post-approval.

Q: How will supplier clarifications/questions during the negotiation period be handled?

A: Suppliers can communicate with UNHCR through Supplier portal using Message button.

Q: Do suppliers have access to the ERP system for purchase order acknowledgment?

A: Yes, you will receive notification and suppliers have access to the ERP system for purchase order acknowledgment through supplier portal.

Q: Is the Supplier portal environment just in English or it will provide an access in other UN languages?

A: At the beginning the portal will be activated in English and slowly other languages will be added to the system.

Q: For suppliers who have been correctly migrated in the Cloud ERP. Will supplier need to also self-register to be able to receive negotiations or will we be notified about negotiations because we are already registered? And in case, how will we know how to have access to our portal account?

A: Those who have been correctly migrated won't have to self-register again. Suppliers will be able to participate in tenders, suppliers can go into the portal, and suppliers will have access to the available information for open negotiations. The contact information data (emails, telephone, etc) are paramount to be able to contact the suppliers and provide suppliers with guidelines to access your portal account with your credential (email) and then reset your own password.



Q: Is the Cloud ERP going to be connected to the (UN Global Marketplace) UNGM portal?

A: Not at the moment.

Q: What happens if the supplier name in the bank details is different from the beneficiary name?

A: The bank account should always be in the name of the beneficiary. We cannot make payments to third parties.

Q: Is it possible to save a registered supplier as a draft before submitting it for approval? How does the approval process work?

A: Yes, it is possible to save the registered supplier as a draft before submission for approval. The approval process involves HQ reviewing and approving all requests.

Q: Can supplier perform a check to see if a supplier already exists in the database before creating a new one, specifically checking if the company name is already registered?

A: Yes, the system includes a duplicate validation check that prevents the addition of a new supplier with the same email as an already registered supplier. Additionally, you can contact the procurement focal point and get your registered information. The registration process will undergo an approval process at HQ.

Q: Do suppliers need to fill up the vendor registration form?

A: Yes, the vendor registration form will still need to be filled out, but there will be a new format that will be delivered soon. The new format will provide updated information and requirements for the vendor registration process.

Q: How long does the approval process take after creating the supplier?

A: The specific duration of the approval process has not been specified yet. However, the processing time will depend on the accuracy and completeness of the mandatory details provided during the supplier registration.





Q: How will we know the city code when entering Supplier details?

A: For city codes, you can enter any name to refer to the city. The code will be reviewed by the Master Data Management team during the approval process. As for the country, if you enter the initial letters, the code will appear automatically, assisting with the selection of the correct country code.

Q: If the Swift code is not visible and IBAN is not used in some countries, what alternative options are available for entering bank account details?

A: In cases where the Swift code is not visible and IBAN is not applicable in certain countries, an alternative option is to enter the Account Number instead of IBAN. This allows for the inclusion of relevant bank account details specific to those countries during the supplier registration process.

Q: Is it mandatory for every supplier to have a DUNS number for registration?

A: No, having a DUNS number is not mandatory for all suppliers. It's applicable for suppliers who were already assessed and scored by Dun & Bradstreet business credit profile in order to check the business credit scores and assess the company's financial health. If a supplier does have a DUNS number, the supplier can provide their TAX ID or TAX Registration number as an alternative identifier.

Q: If the supplier is a proprietor, should their tax ID be used during registration?

A: Yes, if the supplier is a proprietor, their tax ID should be used as the identifier during the registration process.

Q: Can we create a supplier with an address from a different country code?

A: Yes, it is possible to create a supplier with an address from a different country code. The system allows for multiple addresses within a supplier profile, and these addresses can be differentiated using address names.





Q: When selecting the country, will the bank information details displayed be specific to that country or are they the same for all countries?

A: The bank information details displayed will be specific to the selected country. For example, if you select Hungary, the system will show you banks, and branches located in Hungary. Similarly, if you select Afghanistan, you will only see banks and branches relevant to Afghanistan. The displayed bank information is country-specific and tailored to the banking options available in each respective country.

Q: Where can we add the Swift code?

A: The Swift code is associated with the setup of banks and branches within the system. You don't have to provide it.



5.3 Glossary



Awarding: Awarding is the phase during a Procurement action in which based on the evaluation of the bids/proposals received (tender offers) an award of one or more relevant contracts is made. Usually at this stage the eligibility and evaluation of the proposals have been concluded, so it remains to choose the one that got the one(s) to be awarded with a contract.

Inspection: Inspection is the process by which goods are checked for quality, compliance with technical specifications, and accuracy. Types of Inspection include factory audit, pre-delivery inspection, loading inspection, post-delivery inspection, laboratory testing.

Inventory (INV): Inventory includes all stockable items.

Item: Items are products or materials with specific Item Attributes, e.g. a laptop of a certain model. Each item is assigned an ID which can be selected in transactions.

Last Mile: The last leg of a journey comprising the movement of goods to a final destination.

Low Value Procurement (LVP): Low Value Procurement - also referred to as Shopping - is the purchase of readily available off-the-shelf goods and simple services, for a cumulative value at or below the threshold for making use of an RFQ (threshold set at USD 4,000 for the same or similar items within a short period of time, usually 90 days (about 3 months) depending on the nature of the item concerned).

Purchase Order (PO): A Purchase Order is a contractual agreement with an external Supplier, an Individual Consultant or Contractor, or a CBI funding commitment. Purchase Orders are raised when you already know the details of the goods or services to be purchased, including the estimated costs, quantities, delivery schedules, and Chart of Accounts (CoA) coding. Purchase Orders generate a budgetary obligation.





Receipt: Receipt is the confirmation that goods or services were received in accordance with the specifications of the Purchase Order (PO). It serves as the basis for settling the Suppliers invoice.

Scoring: Scoring is a step in the Request for Proposal (RFP) process, which - as part of the evaluation process - covers the rating of each proposal submitted by the Bidders. A scoring method can also be used in RFQs and weighted ITBs to determine technical compliance with a set of requirements.

Spend authorized supplier: Suppliers who are ready to be awarded or receive payments and transaction from UNHCR.

Trade Operation (TO): Trade Operations are used to capture Landed Cost charges associated with Purchase Order (PO) Receipts.



THANK YOU!
