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

UNHCR The UN Refugee Agency | CLOUD ERP

2. Register and manage supplier profile

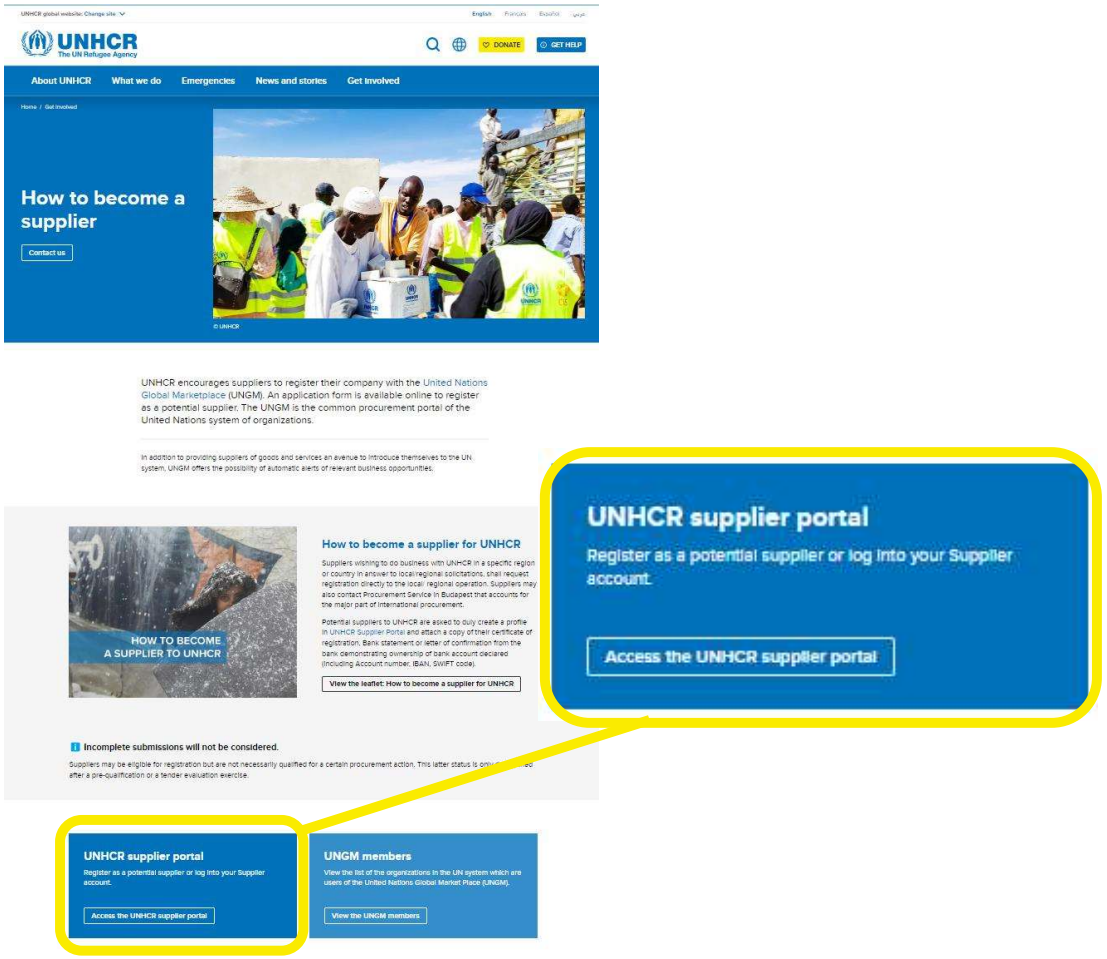
2.1 Supplier registration overview
2.2 Enter Supplier profile
2.3 Confirm registration and create new password
2.4 Update Supplier profile
2.5 Manage user access
2.6 Setting profile preferences
2.7 Forgotten password

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	Register mandatory information	Submit	Check e-mail
Click this LINK or enter from the UNHCR WEBSITE. Prepare all information and documentation before starting the registration process.	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	Registration will be auto-approved for prospective suppliers	Check email account to create password and log-in to the system

2.1 Supplier Registration: Visit Supplier Portal



Click this **LINK** or enter from the **UNHCR WEBSITE**

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

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

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

Register supplier (6 train stops)



Stop1. Enter the company details

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

Stop 3. Insert the company address

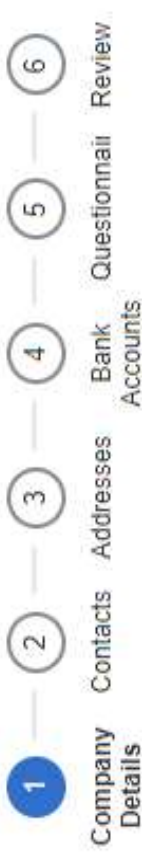
Stop 4. Enter bank details

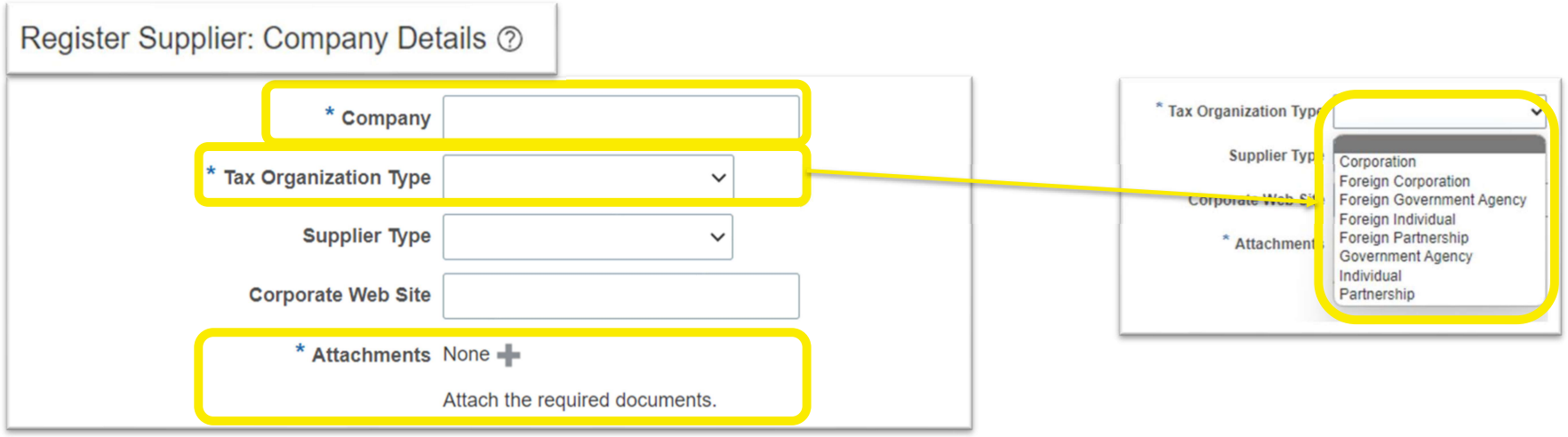
Stop 5. Complete the questionn aire

Stop 6. Review and complete the registratio n

IMPORTANT
Only applicable for Spend authorized suppliers

Train stop 1: Part 1





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)

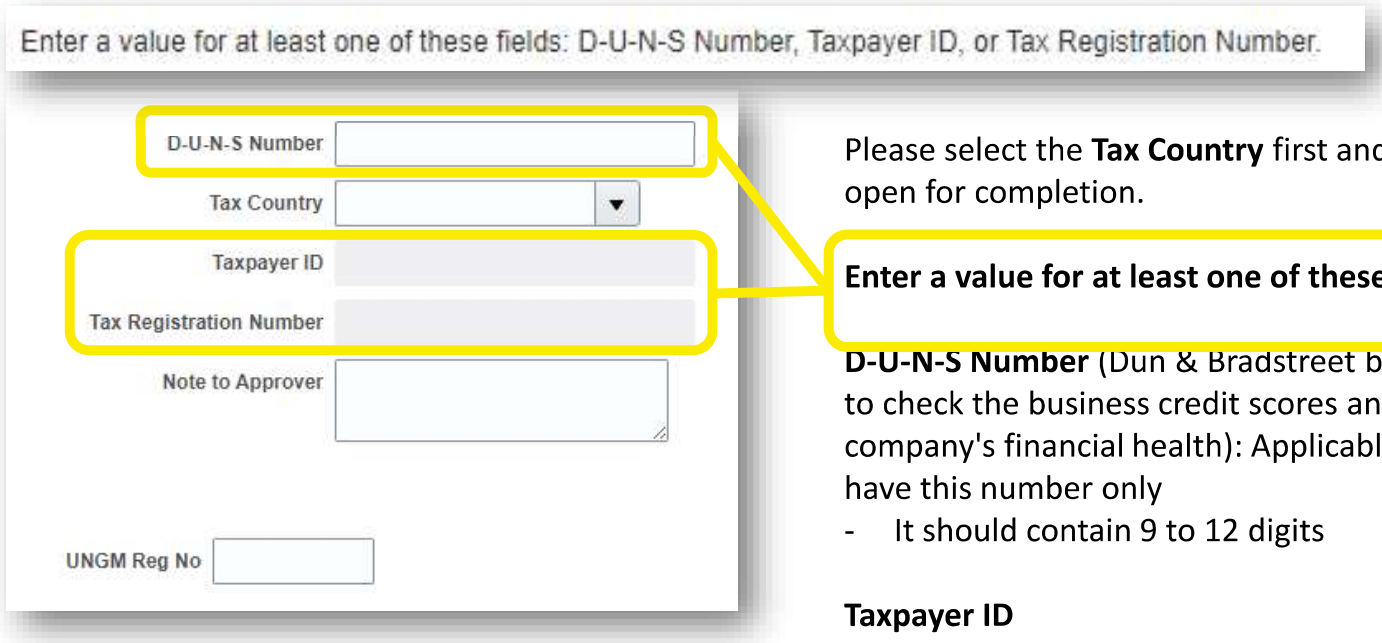
Supplier type
- Select **Commercial Supplier** from the dropdown menu

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



UNGM Reg No
If your company is registered on the United Nation's Global Marketplace (UNGM) website, please insert the 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:

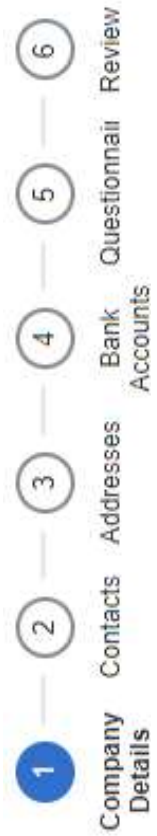
D-U-N-S Number (Dun & Bradstreet business credit profile to check the business credit scores and assess the company's financial health): Applicable for Suppliers who have this number only

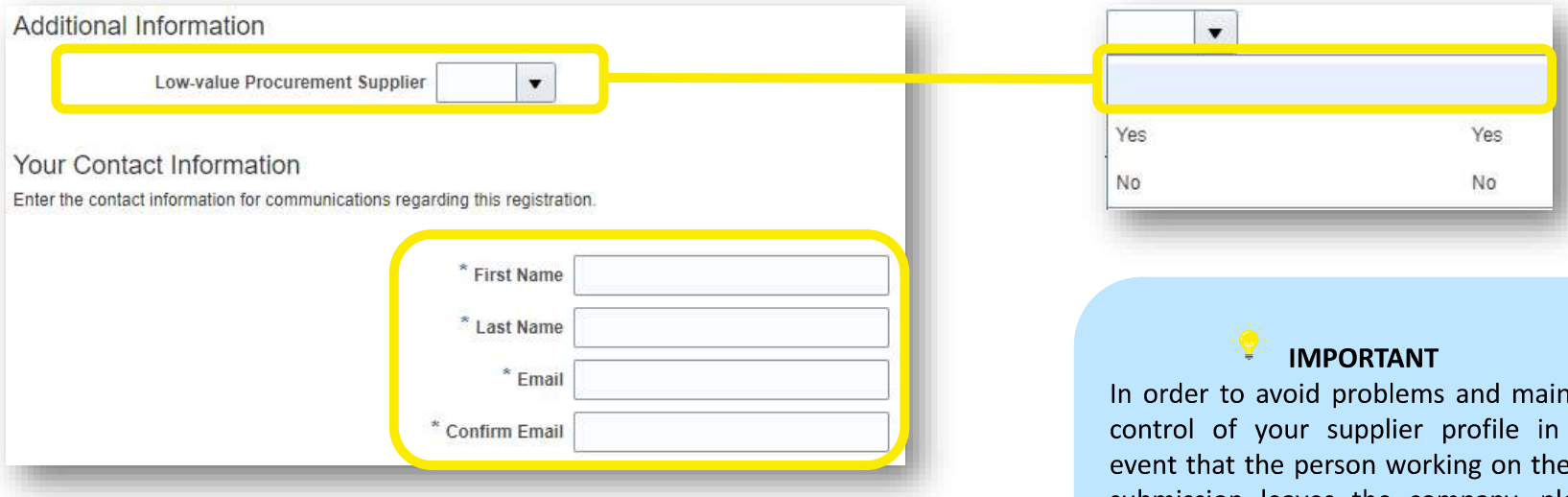
- It should contain 9 to 12 digits

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

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

Part 3





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

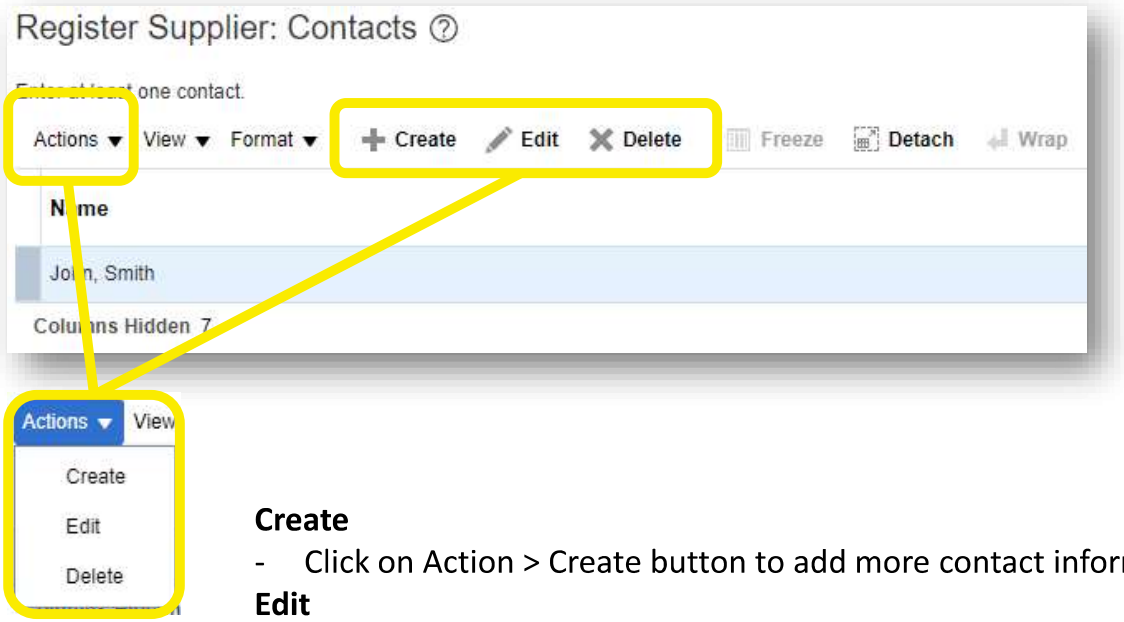


- When you complete to fill “Company Details”, click on **Next** button to go for next train stop.
- Use “Save for Later” button to save or continue the registration at a later time.

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



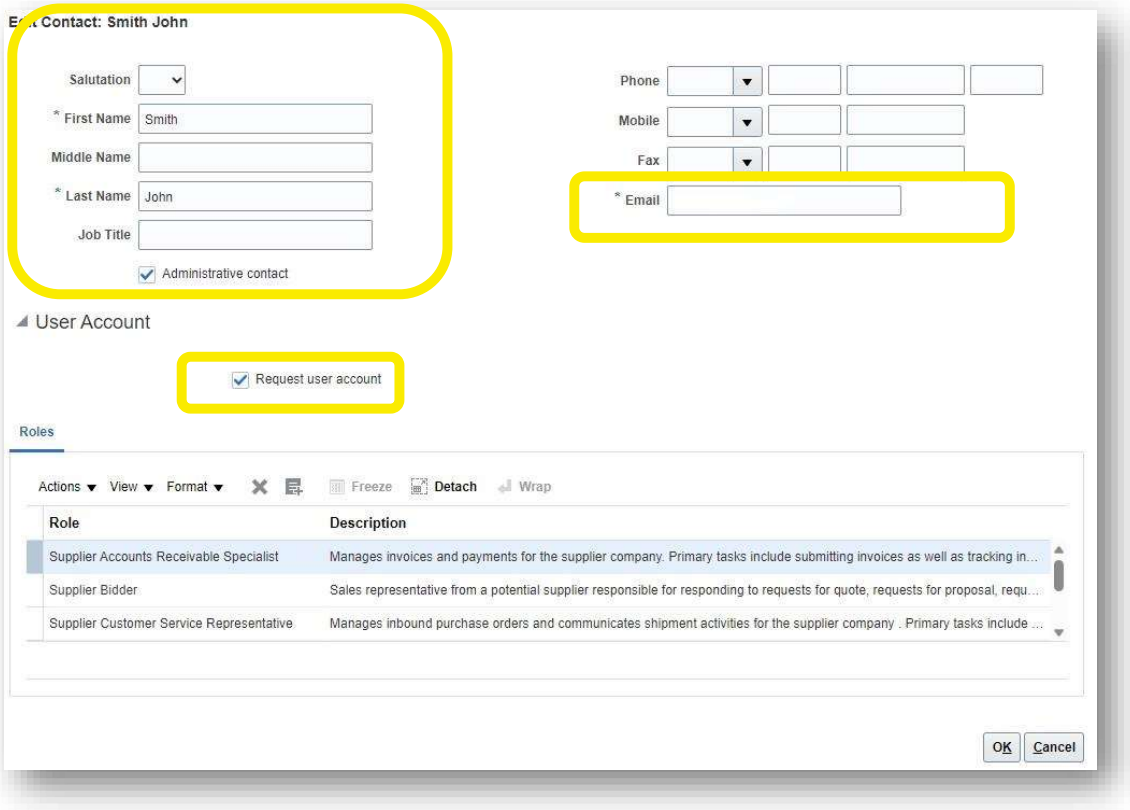
Create
- Click on Action > Create button to add more contact information

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:

- Review and edit focal person information and contact details.
- Tick “Administrative contact” if this must be considered an administrative contact

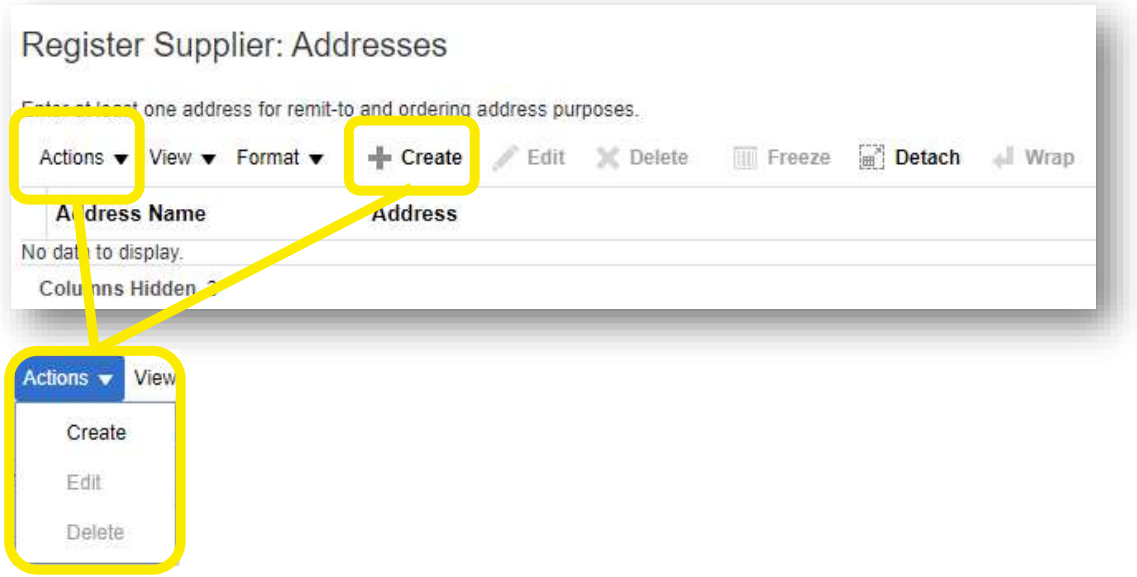
User Account:

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

Then click on **OK** button.

Train stop 3: Addresses page





Create

- Click on Action > Create button to enter address details

Edit

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

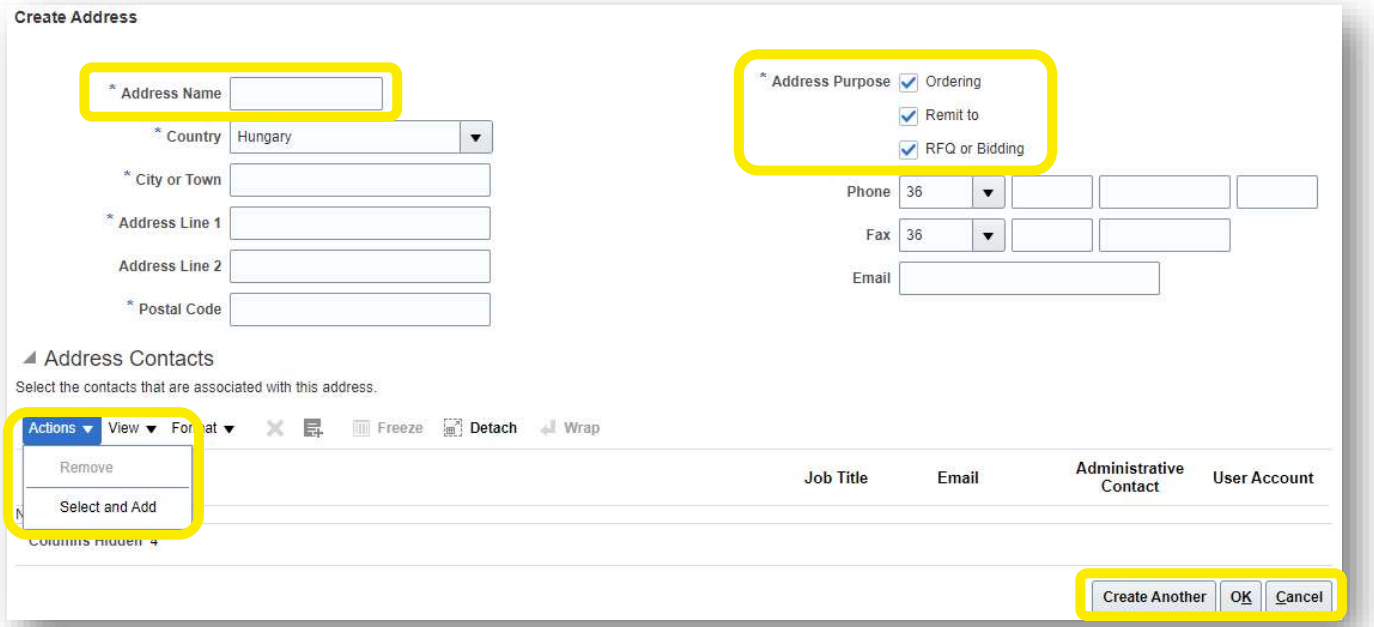
Delete

- Select existing address information and delete the information

Create Address page

IMPORTANT: * means mandatory field to be filled.

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



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



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

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

Create your **ADDRESS NAME** using:

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

Address name reference

wikipedia.org
https://hu.wikipedia.org › wiki · 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.

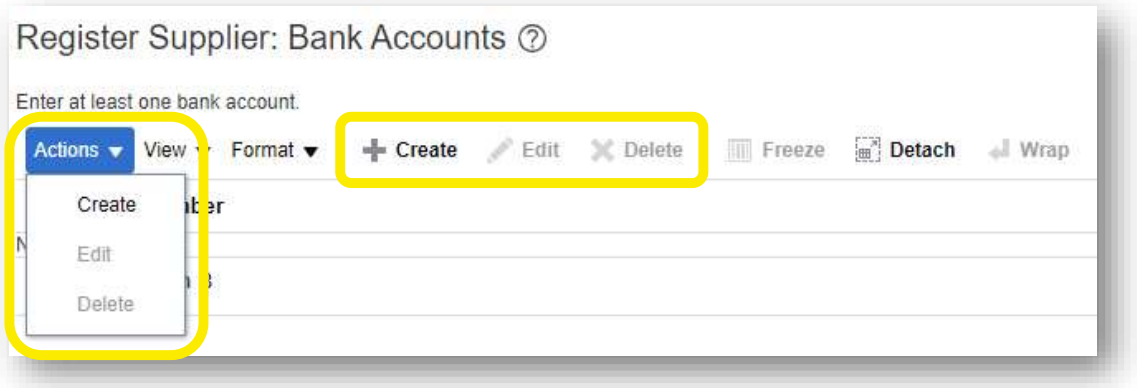
ISO 3166-1 table

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



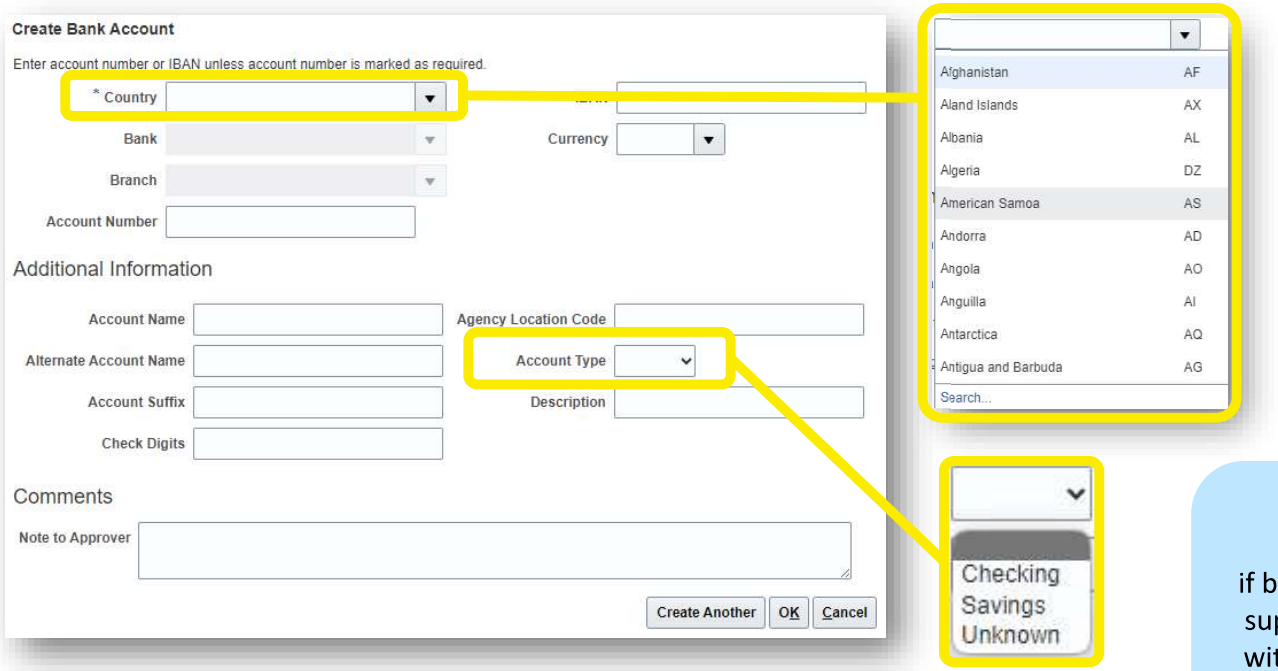


Create: Click on Actions > Create button to add a Bank accounts
Edit: If you want to edit the existing bank account, please click on Actions > Edit button to review and edit the bank accounts
Delete: Select the line and delete the invalid bank account if applicable

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.

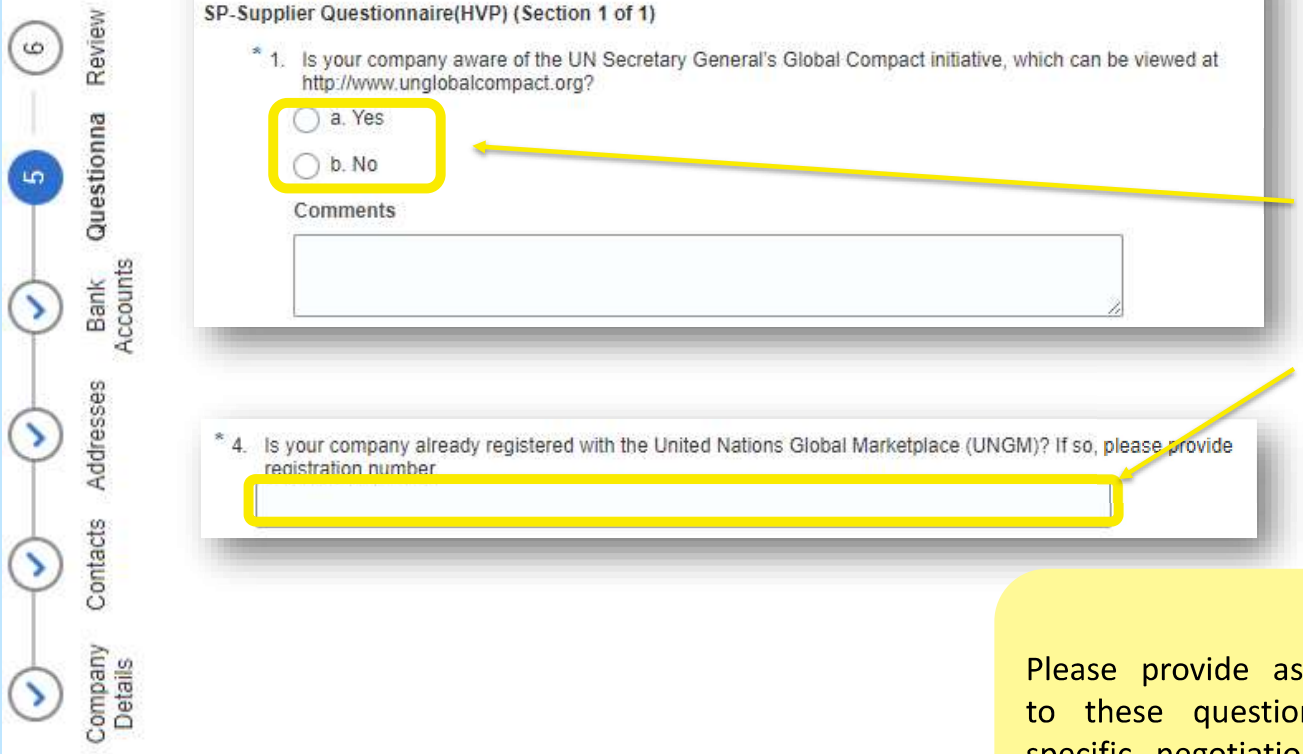


IMPORTANT:
if bank and branch is not available, supplier should contact the buyer with **Vendor Registration Form** to get new bank and branch setup.

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



Fill the questionnaire

There are multiple sections with questions on the Questionnaire page.

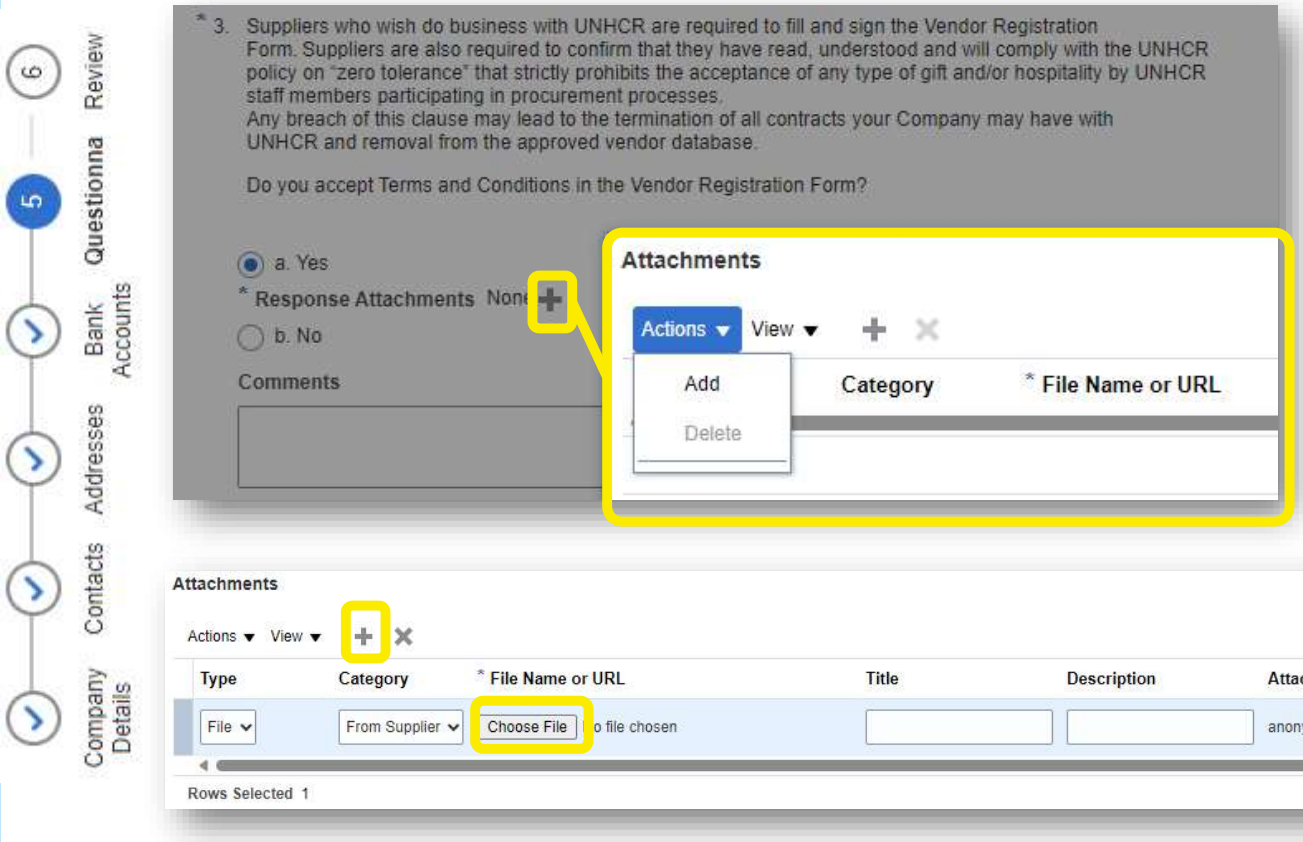
Some of the questions require selecting one or multiple options from a list of answers.

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



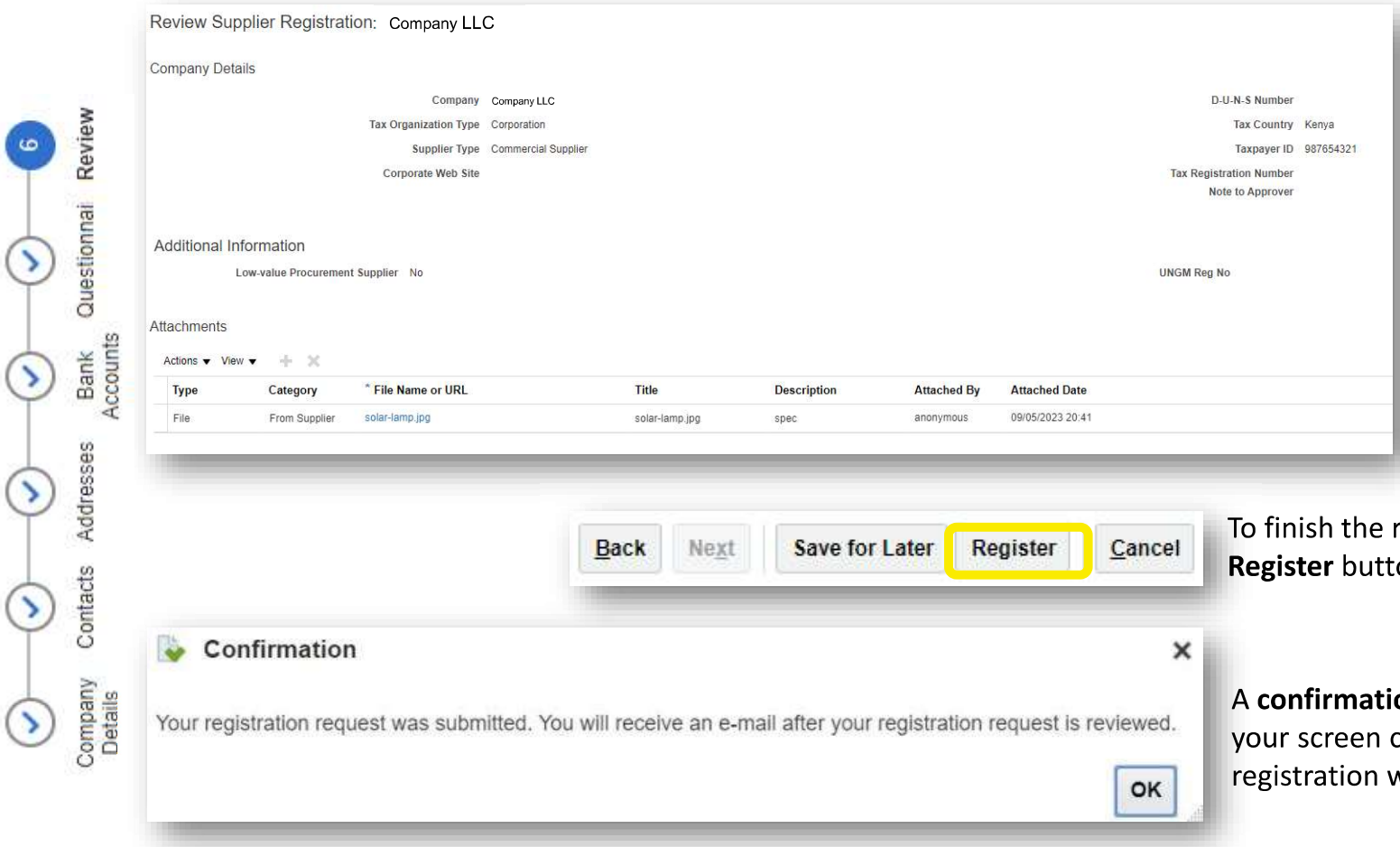
Some of the question that you will answer with the option **Yes** will require to upload a scanned copy of the supporting document.

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

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

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

Train stop 6: Review Supplier Registration page

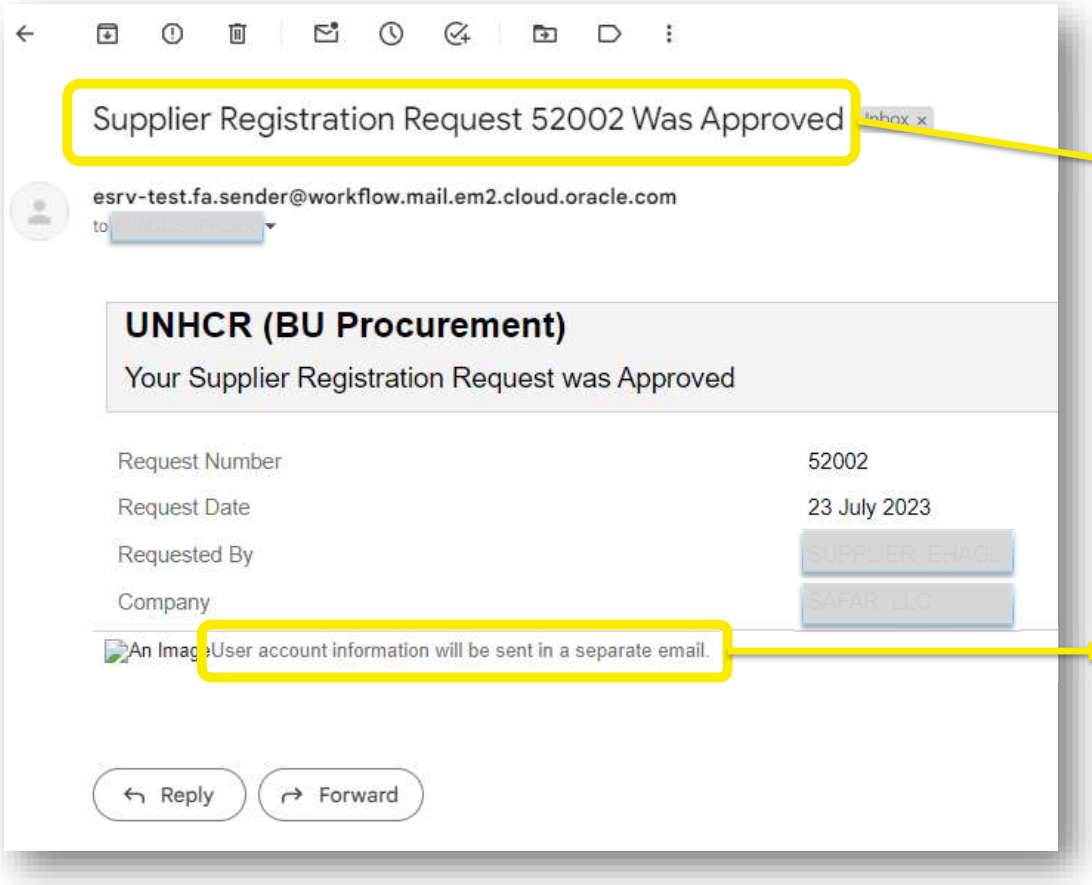


Review all entered data and revise/correct if applicable.

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

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

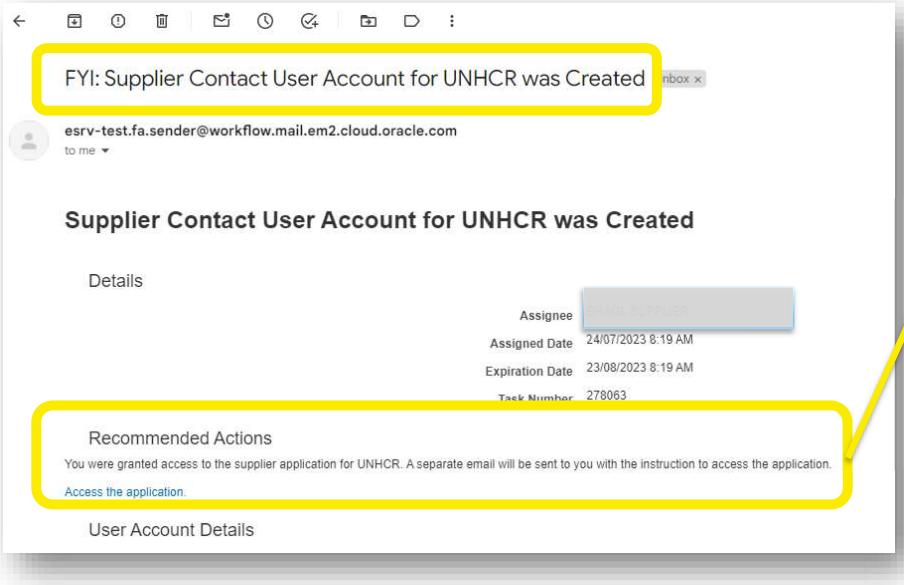
2.3 Confirm registration and create password



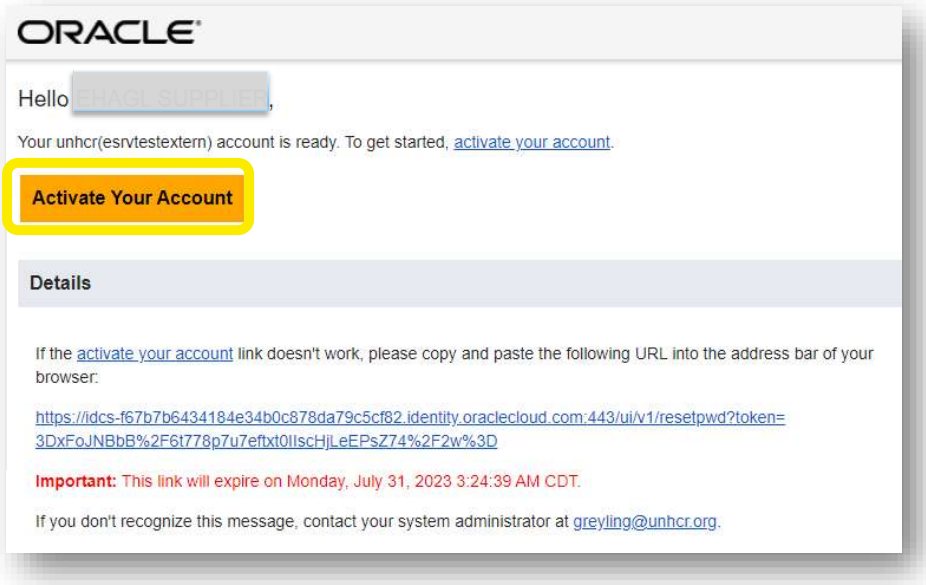
A first email will arrive to confirm the approved registration once the validation is done by UNHCR.

User account information will be sent in a separate email

Notification on the account creation and activation

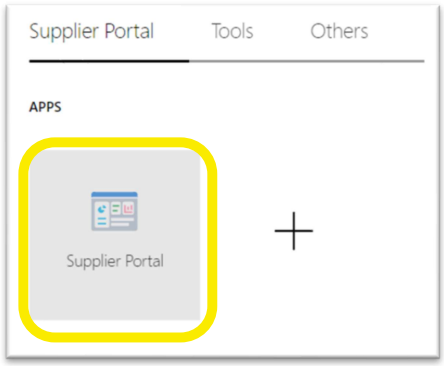


A second email will arrive to confirm the creation.

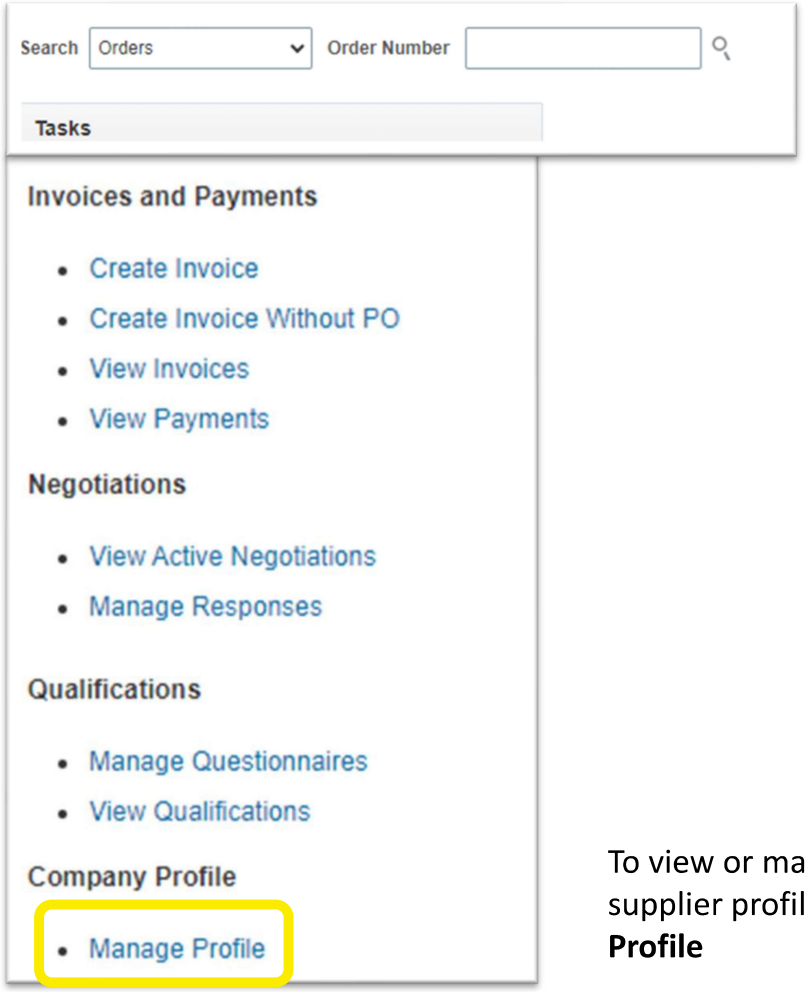


A third email will arrive and you need to activate your account by clicking on the link.

2.4 Update Supplier Profile



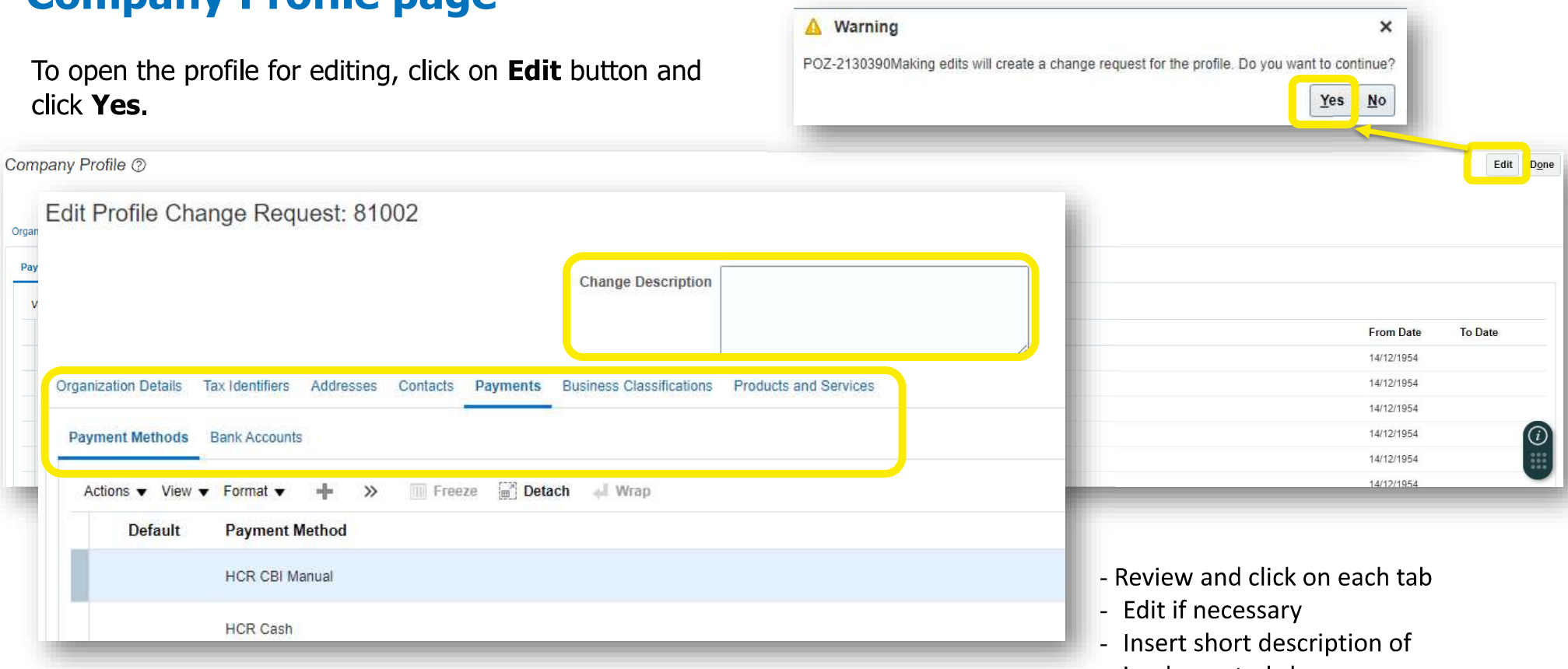
In order to update your company profile, log-in to the ERP system and click on **Supplier Portal** icon



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

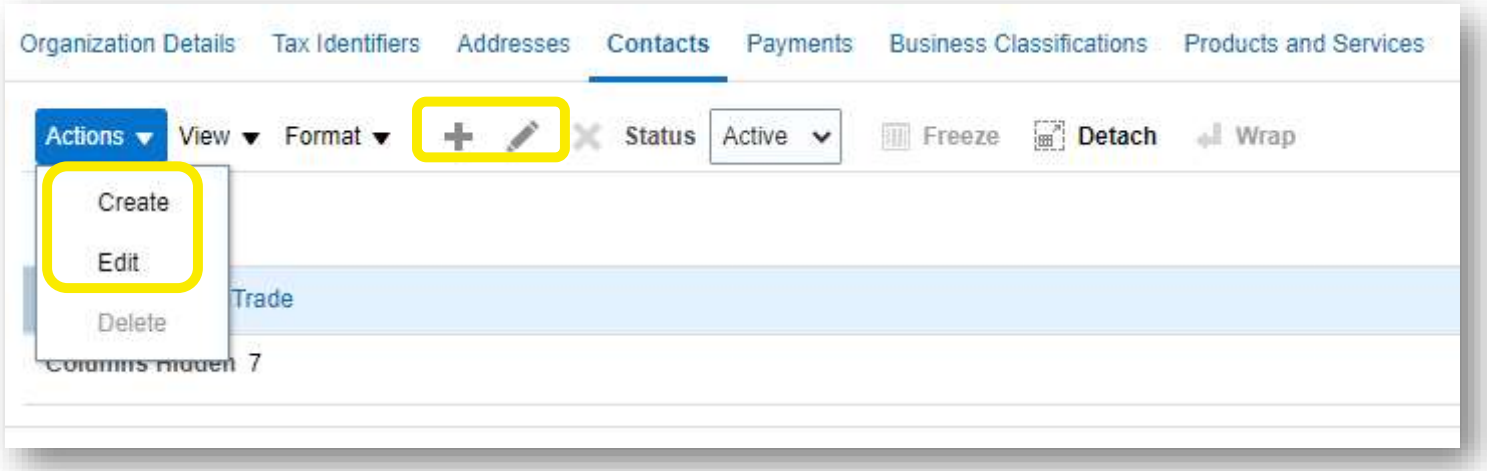
Company Profile page

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

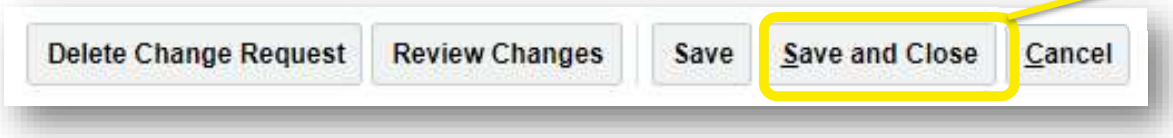


- Review and click on each tab
- Edit if necessary
- Insert short description of implemented changes

Manage Contacts



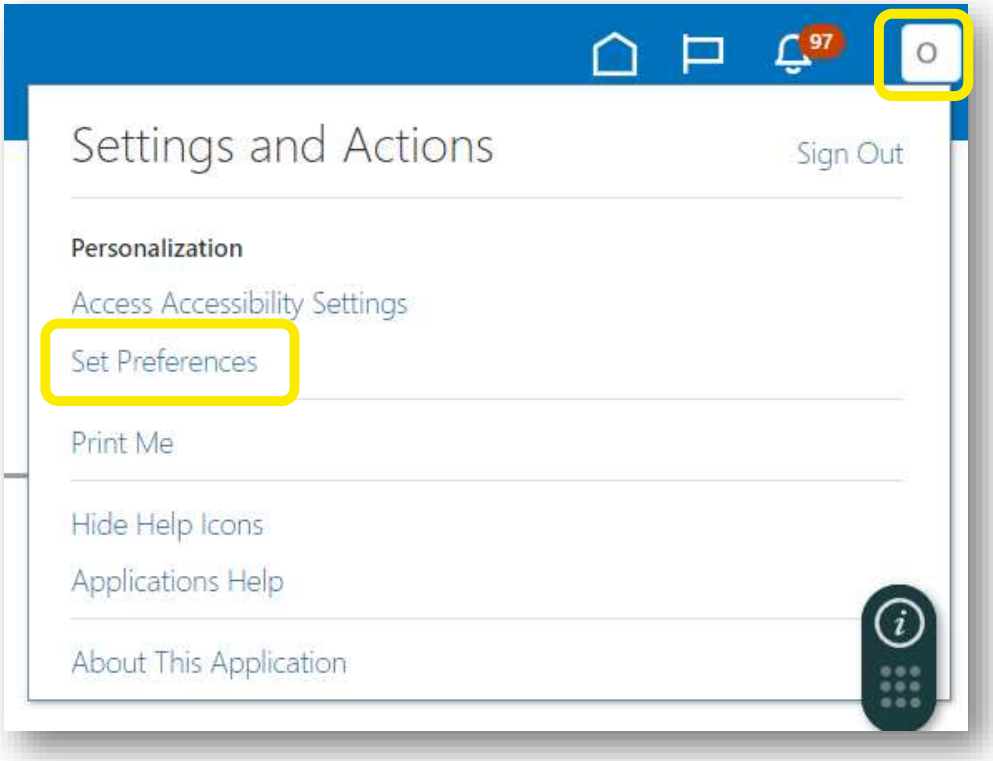
- Click on **Contacts** tab
- Click on **Actions > Create** new contact or
- Click on **Actions > Edit** button to revise existing contact details





To save the changes, click on **Save and Close** button.
Confirmation box will be displayed once it's saved.

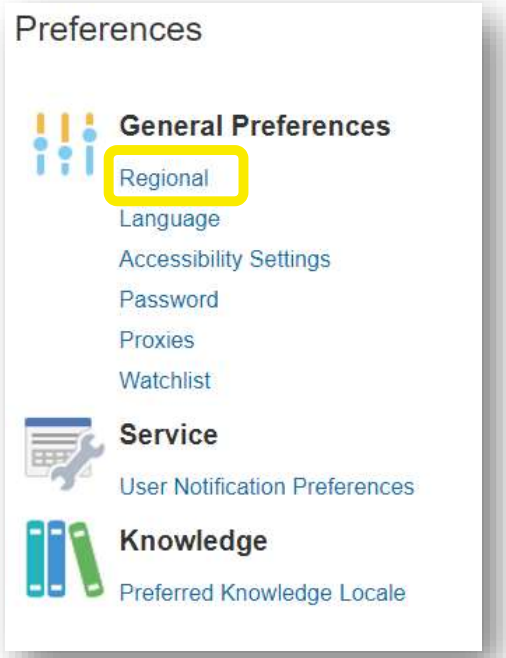
2.6 Setting profile preferences

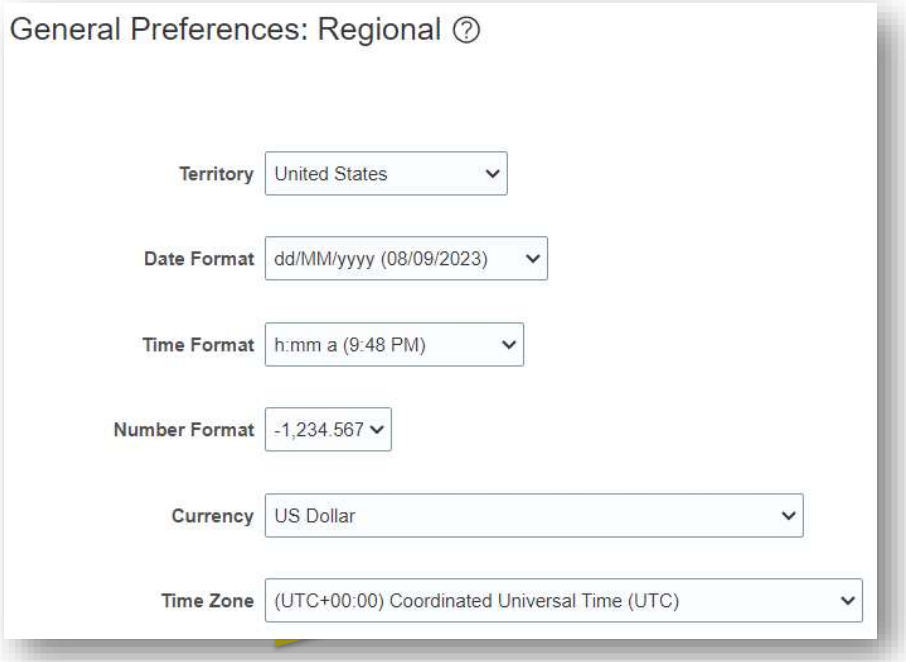


The Portal gives the possibility each supplier to **Set the preferences** of their own supplier profile. This relates only to system interface and not negotiation documents.

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

Regional Preferences





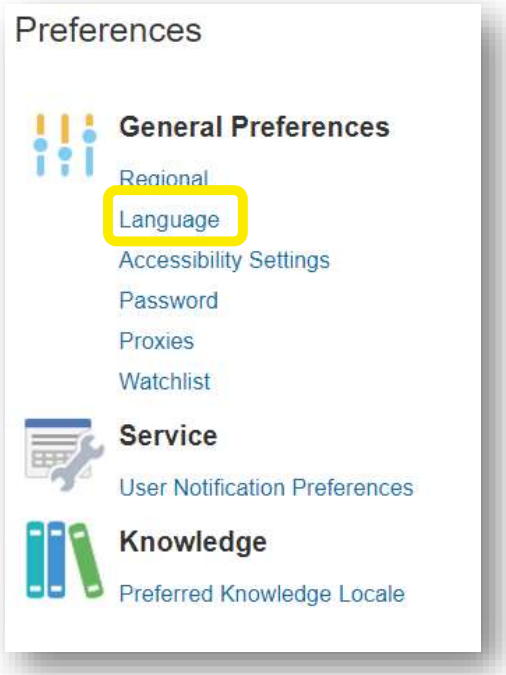
Territory: Select your country

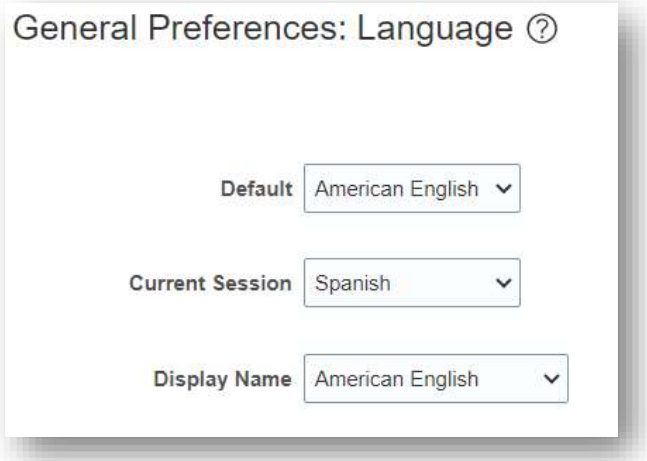
Date and Time Format: Select the format in which you wish the date/time to be presented

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

Language Preferences

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





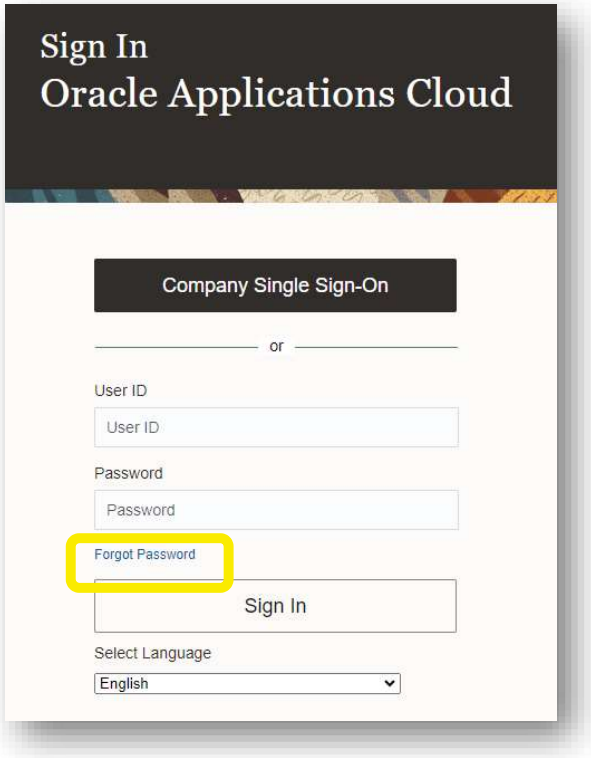
Default: Select the default system language for your profile

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

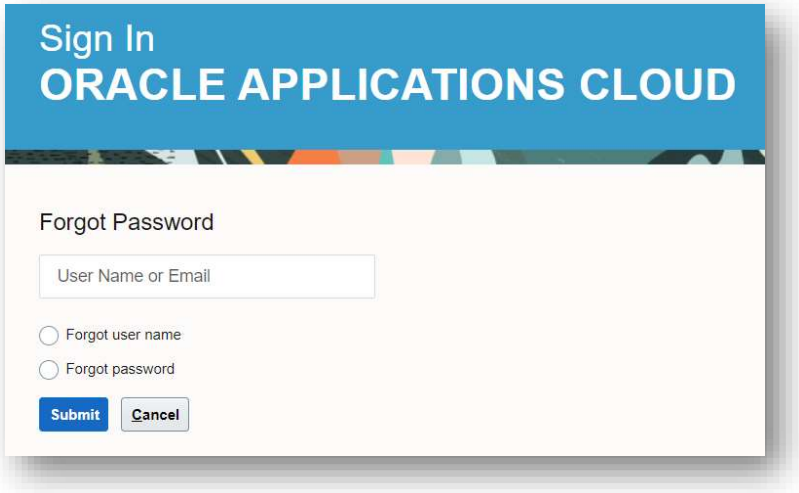
Display Name: Select the language to be used for your display name in the global header. If the equivalent of a name doesn't exist in the preferred display language, or if the display language isn't set, then the user names are displayed in the preferred default language.

2.7 Forgotten password

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

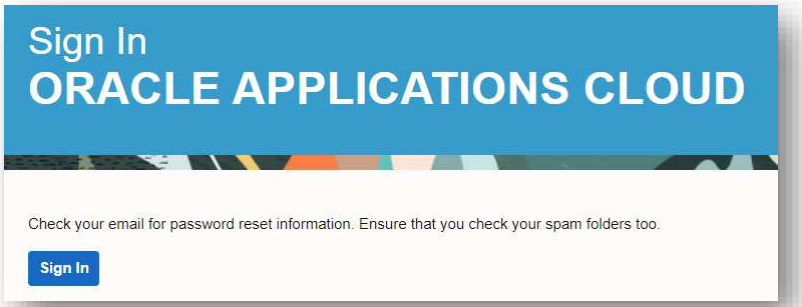


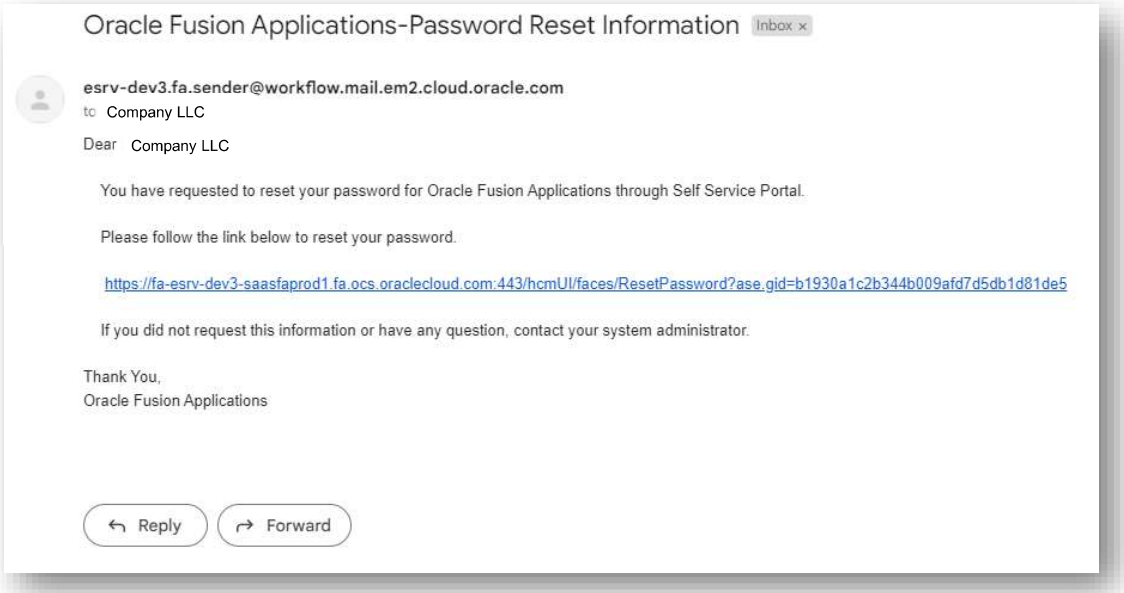
Step 1: Click on **Forgot Password** link



Step 2: Enter registered **email** address
Step 3: Tick **Forgot password**
Step 4: Click on **Submit** button

Password reset notification



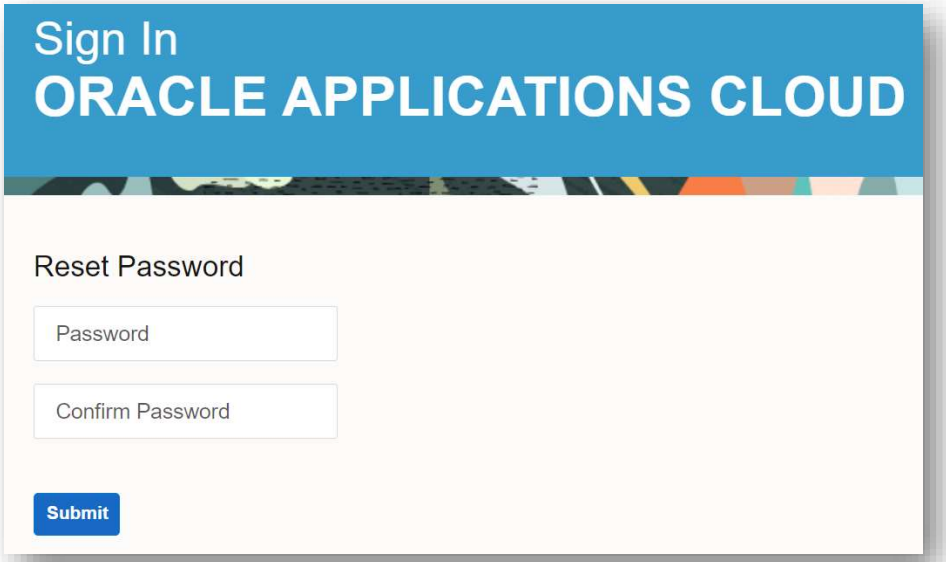


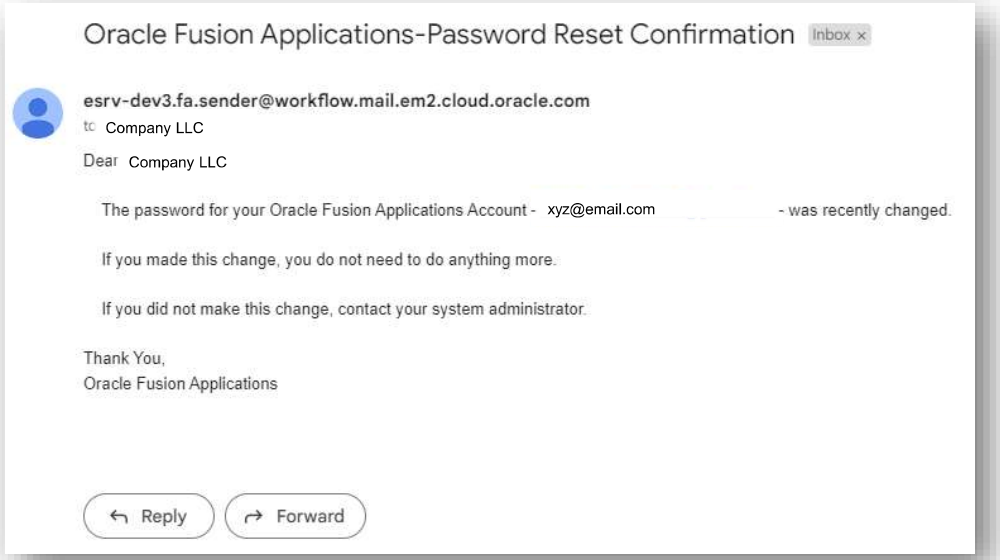
A password reset notification email was sent to the email address associated with your Supplier Profile

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

Step 6: Click on the URL in the email.

Password reset page





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

Step 8: Click on **Submit** page

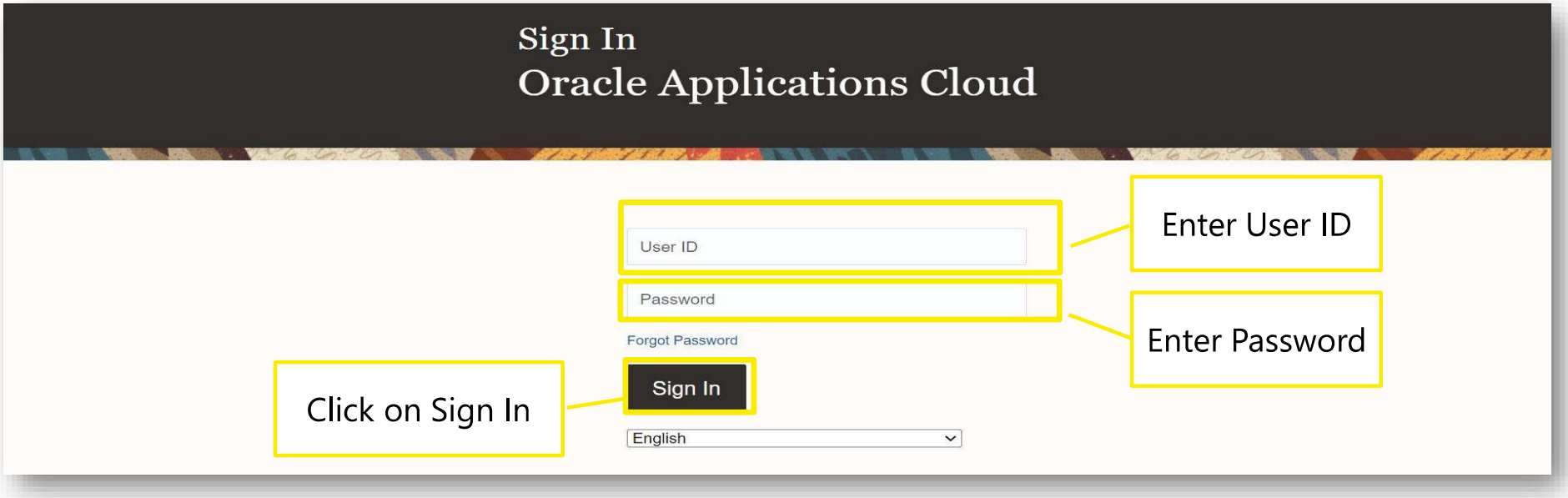
Login Page will be displayed.

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

3. Submission of offer

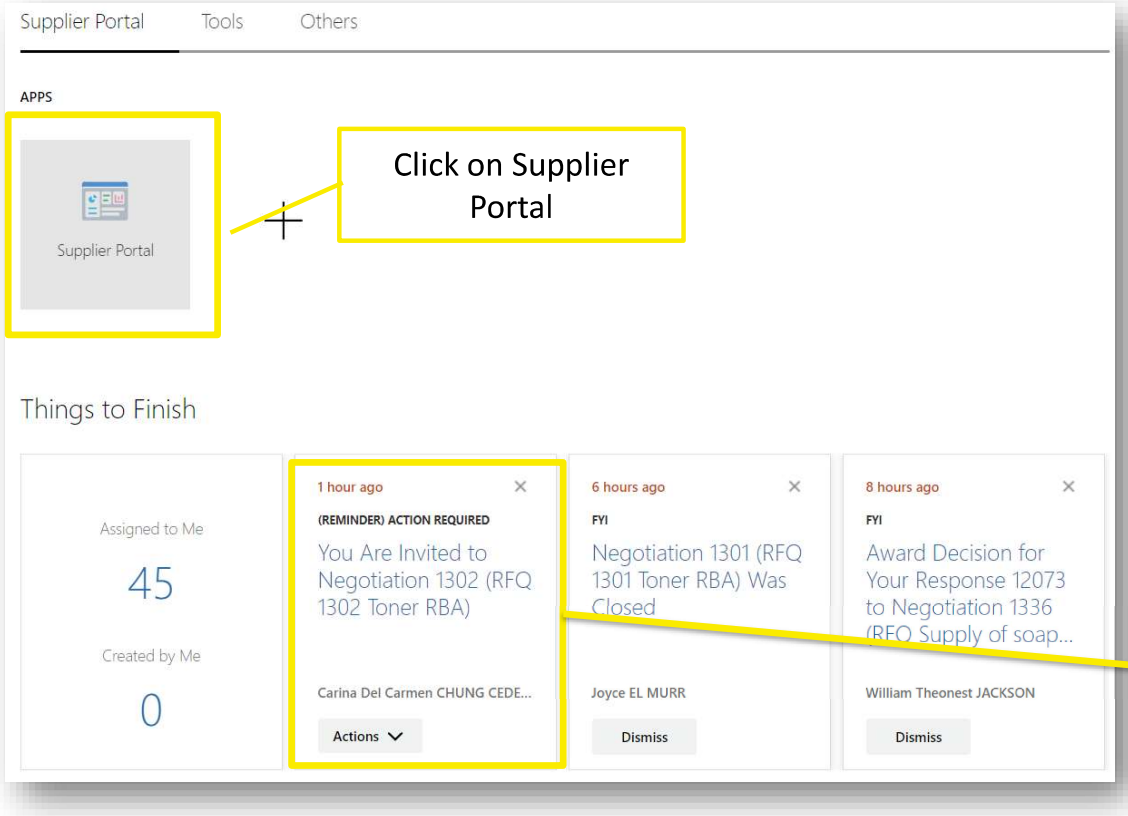
3.1 Search for negotiations
3.2 Subscribe to a negotiation
3.3 Prepare/submit negotiation
3.4 View a bid response
3.5 Edit the bid response for an on-going negotiation

3.1 Search for negotiation



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

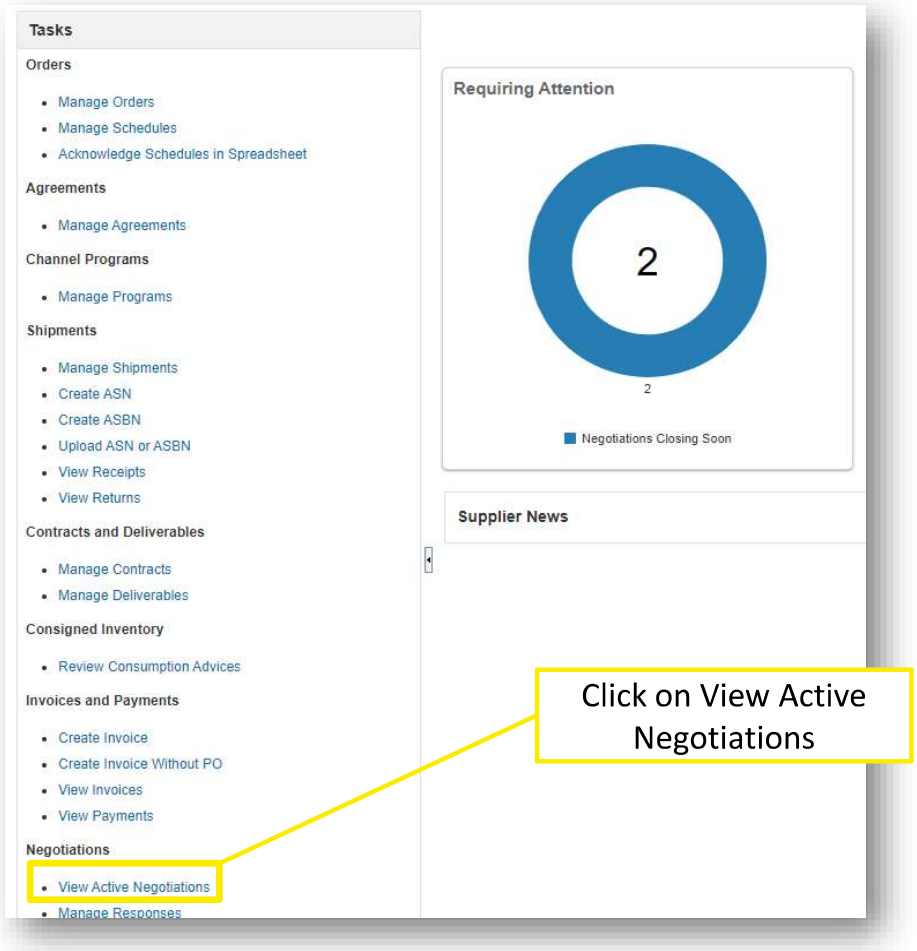
Home page of Supplier Portal



- 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.

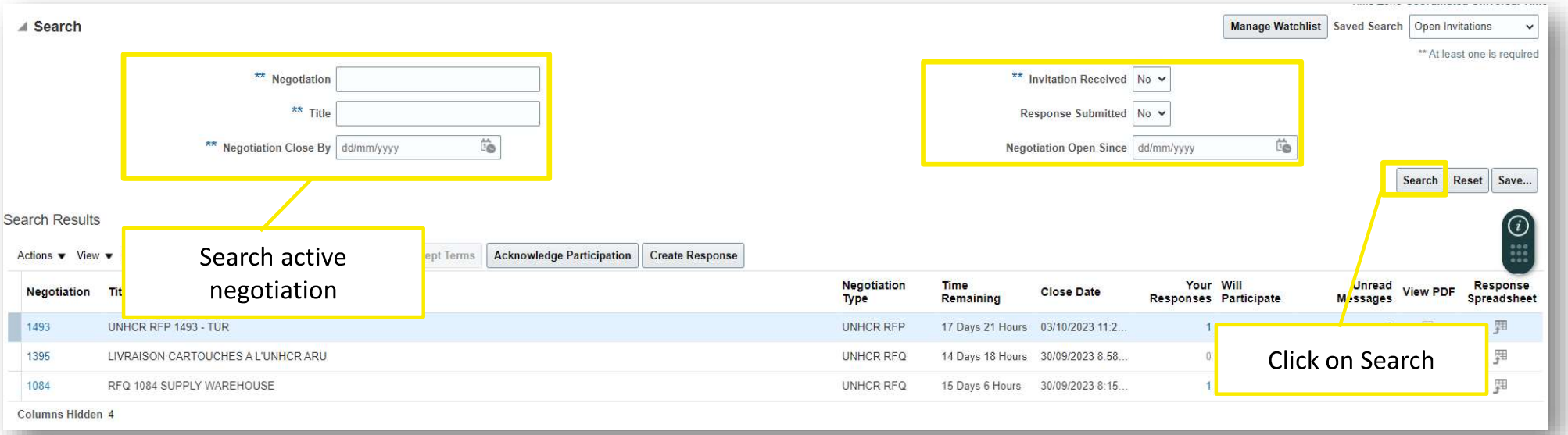
Home page of supplier portal



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

Active Negotiations page

IMPORTANT: ** means at least one is required.

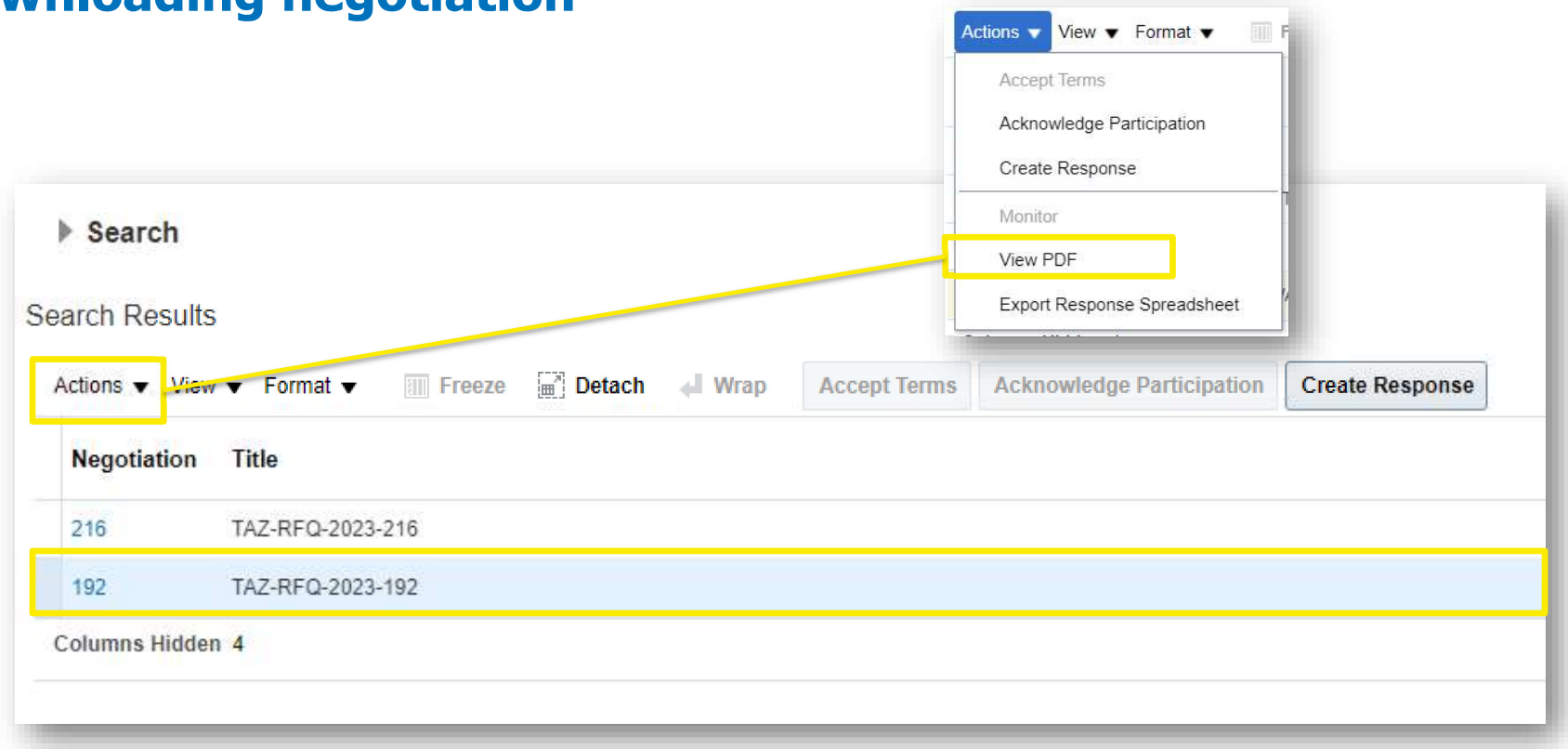


- On the **Active Negotiation** page, enter all relevant information and find the active negotiation
- Click on **Search**

TIP:

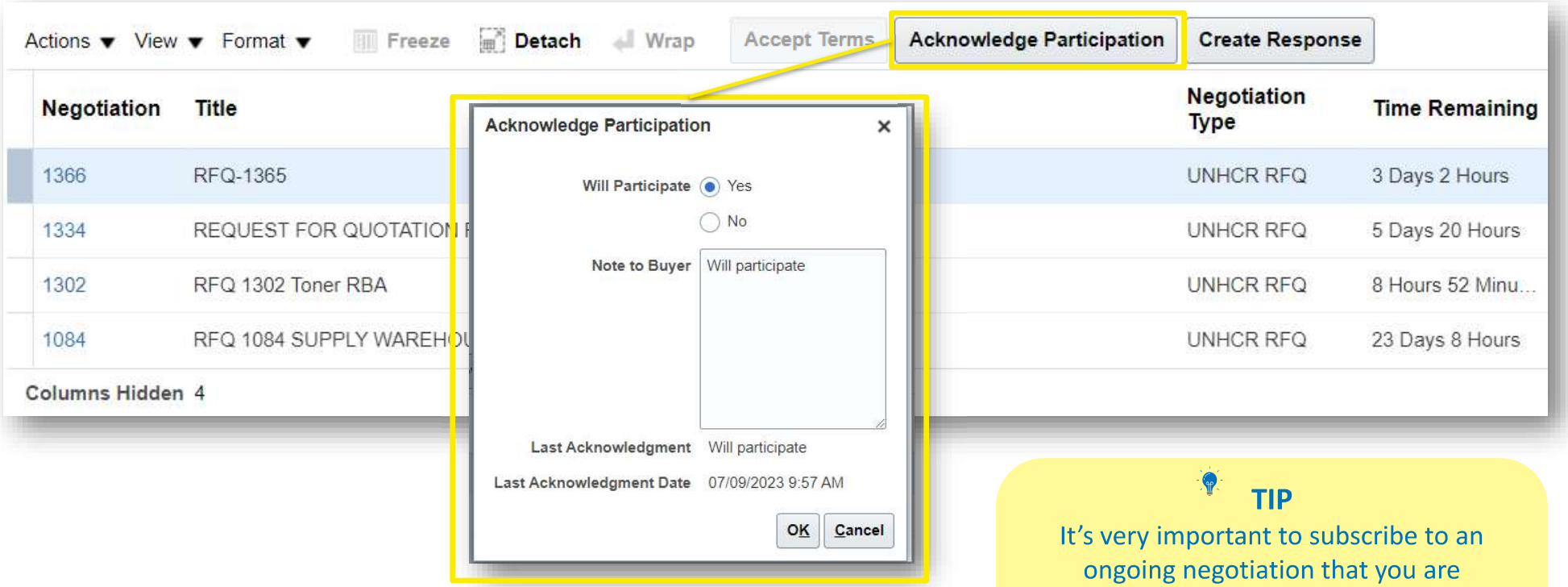
If you don't have any specific number of negotiation, you can select "Invitation Received" as "No". When you click on Search button, you can see all available and active negotiations.

Downloading negotiation



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

Acknowledge Participation

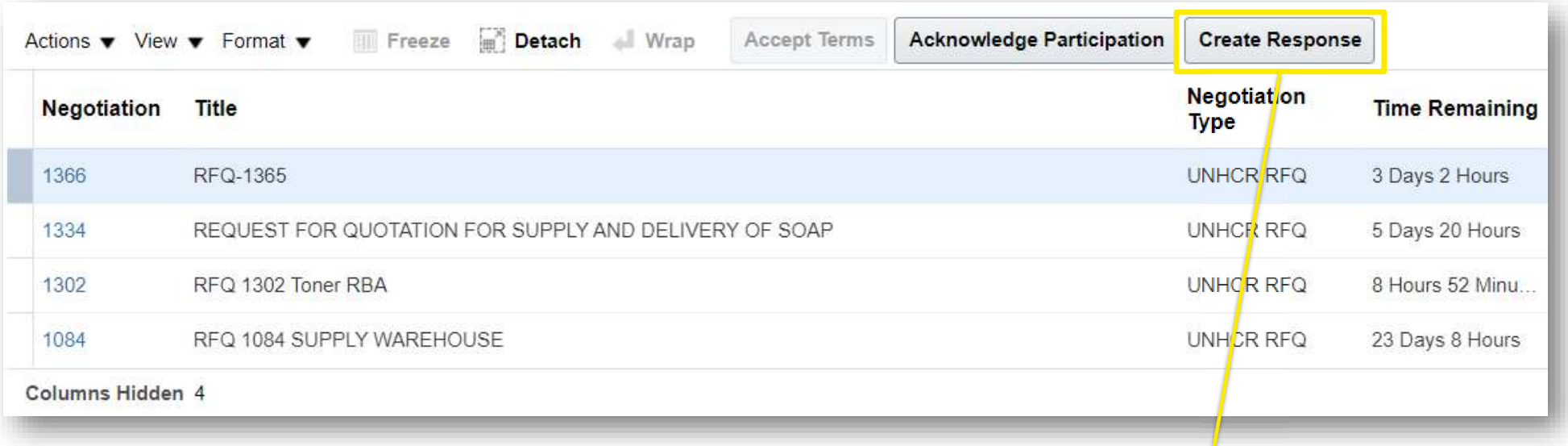


If you want to participate in selected negotiation, you can **Accept Terms** and **Acknowledge Participation**.

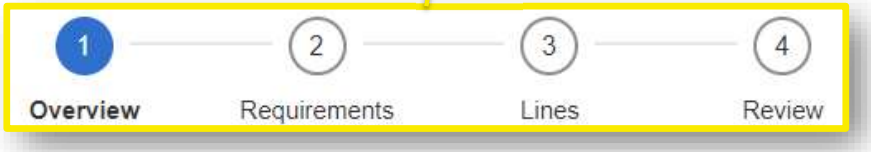
TIP

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.

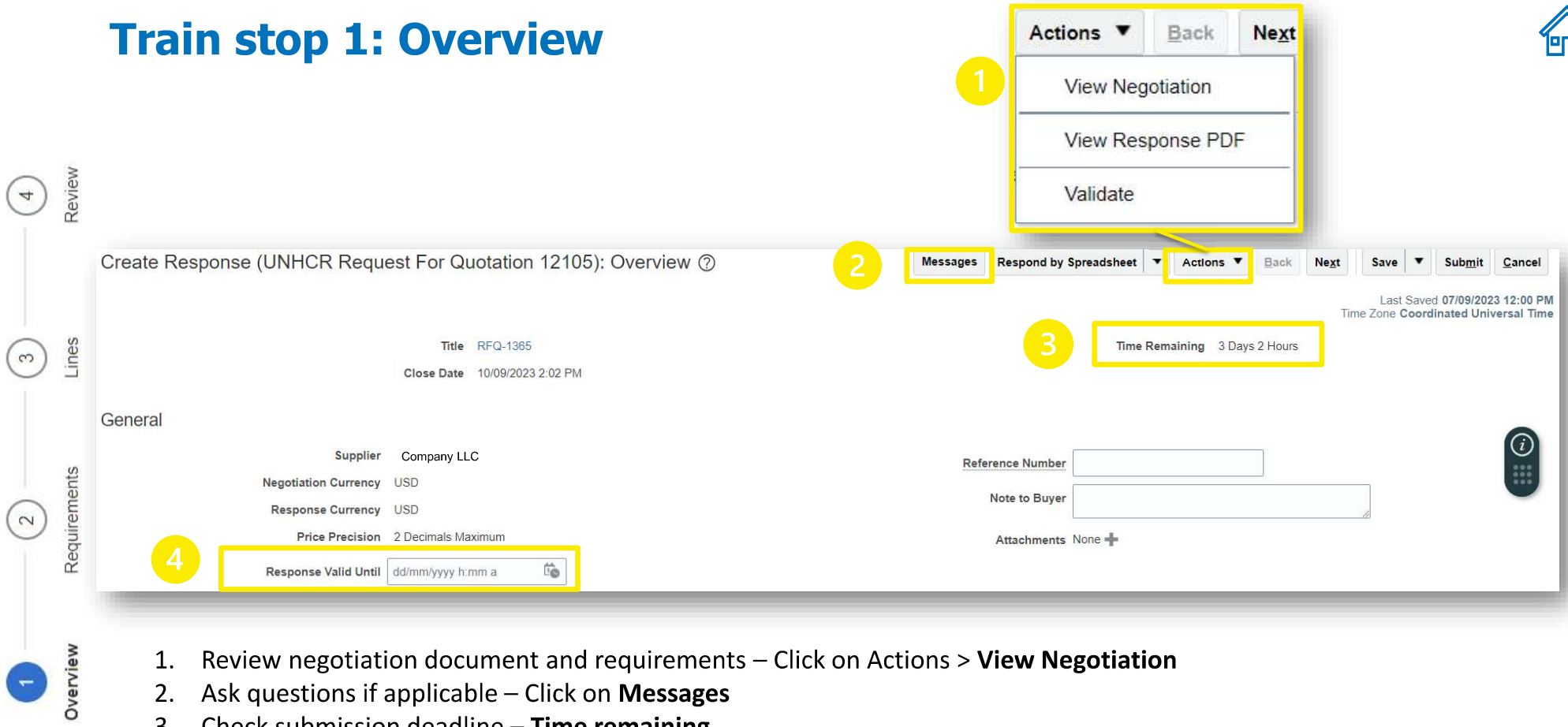
Create response



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



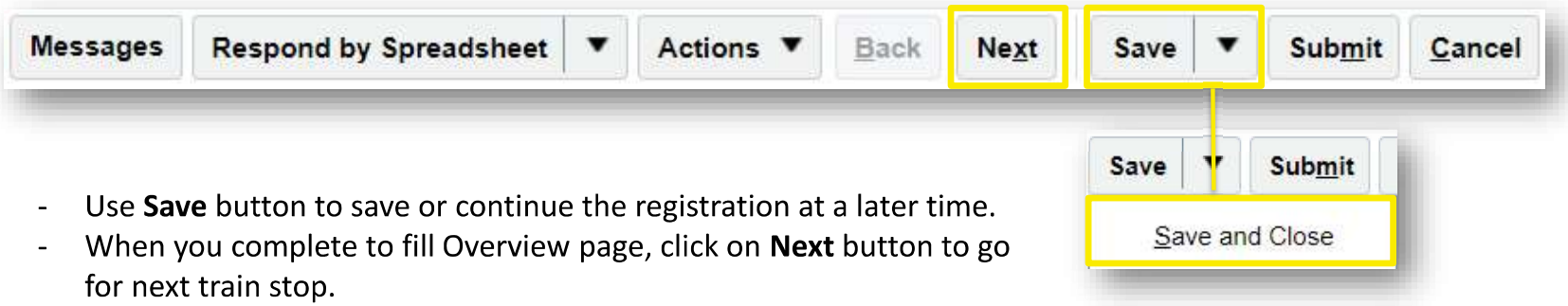
Train stop 1: Overview



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



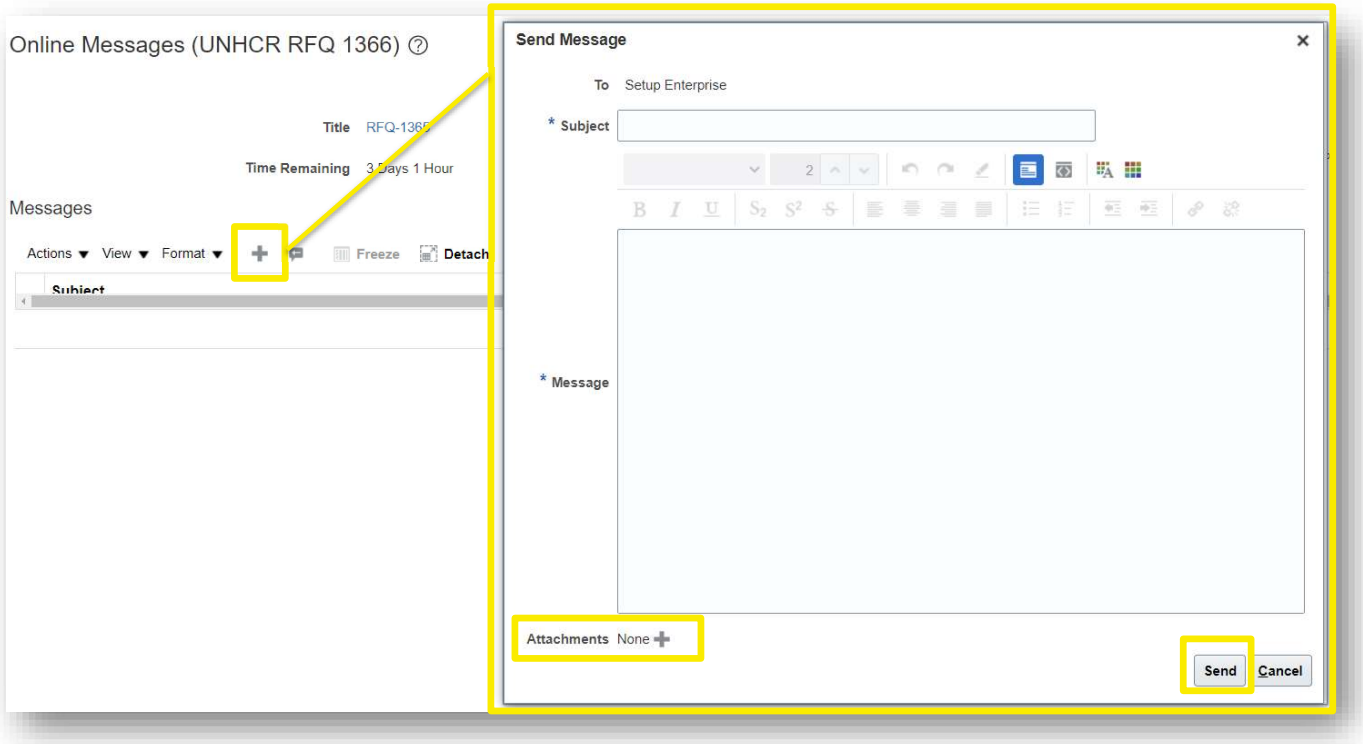


- Use **Save** button to save or continue the registration at a later time.
- When you complete to fill Overview page, click on **Next** button to go for next train stop.

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



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

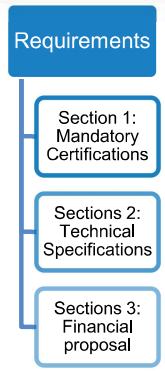
IMPORTANT: * means mandatory field to be filled.



- 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.

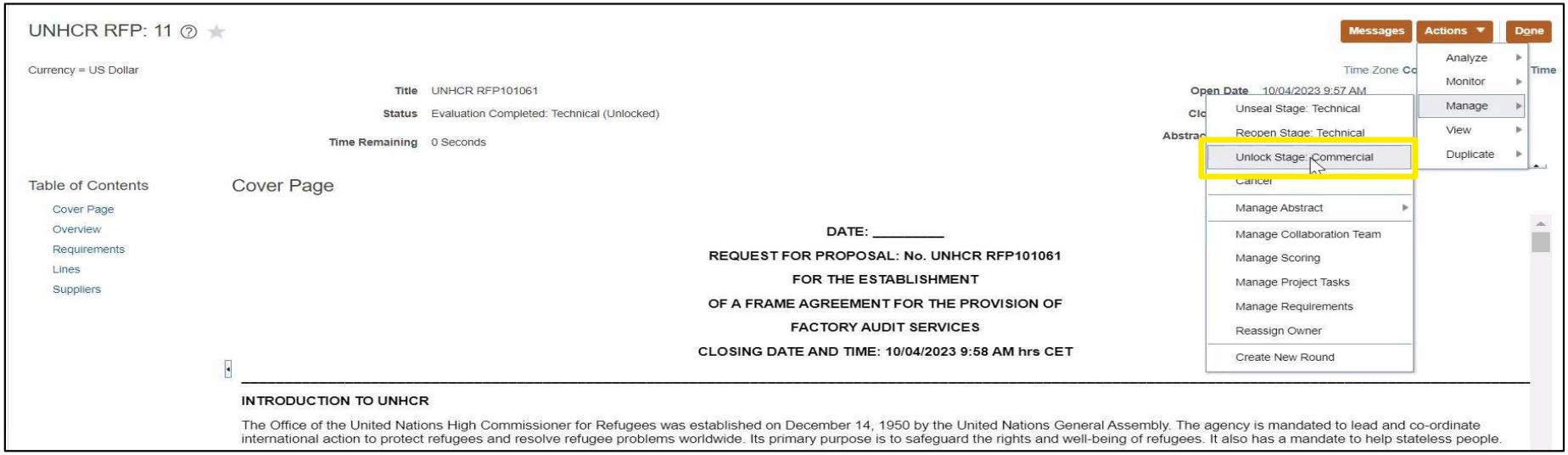
IMPORTANT

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.



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

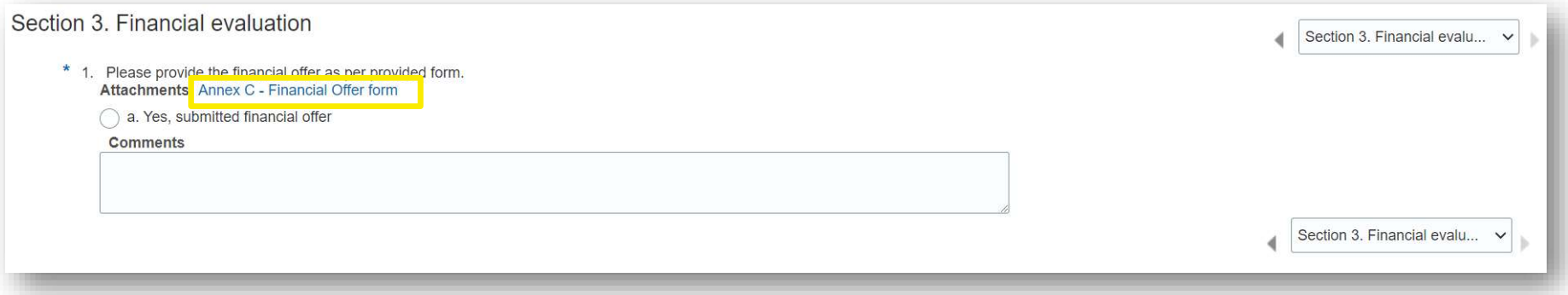
IMPORTANT

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

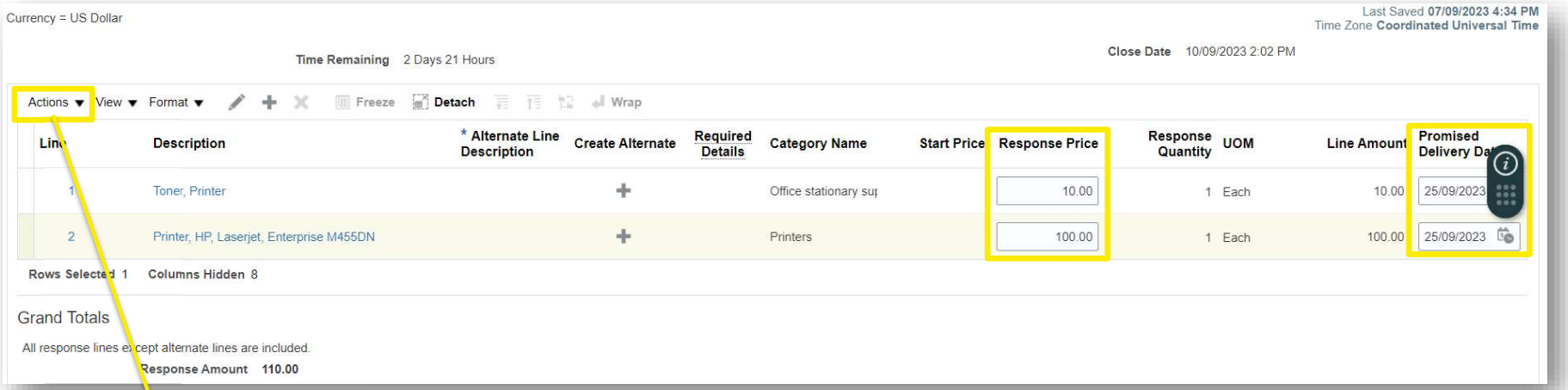
IMPORTANT: * means mandatory field to be filled.

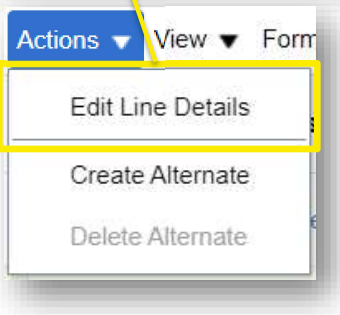
4 Review
3 Lines
2 Requirements
1 Overview



Download annexes and attachments to fill out if applicable

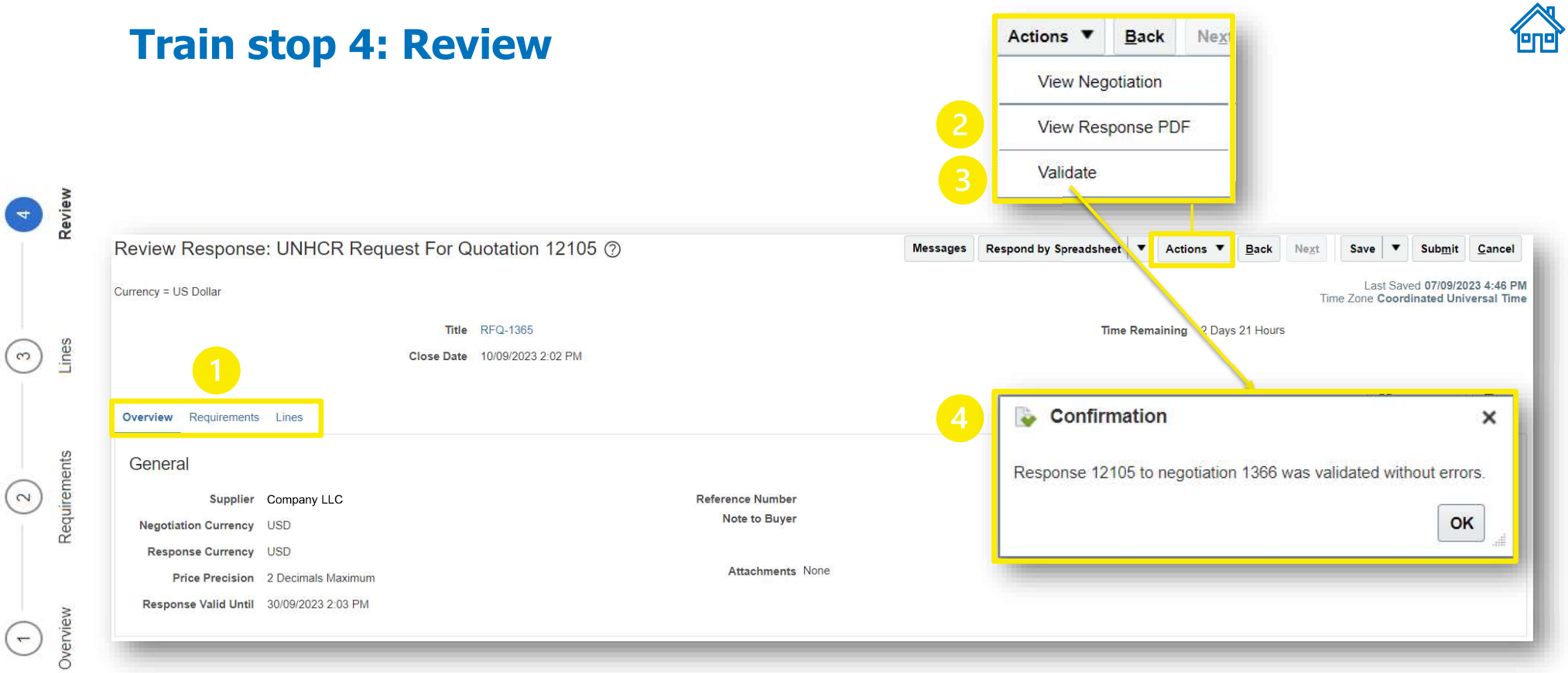
Train stop 3: Lines





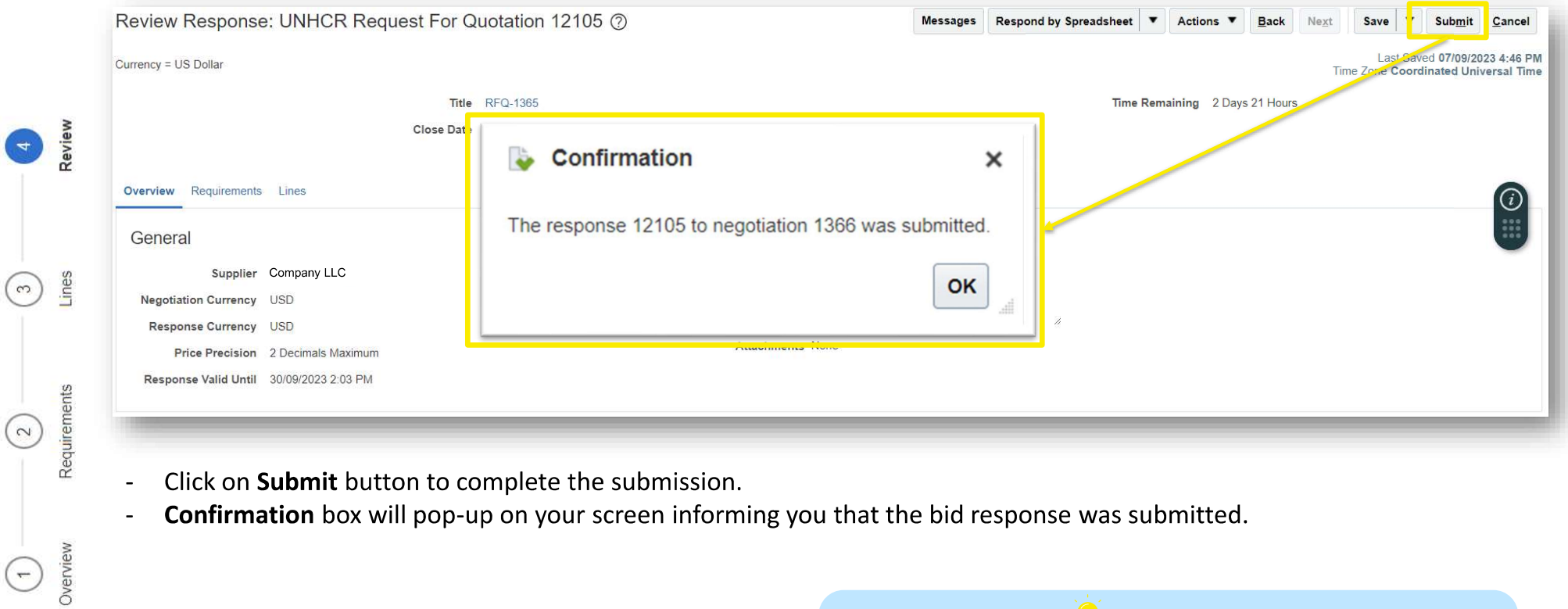
- Enter per quantity **Price**
- Enter **Promised Delivery Date**
- If you want to edit your offer, click on **Actions** > **Edit Line Details**

Train stop 4: Review



1. 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

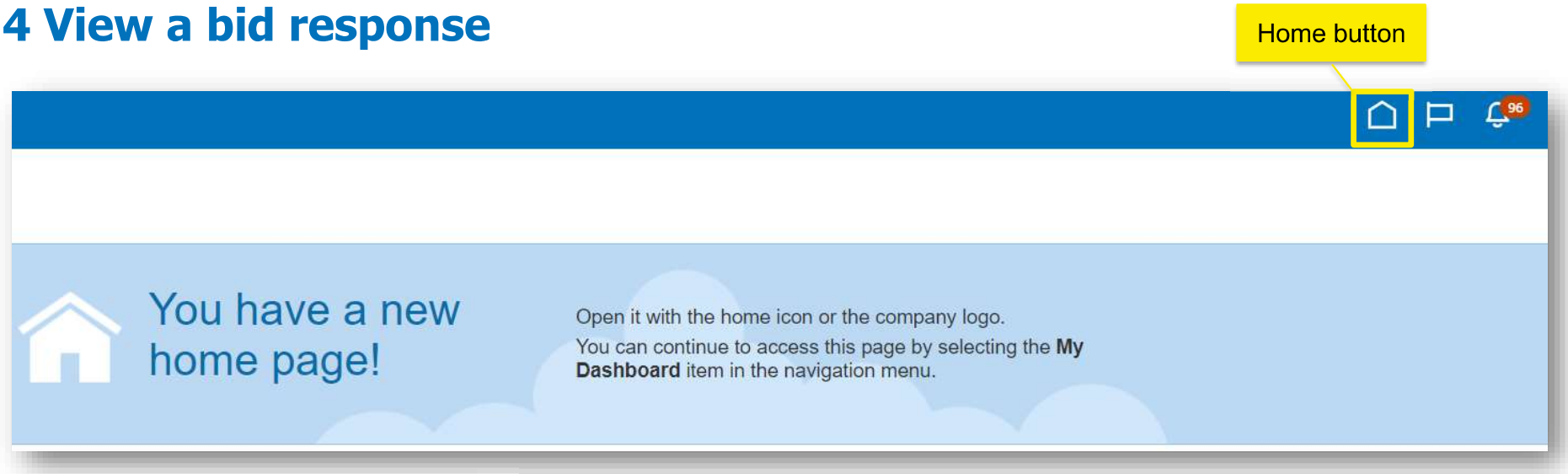


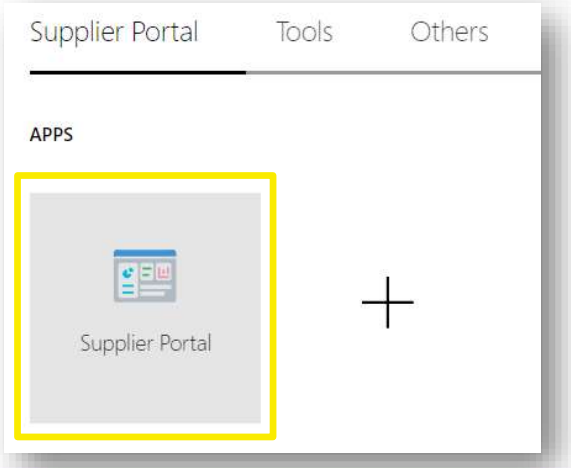
- Click on **Submit** button to complete the submission.
- **Confirmation** box will pop-up on your screen informing you that the bid response was submitted.

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



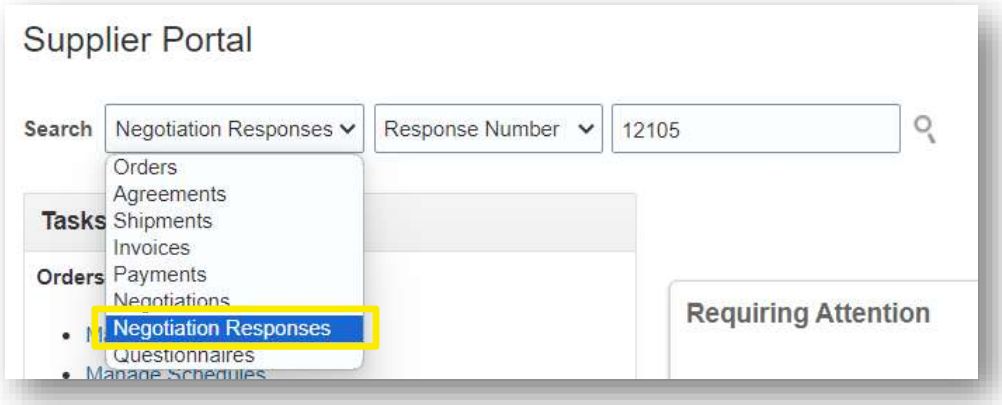


- Enter the **User ID** (email address) and Password in ERP system
- **Click Sign in** to login to the Cloud ERP application
- Click on **Home** button
- Home page of Supplier Portal will appear
- Click on **Supplier Portal** icon

Search submitted response

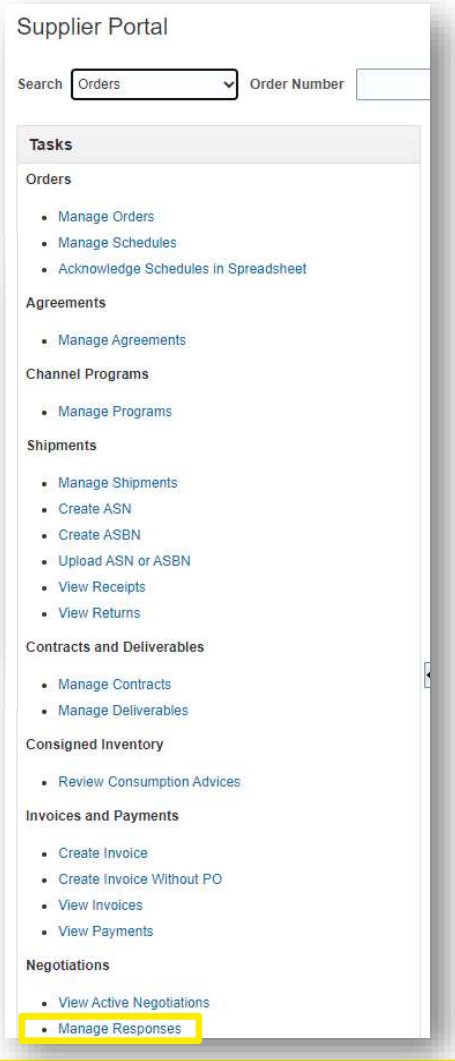
There are 2 different search options to find the submitted response

1



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

2



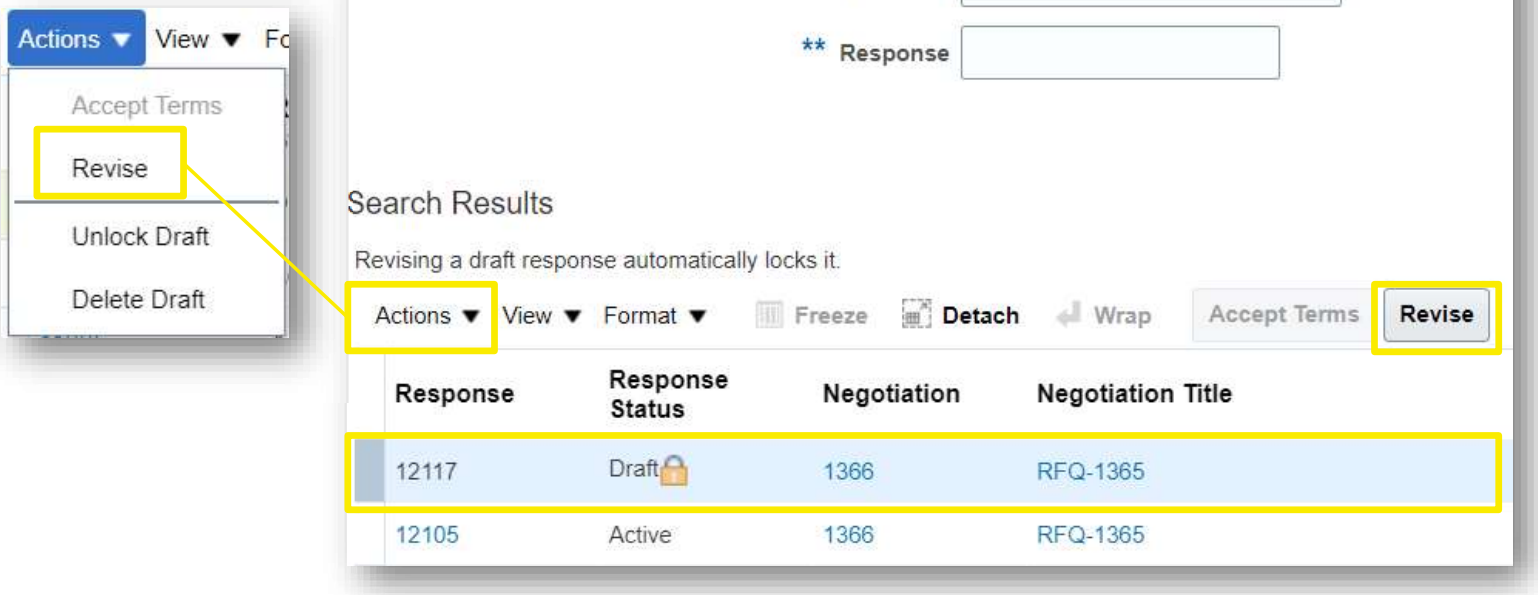
- Go to **Negotiations** section
- Click on **Manage Responses**

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

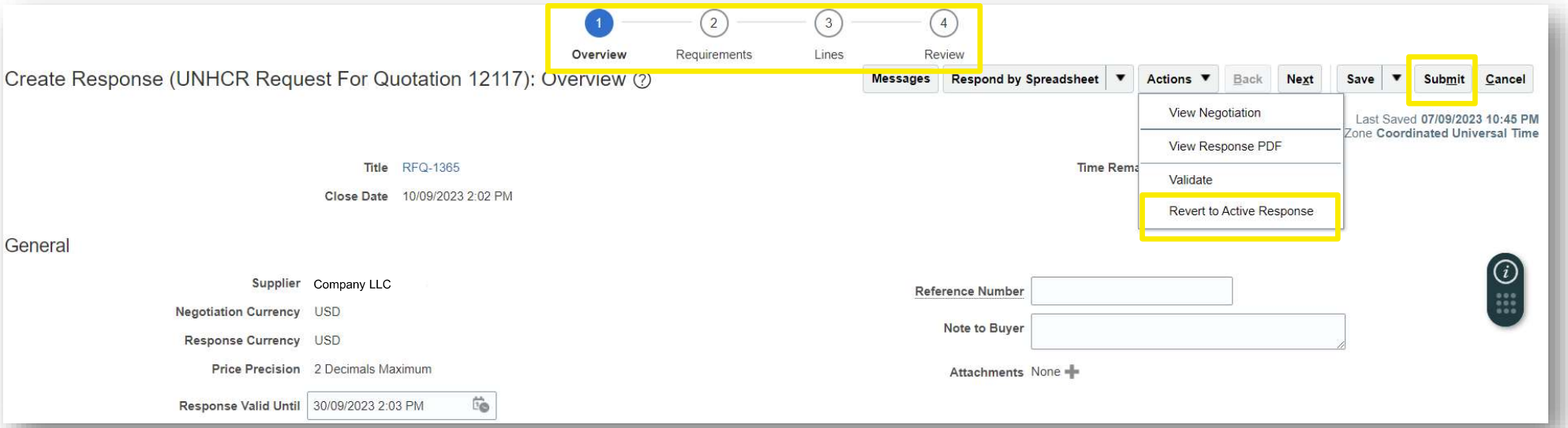
3.5 Edit the bid response for an on-going negotiation



- 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



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

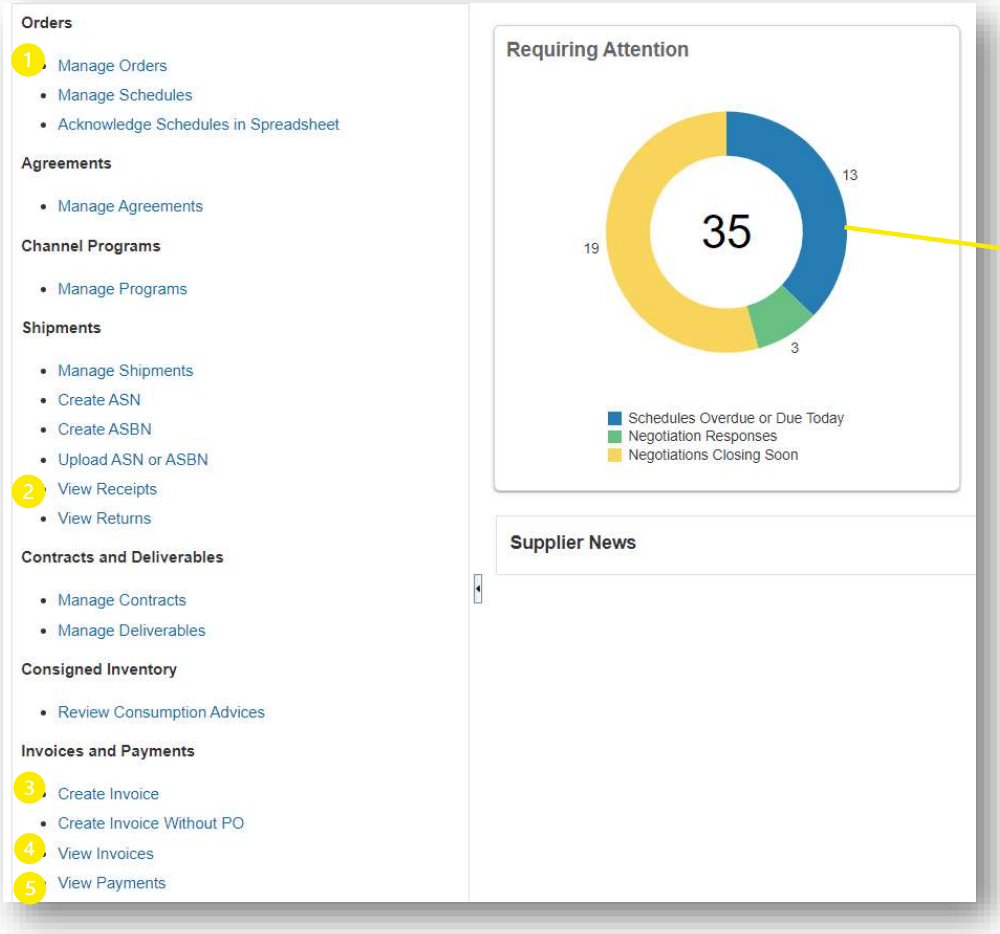
Be aware that saving your bid for later does not submit it in the system. To submit your bid, you must click on **Submit** button.

UNHCR The UN Refugee Agency | CLOUD ERP

4. Manage order

4.1 Manage order
4.2 Review receipts
4.3 View payment

4. Manage order and invoice



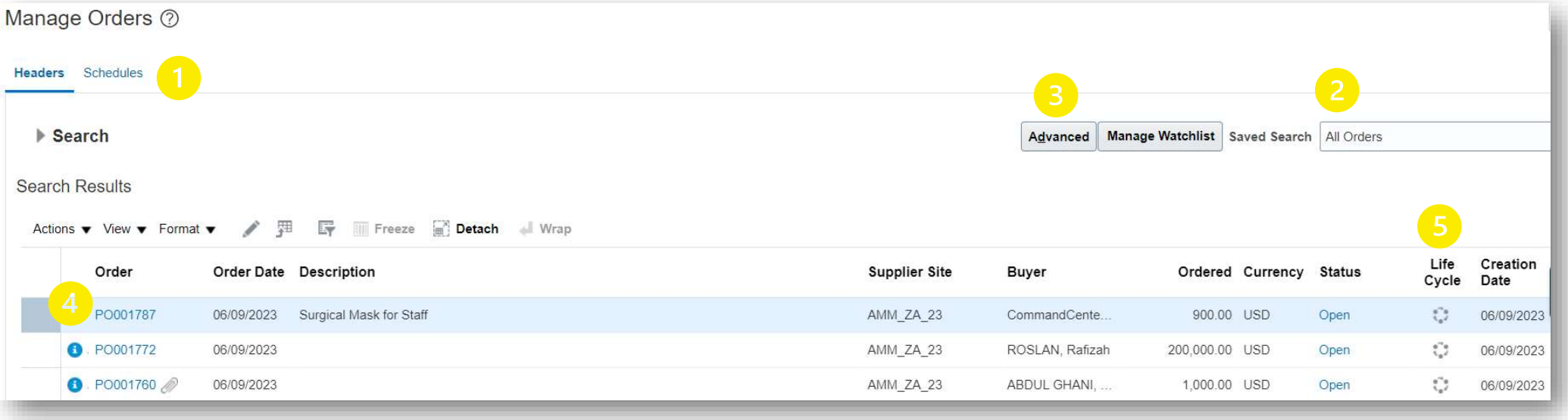
IMPORTANT
This chapter is applicable only for Spend Authorized suppliers who have active contracts and agreements with UNHCR.

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



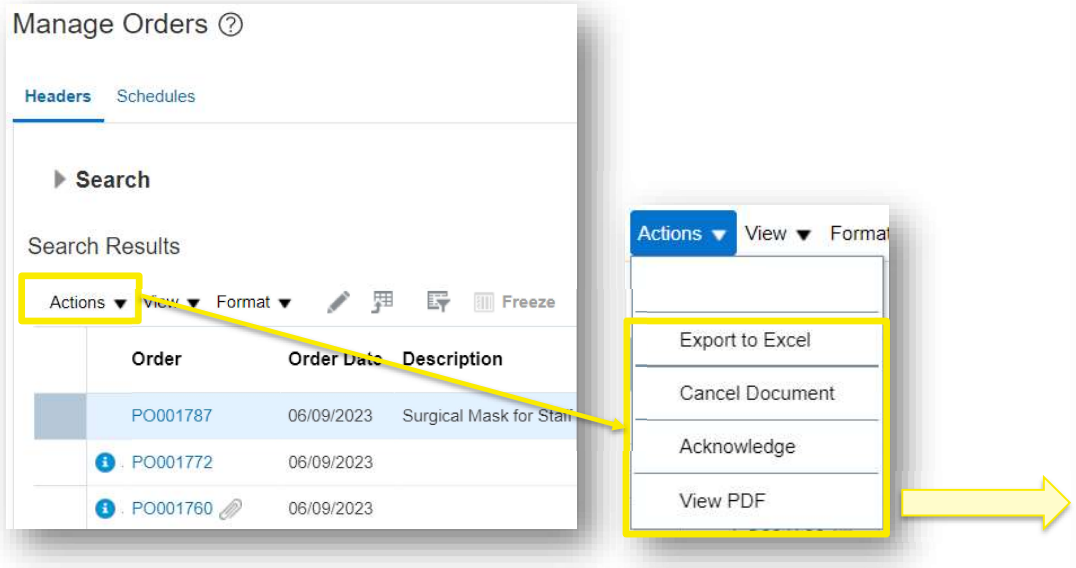
Navigate the Tasks on the Supplier Portal icon and follow the steps below:

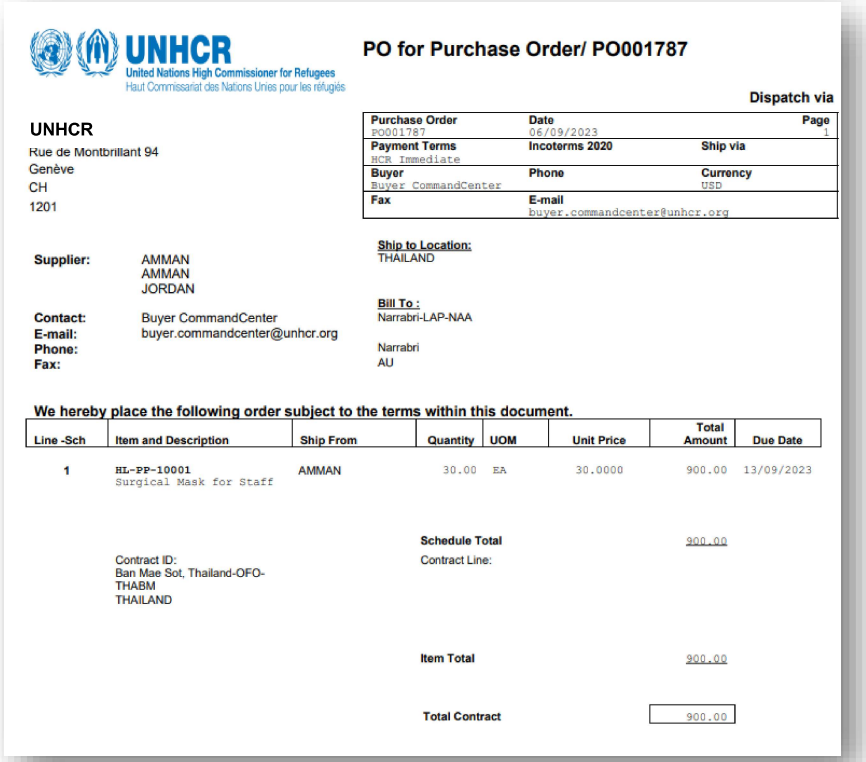
1. Click on **Headers/Schedule**
2. Enter the Purchase order number or select **All Orders** option
3. Use **Search** or **Advanced** search function
4. Click on **PO number** to preview the PO
5. Click **Life cycle** icon for PO dashboard

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





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

PO for Purchase Order/ PO001787

Dispatch via

UNHCR
Rue de Montbrillant 94
Genève
CH
1201

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
Contract Line:

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

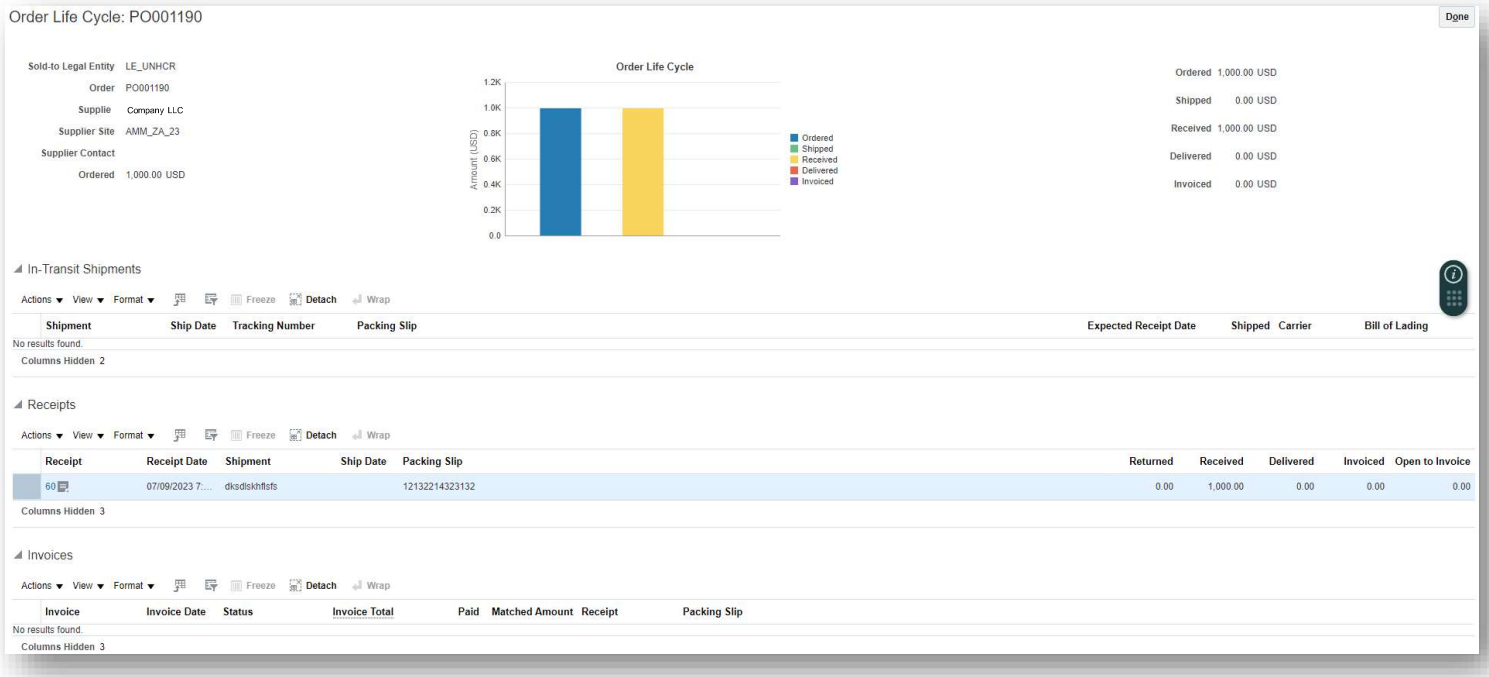
Item Total 900.00

Total Contract 900.00

- 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



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

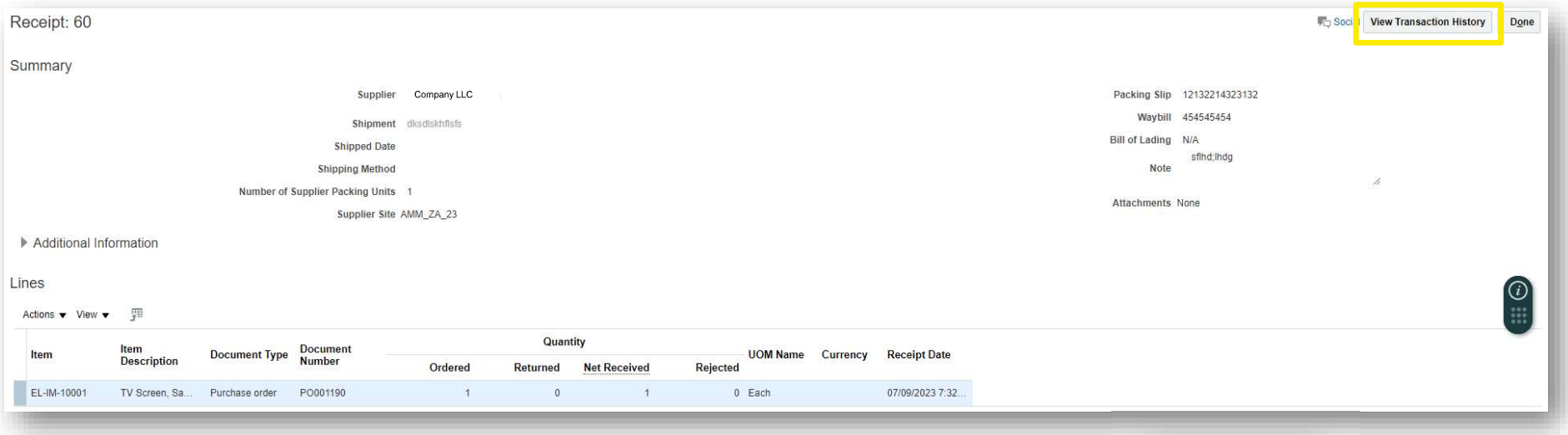
4.2 Review receipts



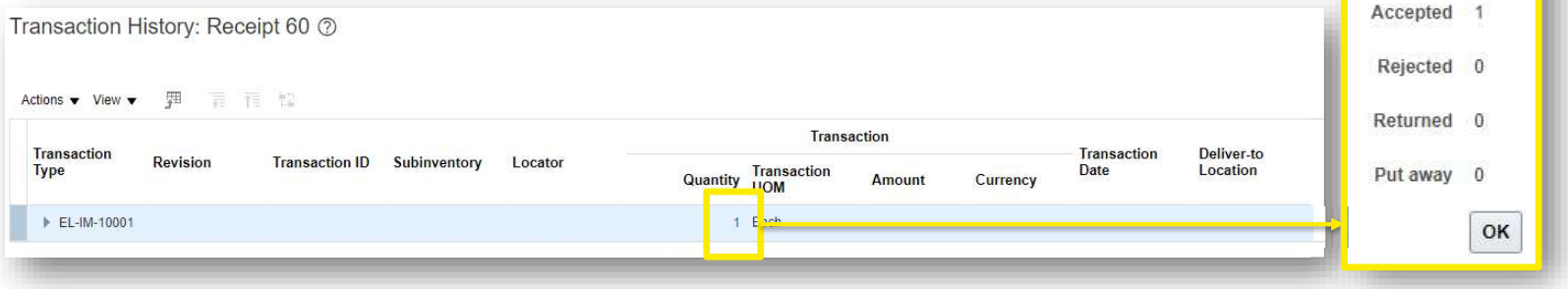
Navigate the Tasks on the Supplier Portal icon and click on **View Receipts:**

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



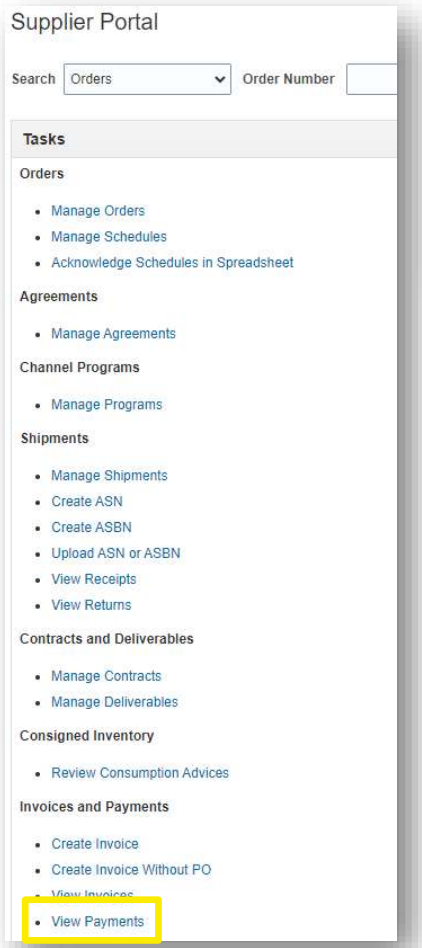
Click on **View Transaction History** button

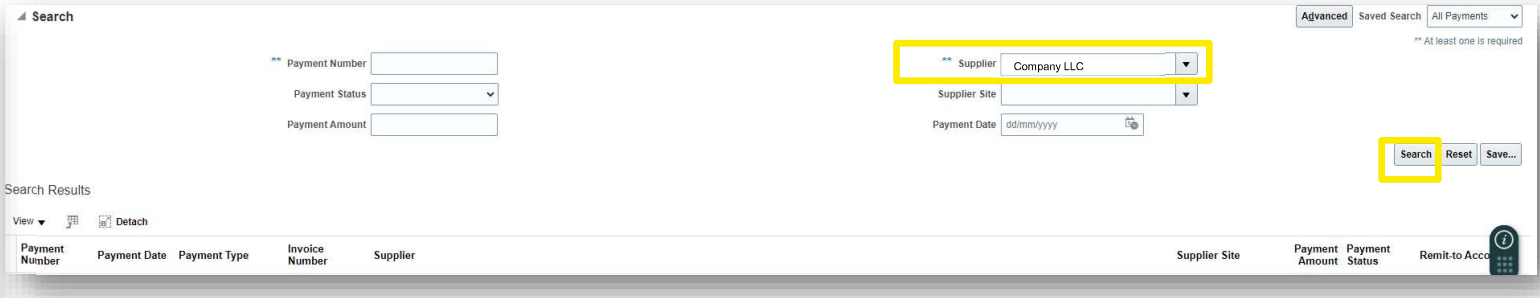


Click on **Quantity**

Quantity Details will be displayed

View Payments page





- 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 is 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.

UNHCR
The UN Refugee Agency

CLOUD ERP

THANK YOU!