

# Guidelines for UNHCR Suppliers

## How to use the Supplier Portal



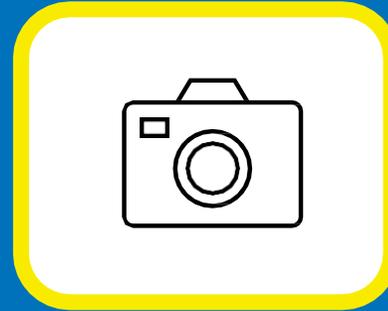
**UNHCR**  
The UN Refugee Agency

Supply

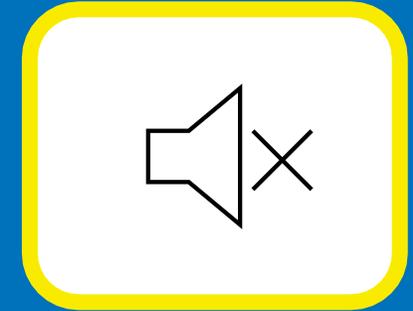


# House Rules

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**Close your camera**  
once discussion starts.



**Mute yourself**  
when not talking.



**Raise your hand** or  
type questions in  
the chat.

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# 1. Introduction

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4. [What is Supplier Portal?](#)
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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 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.

# 1.4 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

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1. [Supplier registration overview](#)
2. [Enter Supplier profile](#)
3. [Confirm registration and create new password](#)
4. [Update Supplier profile](#)
5. [Manage user access](#)
6. [Setting profile preferences](#)
7. [Forgotten password](#)

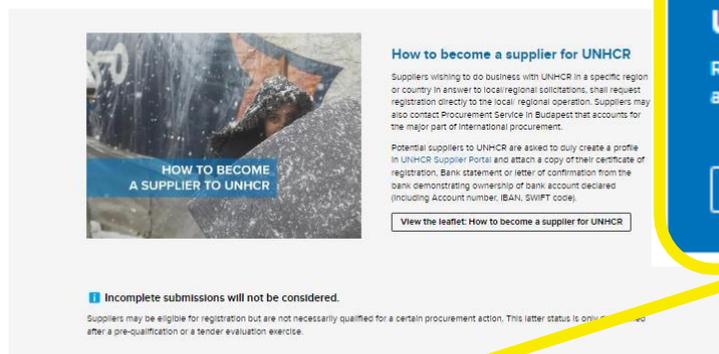


# 2.1 Supplier Registration: Visit Supplier Portal



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





# 2.2 Enter supplier profile

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

Company Details    Contacts    Addresses    Bank Accounts    Questionnaire    Review

## Part 2

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

The screenshot shows a form with the following fields:
 

- D-U-N-S Number**: A text input field highlighted in yellow.
- Tax Country**: A dropdown menu highlighted in yellow.
- Taxpayer ID**: A text input field highlighted in yellow.
- Tax Registration Number**: A text input field highlighted in yellow.
- Note to Approver**: A larger text area for additional information.
- UNGM Reg No**: A text input field at the bottom left.

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.





- 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 Yes

No 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.

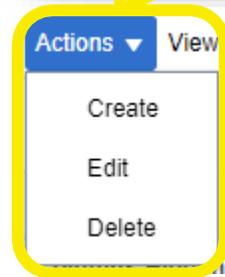
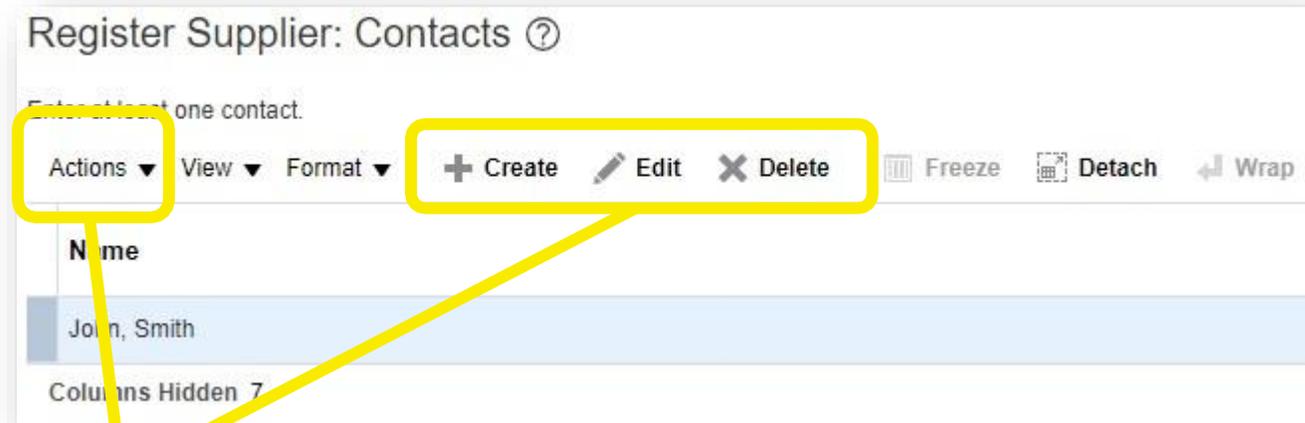


### TIP:

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.

**Edit Contact: Smith John**

Salutation

\* First Name

Middle Name

\* Last Name

Job Title

Administrative contact

Phone

Mobile

Fax

\* Email

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

\* 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   Freeze Detach Wrap

Remove	Select and Add	Job Title	Email	Administrative Contact	User Account
Columns hidden: 4					

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)

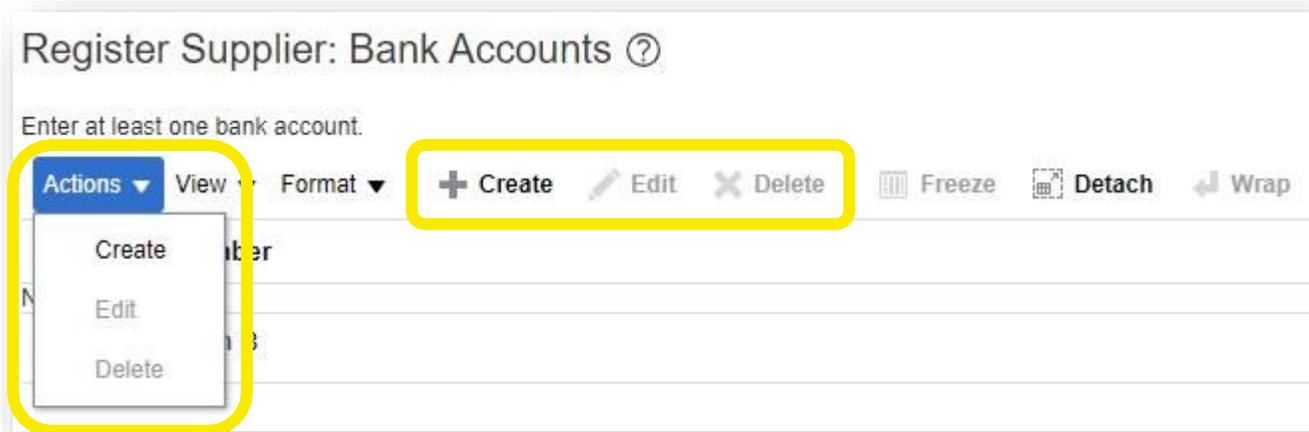
**Actions:** Use Remove/Select and Add buttons to edit the registered address

Click on **Create Another/OK** buttons to complete the action





## 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

6

5

4

3

2

1

Review Questionna Bank Accounts Addresses Contacts 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  
 b. No

\* Response Attachments None **+**

Comments

**Attachments**

Actions View + x

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 View **+** x

Type	Category	* File Name or URL	Title	Description	Attached By
File	From Supplier	<b>Choose File</b> no file chosen			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.

[Back](#) [Next](#) [Save for Later](#) [Register](#) [Cancel](#)

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

**Confirmation**

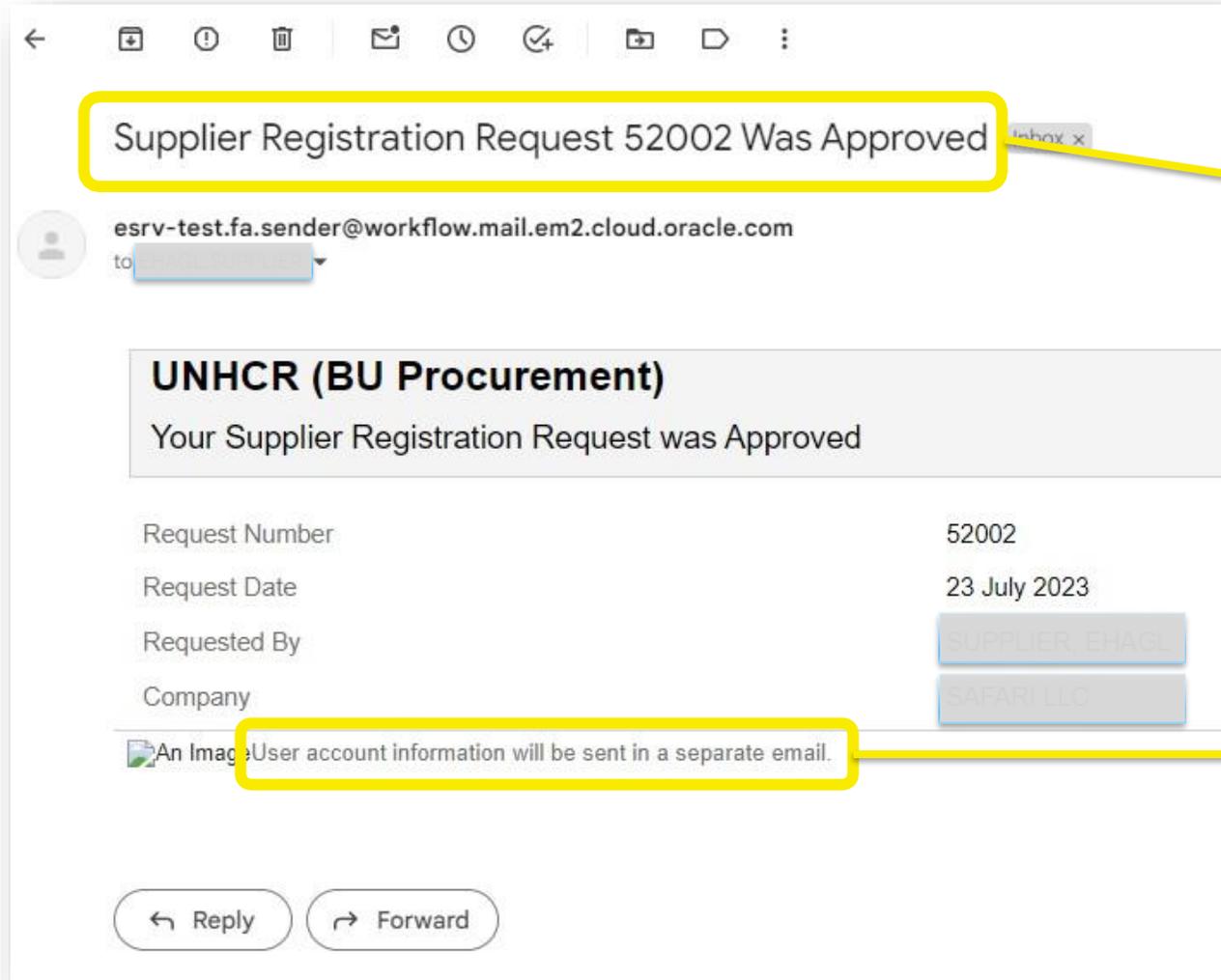
Your registration request was submitted. You will receive an e-mail after your registration request is reviewed.

[OK](#)

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



## 2.3 Confirm registration and create password

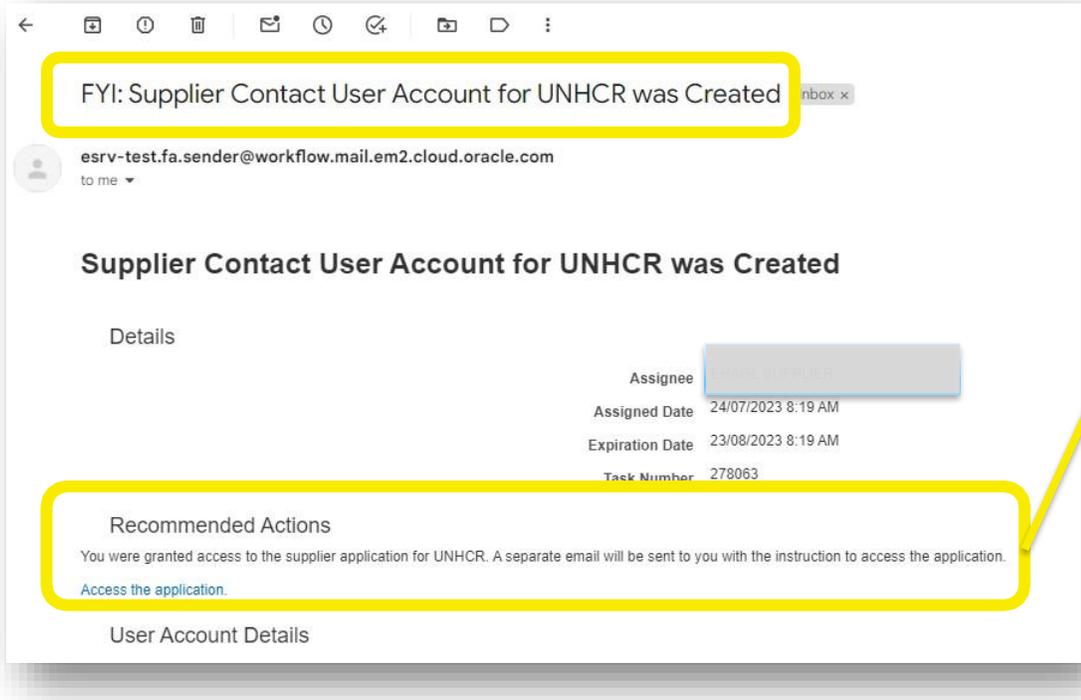


A first email will arrive to confirm the approved registration once the validation is done by UNHCR.

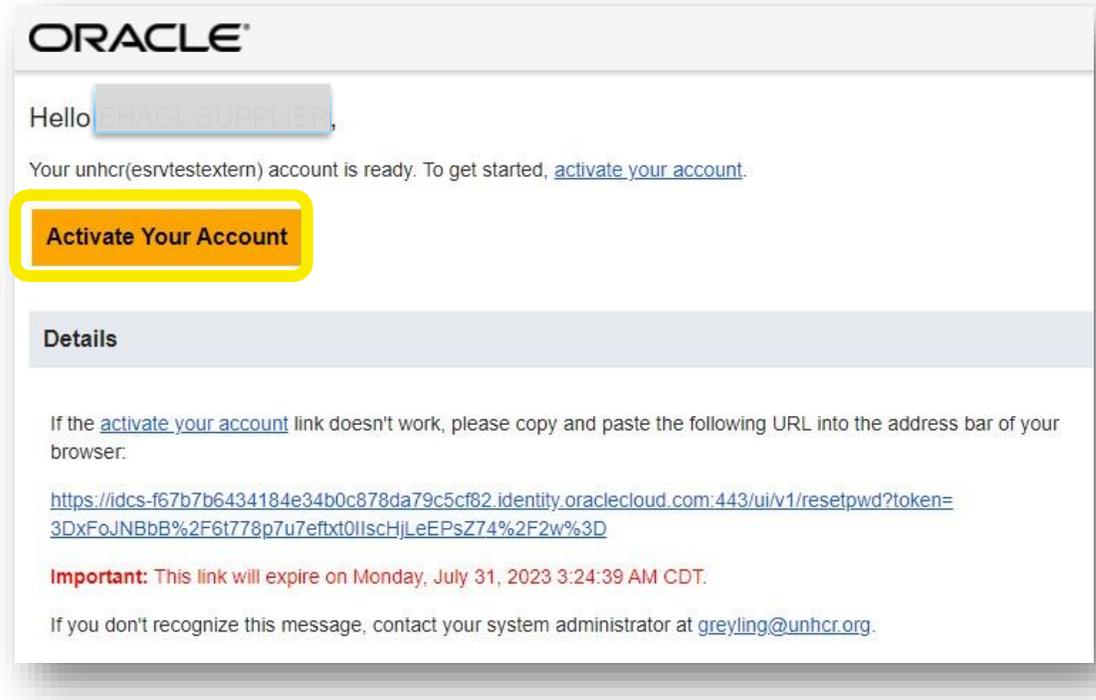
User account information will be sent in a separate email



# 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.



 **User Account password**



## Remember



Confirmed the email address registered in the system is one that is in use and regularly monitored



Notification emails from the system may end with **oracle.com**



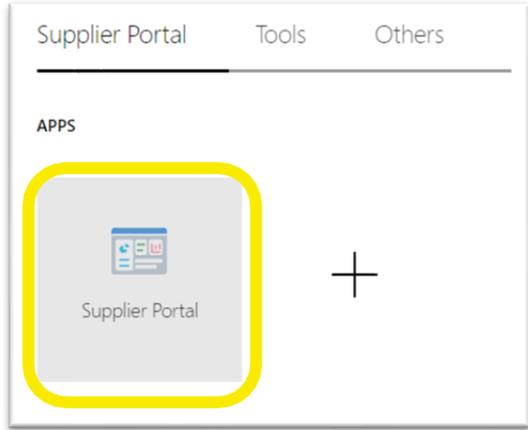
Check Spam/Junk folders



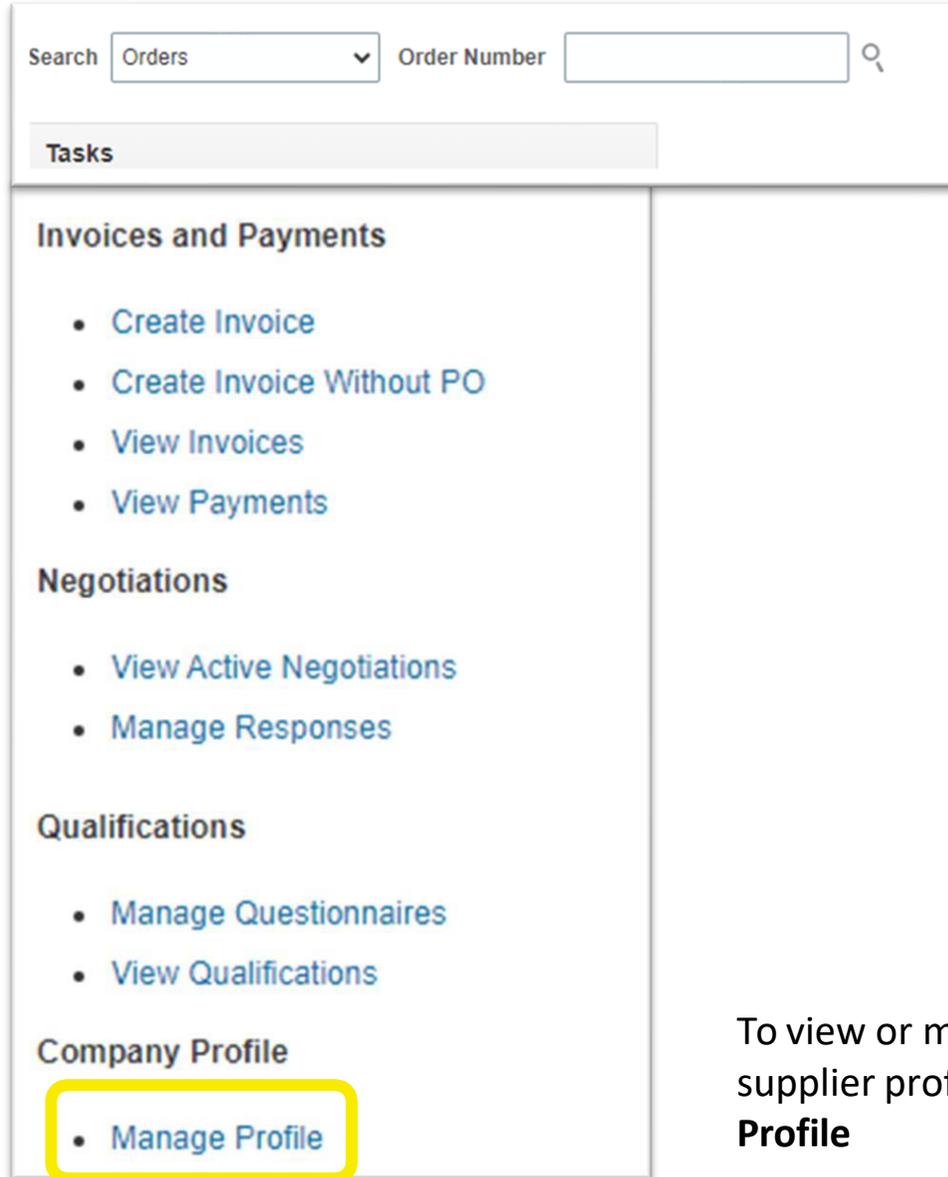
If a UNHCR colleagues assures you they activated the account (for the provided email) but the you did not activate on time:  
**Go to Forget Password and follow instructions**



## 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

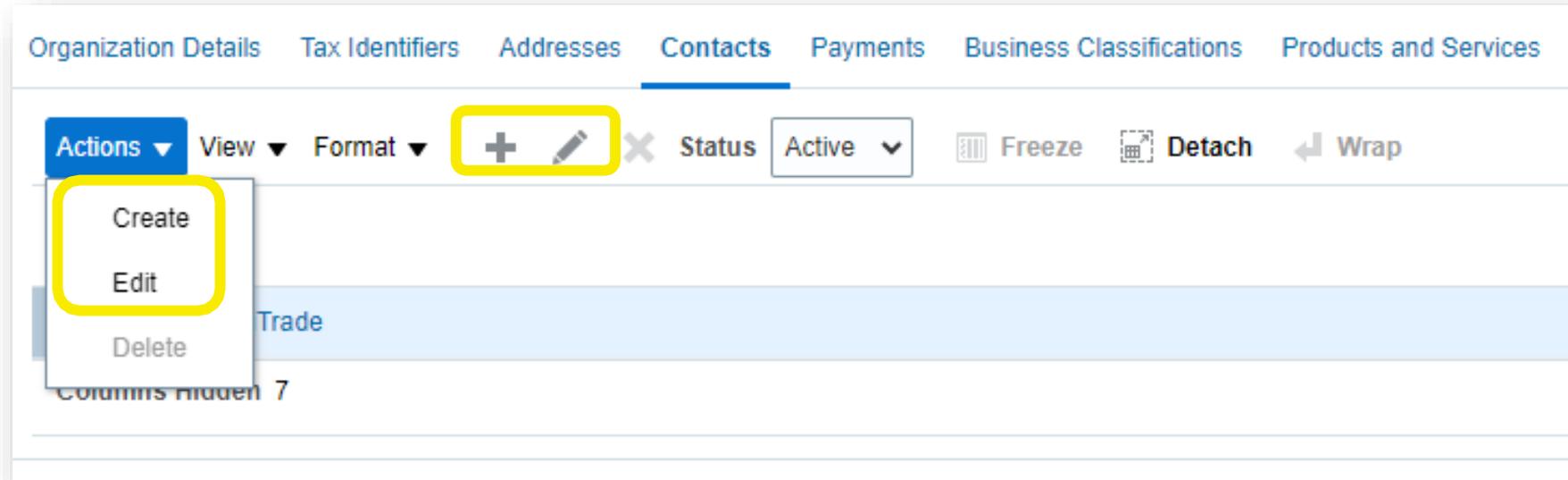
	From Date	To Date
	14/12/1954	
	14/12/1954	
	14/12/1954	
	14/12/1954	
	14/12/1954	
	14/12/1954	

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

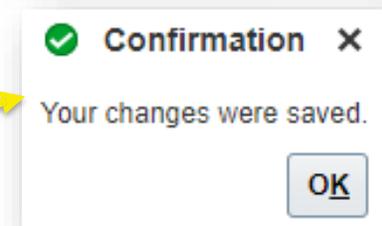
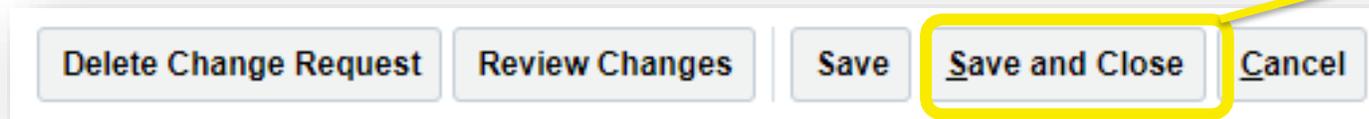




# Manage Contacts



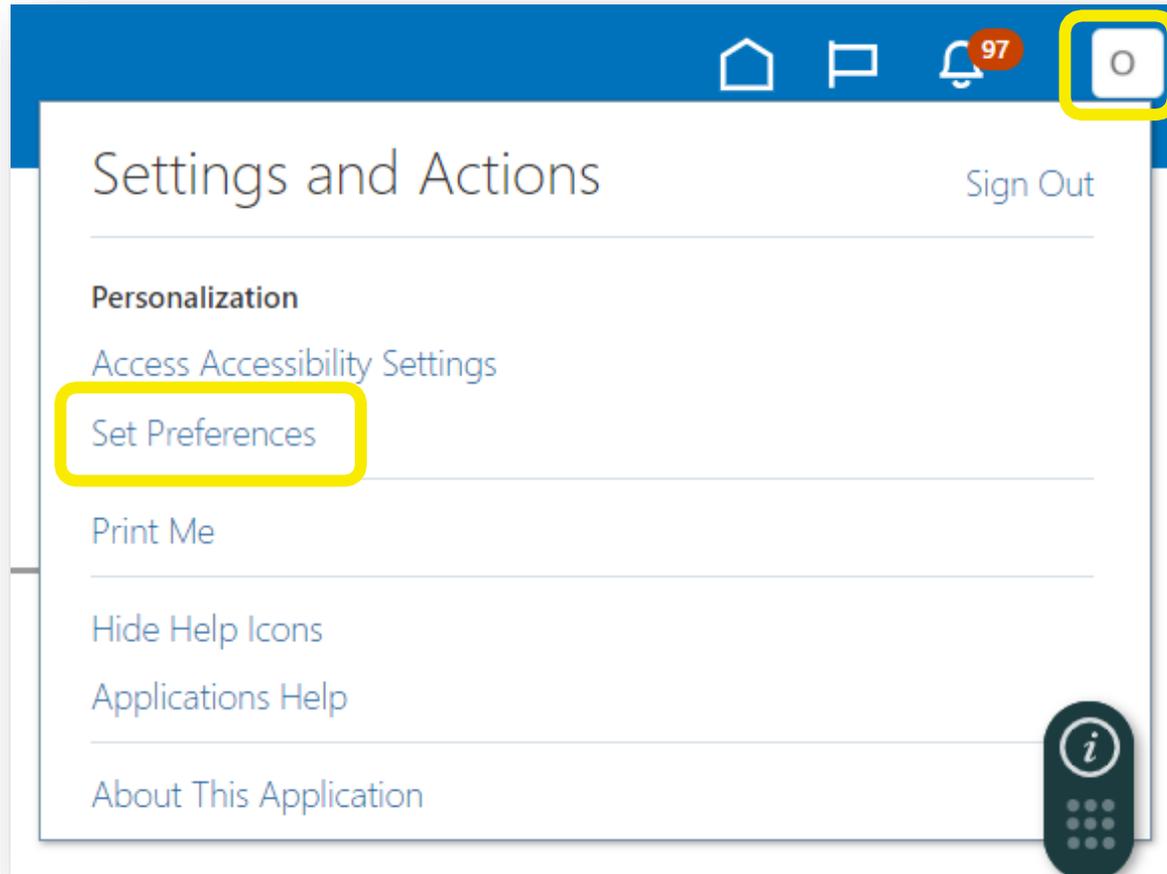
- Click on **Contacts** tab
- Click on **Actions** > **Create** new contact or
- Click on **Actions** > **Edit** button to revise existing contact details



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

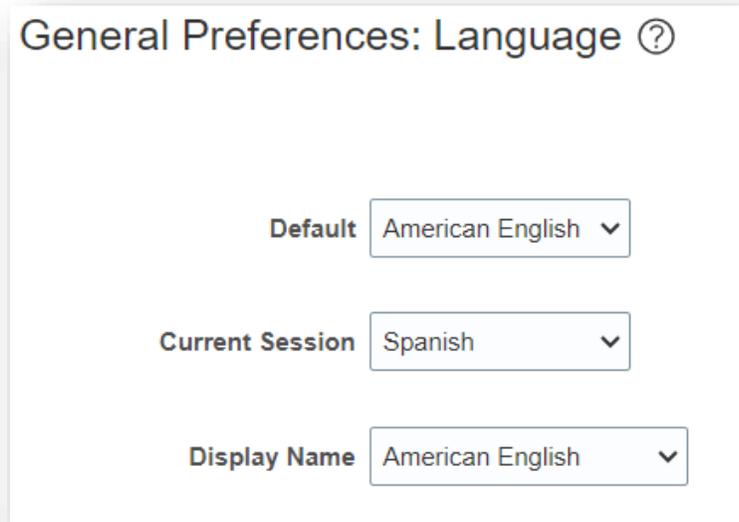
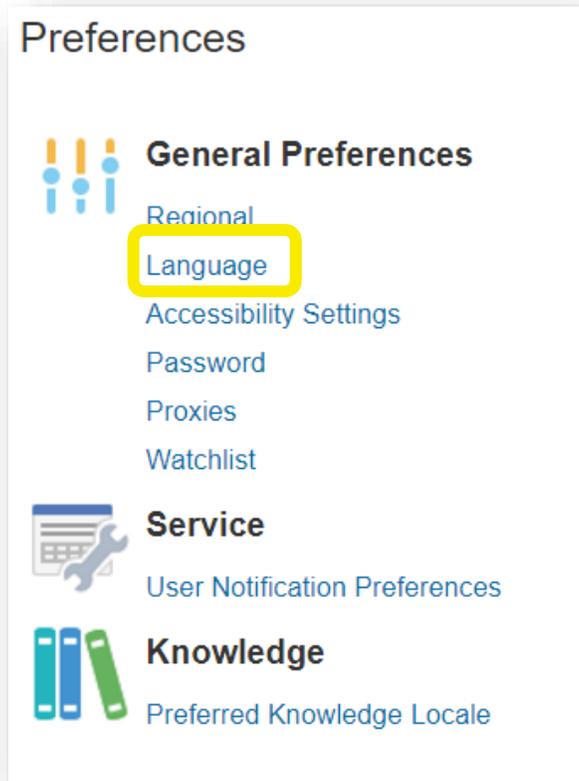
**Time Zone:** Select the time zone in which you operate. This will convert the negotiation deadline to the exact time as per your chosen setting.





# 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

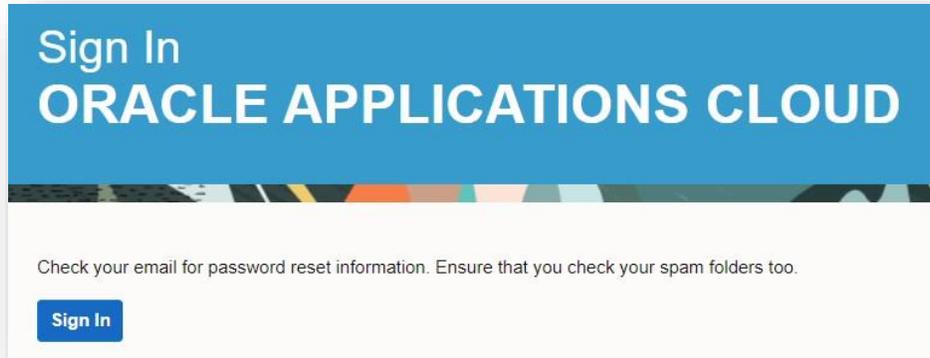
Step 2: Enter registered **email** address

Step 3: Tick **Forgot password**

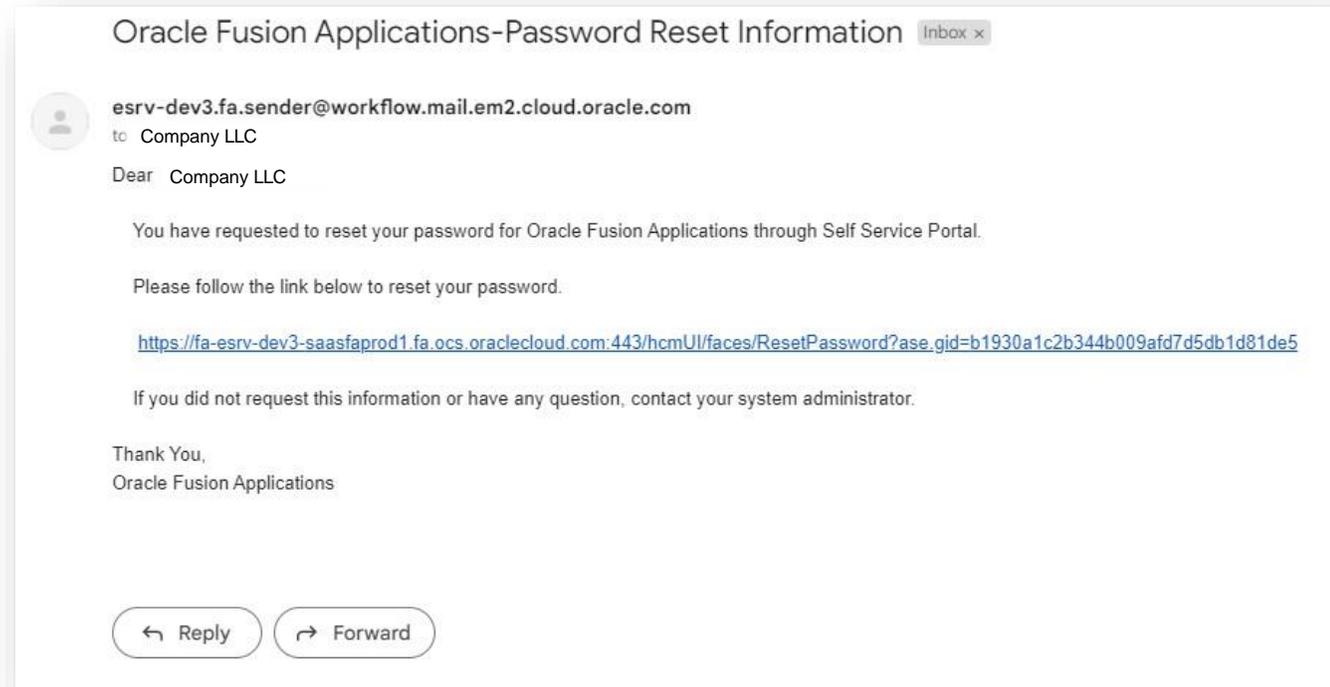
Step 4: Click on **Submit** button



# 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](mailto: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.



Set Preferences 





How did today's  
session go?



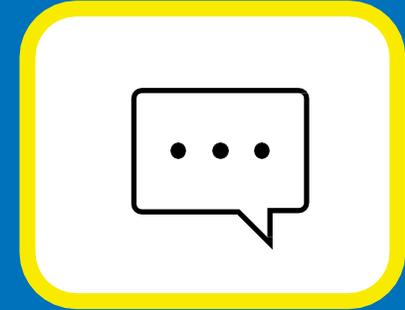


# Q&A

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Raise your hand or



Type in the chat.

**Please be specific with your questions.**



# Thank you!

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