

SUPPLIER PORTAL

1. Guide for Registration and Profile Management

August 2024



Table of Contents

01

Introduction

- 1.1 How to use this guide
- 1.2. What is the IOM
Supplier Portal?

02

Register profile

- 2.1. Overview
- 2.2. Supplier Registration

03

Manage Profile

- 3.1. Set preferences
- 3.2. Update profile
- 3.3. Manage contacts and
access

04

Helpdesk Support

- 4.1. Forgotten Password
- 4.2. Frequently Asked
Questions
- 4.3. Technical Assistance



SUPPLY CHAIN
MANAGEMENT

Introduction

WAVE, IOM's new Enterprise Resource Planning (ERP) system from Oracle Cloud, introduces the **IOM Supplier Portal** to manage transactions between IOM and its suppliers and partners.

Suppliers can use the **Supplier Portal** to:

- View **tender opportunities**
- Receive **invitations** to tender
- **Submit** offers/bids/proposals
- **Acknowledge** Purchase Orders (PO) and agreements
- Upload **invoices**
- Manage **transactions**
- **Update** details
- **Communicate** with IOM Supply Chain Office

Starting from 26 August 2024, the Supplier Portal will welcome entities wishing to doing business with IOM.

1.1 How to use this Guide

There are three **Supplier Portal Guides**:

- Guide 1** (this guide): intended for suppliers who are **new** to IOM and wish to create an account in the IOM Supplier Portal.
- Guide 2**: The guide is intended for **existing** suppliers willing to participate in IOM tenders.
- Guide 3** (release date on November 2024): intended for suppliers already engaged in business with IOM to manage their transactions such as **Blanket Agreements, Purchase Orders, Advance Shipping Notices (ASN), invoices and follow up on payments.**

The Table of Contents (TOC)

Provides a detailed overview of the topics covered in this User Guide. It contains hyperlinks to navigate directly to the relevant section. Each section starts with a brief overview of the content.

1.2 What is the IOM Supplier Portal?

The Supplier Portal is designed to facilitate interactions between Suppliers and IOM. It aims to integrate and add transparency to the procurement process. It also aims to streamline transactions.

The Supplier Portal addresses IOM Procurement Principles, enhancing compliance with **best value for money, fairness, integrity, transparency and effective competition.**

Other benefits:

- **No late submissions are accepted:** The system will automatically reject bids submitted after the deadline.
- **Electronic sealed bids:** The system automatically encrypts the bids submitted and does not allow anyone to view the content before the bid opening.
- **Electronic stamping of the bids:** E-Stamping prevents anyone from altering, deleting, or adding anything to the bid after submission.
- **Streamlining the bidding process:** Suppliers can register, retrieve information and tender alerts, submit and edit bids before the deadline and receive automatic notifications from the system once the evaluation is complete and the contract is awarded.
- **Electronic submissions of Invoices:** The system enables suppliers to submit their invoices and view payments, receipts and orders online.
- **Provides an audit trail:** The Supplier Portal keeps an audit trail of all activities in the system for increased accountability and transparency.



SUPPLY CHAIN MANAGEMENT

Register Profile

Suppliers using IOM Supplier Portal for the first time must register for a Supplier User Account before participating in any online tender. This section provides a brief overview of the supplier registration process, how to log in to begin registration, and how to register your Supplier profile.



- [Overview](#)
- [Step 1: Company details](#)
- [Step 2: Contact details](#)
- [Step 3: Manage Access](#)
- [Step 4: Company Address](#)
- [Step 5: Countries of Supply](#)
- [Step 6: Products & Services](#)
- [Step 7: Review and registration](#)
- [Step 8: Log in](#)



IMPORTANT

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

Please click [here](#) to login the system with your User ID (email address) and the password. If you have forgotten your password, you need to click on the "**Forgot Password**" link and create a new password. Please see [instructions](#) on how to generate a new password if you forget it.

2.1 Overview

The first time an entity enters the IOM Supplier Portal, a one-time registration process is required.

Before registering in the portal make sure that you have the following at hand:

Information

- ✓ Company name as legally registered.
- ✓ Taxpayer ID or Tax registration number.
- ✓ Contact information
- ✓ Legal address of the company
- ✓ UNGM and/or UNPP No. (if applicable)
- ✓ Products and services offered
- ✓ Countries that you are able to supply to
- ✓ Read and agree to the UN Supplier Code of Conduct

Documents

- ✓ Taxpayer ID/Tax registration number certificate
- ✓ Business License
- ✓ Id. of the owner
- ✓ Signed UN Supplier Code of Conduct
- ✓ Proof of women ownership share of the company
- ✓ Evidence of your entity's commitment to anti-racism
- ✓ Evidence your entity is disability inclusive
- ✓ Bank Account Certificate (optional at this stage)

2.1 Overview Contd.

To start the registration as a supplier please click on the registration [link](#)

IMPORTANT

- Have the necessary information and documentation ready before starting registration process.
- Companies with their own email domains need to make sure that **iom.int and oracle.com are whitelisted or not blocked by their email firewalls.**
- It is strongly recommended to use **corporate email**

TOP 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

2.2 Supplier Registration. Step 1: Company Details

Register Supplier: Company Details

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

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

* Company	<input type="text"/>	Tax Country	<input type="text"/>
* Tax Organization Type	<input type="text"/>	Taxpayer ID	<input type="text"/>
* Supplier Type	<input type="text"/>	Tax Registration Number	<input type="text"/>
Corporate Web Site	<input type="text"/>	Note to Approver	<input type="text"/>
* Attachments	None 		

Attach the required documents.

The first step of registration, a supplier must enter/select the following Company Details (all fields marked with * must be filled)

* 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 case you have already created a user profile and experienced issues with the registration, please refer to Section 4 of this guide

* Tax Organization Type

- ✓ Select one of the options from the dropdown menu

* Supplier Type

Select one of the options from the dropdown menu

* Attachments:

- ✓ Business License, Tax Registration Certificate, ID of the owner and any other relevant documents

* Taxpayer ID or Tax Registration Number

Either the taxpayer ID OR the Tax Registration Number can be completed once the Tax Country is specified

2.2 Supplier Registration. Step 2: Contact Details

Additional Information

<u>UNGM Number</u>	<input type="text"/>	<u>Commitment to Antiracism</u>	<input type="text"/>	▼
<u>UNPP Number</u>	<input type="text"/>	<u>Supplier Code of Conduct</u>	<input type="text"/>	▼
<u>Is your Entity Women Owned?</u>	<input type="text"/>	<u>Proof of Bank Statement</u>	<input type="text"/>	▼
<u>Is your entity Disability Inclusive?</u>	<input type="text"/>			

If available, add the UNGM Number (for commercial vendors) or **UNPP Number** (for partners).

Also, confirm if the company is **women owned, disability inclusive** and **committed to antiracism**

Indicate if **UN Supplier Code of Conduct** and/or **Bank Account Certificate** are attached

Use the **Attachments** to provide other supporting documents.

*** First/Last name:** Name of the person authorized to use the portal in representation of the company.

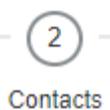
***Email address*:** Must be a valid email address for your company. Please note that this e-mail address will be used as User ID to login the system. All future communication from the system will be sent to this address.

* Corporate email is **strongly** recommended

Your Contact Information

Enter the contact information for communications regarding this registration.

* First Name	<input type="text"/>
* Last Name	<input type="text"/>
* Email	<input type="text"/>
* Confirm Email	<input type="text"/>

Once all the info is entered, click  or  to go to the next step.

2.2 Supplier Registration. Step 3: Manage Access

1. Review contact details and assigned role

The contact you added in the previous step is the administrative contact (Supplier Self Service Admin in Oracle roles). This role will have the ability to manage access rights to the portal. Check that the details are correct and that the role has been assigned



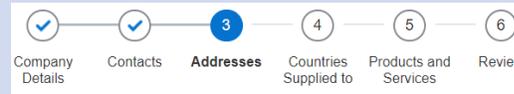
2. Add contacts and manage access

Create new contacts (+) and assign a role per new contact in the pop-up window by marking the checkbox Request user account and selecting the role(s) assigned to the person. These are the available user roles that can be assigned:

Role name	Portal access rights
Supplier Self Service Clerk	Maintain company profiles and request user accounts for their fellow employees. All profile changes and user account requests require approval by IOM.
Supplier Self Service Admin	Manages the profile information for the company. Primary tasks include updating supplier profile info. and requesting user accounts to grant employees access to the supplier portal
Supplier bidder	Sales representative from a potential supplier responsible for responding to RFQ, ITB, RFP, RFI, etc.
IOM Supplier Sales Rep	Acknowledging agreements and tracking the lifecycle from a read only basis.
IOM Supplier Customer Service Rep	Manages inbound PO and communicates shipping activities. Primary tasks include tracking, acknowledging or requesting changes orders.
Supplier Accounts Receivable Specialist	Manages invoices and payments. Primary tasks include submitting and tracking invoice, and check payment status
Supplier Inventory Manager	Responsible for managing inventory process control from beginning to end. Monitors available supplies.

2.2 Supplier Registration. Step 4: Company Address

In Step 3, click "**Create**" to enter the supplier address/es



Create Address

Label the address (HQ, Branch, Main, logistics, etc.)

* Address Name

* Country

Care Of

Street and House No.

2nd Address Line

Postal Code

City

Region

Select your country from dropdown menu

* Address Purpose Ordering Remit to RFQ or Bidding

Define the purpose of each address

Phone

Fax

Email

You can add as many addresses as applicable. At least **one contact person per address** should be assigned.



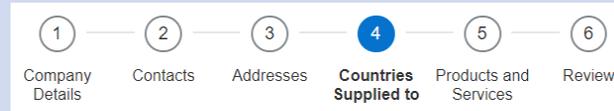
IMPORTANT

Please pay special attention to the selected country

Once all the info is entered, click **Next** or  to go to the next step



2.2 Supplier Registration. Step 5: Countries of Supply



Click the + button to add a **Countries Supply to**.

Register Supplier: Countries Supplied to ?

Enter at least one business classification or select none applicable.

None of the classifications are applicable

Actions ▼ View ▼ Format ▼ + X Freeze Deta

* **Classification**

▼

Then, select one of the options from the dropdown menu in the "**Classification**" field.

If you can provide materials and/ or goods globally, select Global suppliers

Actions ▼ View ▼ Format ▼

* **Classification**

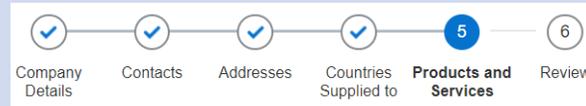
Global Suppliers ▼



Procurement staff at IOM missions can filter companies based on the countries of supply. If you are not a global supplier but can supply in more than one country, you can make a multiple selection in the list

Once all the info is entered, click  or  to go to the next step.

2.2 Supplier Registration. Step 6: Products & Services



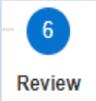
Click on **'Select and Add'** icon.

You can select a category by checking the box for the category you wish to add.

Multiple selection is allowed

The screenshot shows a window titled 'Select and Add: Products and Services'. It features a search bar labeled 'Category Name'. Below the search bar is a toolbar with icons for 'View', 'Format', 'Freeze', 'Detach', and other functions. A table below the toolbar has a header 'Select Category Name' and one row with a checked checkbox and the text 'Apparel and Luggage and Personal Care Products'.

When the selection is finished, click **'OK'**. To remove a category from the list, select it and click the **'X-Remove'** icon.

Once all the info is entered, click  or  to go to the next step.

2.2 Supplier Registration. Step 7: Review & Finalize



Carefully review all the filled information and ensure that all relevant documents are attached.

Review Supplier Registration: Dimension SRL ?

Back Next Save for Later **Register** Cancel

Company Details

Company	Dimension SRL	Tax Country	Argentina
Tax Organization Type	Corporation	Taxpayer ID	233002441325
Supplier Type	Commercial Vendor	Tax Registration Number	
Corporate Web Site		Note to Approver	

Additional Information

UNGM Number	3462
UNPP Number	
Is your Entity Women Owned?	Yes
Is your entity Disability Inclusive?	Yes

To finish the registration, click the "**Register**" button. A confirmation message will pop-up on your screen.

Confirmation

Your registration request was submitted. We'll send you email after your registration request is reviewed.

OK

After completing the registration, the email stated as Administrative Contact will receive an **automatically generated e-mail** acknowledges the creation of the account and provides a link to **change password**. Once the password is changed, a second email **confirmation the password reset** should be received.

IMPORTANT

If the emails are not in the Inbox, verify the Spam/Junk mailbox of your email address.

2.2 Supplier Registration. Step 8: Login with New Password

Now, you can Log in to the [IOM Supplier Portal](#) :

Sign In
Oracle Applications Cloud

Company Single Sign-On

_____ or _____

User ID

Password

Forgot Password

Sign In

User ID: email detailed
in the Contact
Information



REMEMBER

If you do not remember your password, please **do not register again**.

Click on the "**Forgot Password**" link and create a new password. Please see [instructions](#) on how to generate a new password if you forget it.



SUPPLY CHAIN MANAGEMENT

Manage Supplier Profile

Once registered, suppliers can manage their profile using IOM Supplier Portal. This section provides a brief overview of the supplier profile management.

- [Set Preferences](#)
- [Update Profile](#)
- [Manage Contacts and Access](#)



Good morning, IOM Supplier

Supplier Portal Procurement Tools Others

APPS

Supplier Portal +

Settings and Actions Sign Out

Personalization

Access Accessibility Settings

[Set Preferences](#)

Print Me

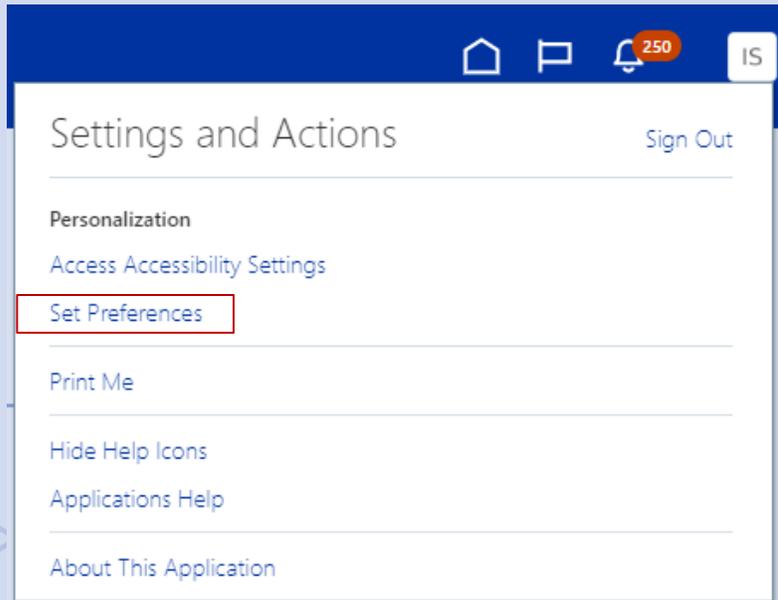
Hide Help Icons

Applications Help

About This Application

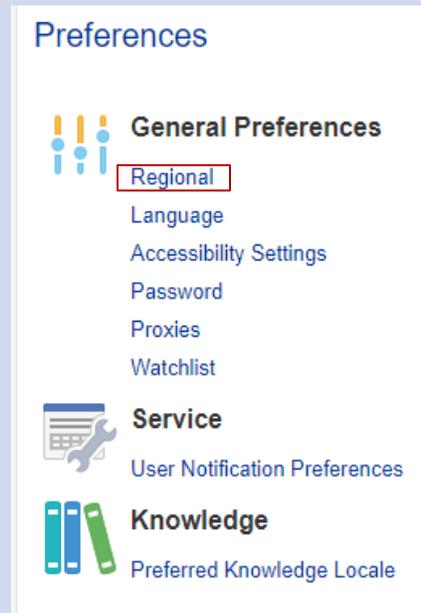
3.1 Set Preferences

The Supplier Portal allows suppliers to set the preferences of their own profile.

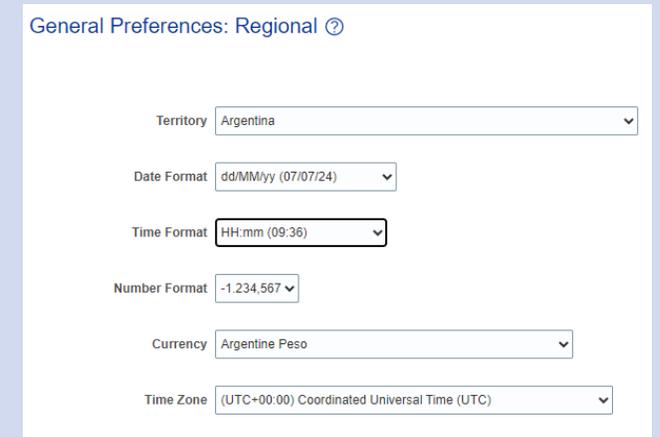


Once you login the system, click on the **'Setting and Actions'** icon in the right upper corner of your screen and select the option **'Set Preferences'**

Region



In the **Preference menu**, you can change your **region**



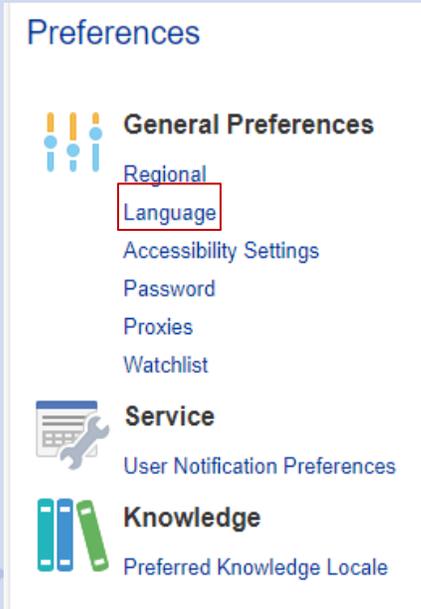
Territory. Select your country.

Date and time format. Select the format in which you wish the date/time to be displayed.

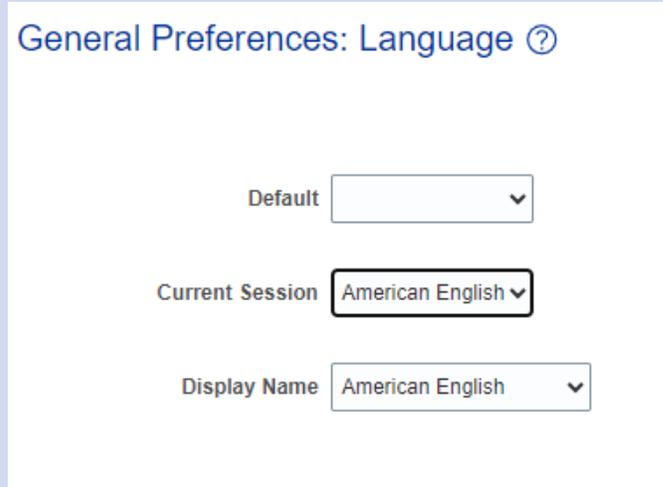
Time Zone. Select the time zone in which you operate. **This will convert the tender deadline to the exact time as per your chosen setting.**

3.1 Set Preferences Contd.

Language



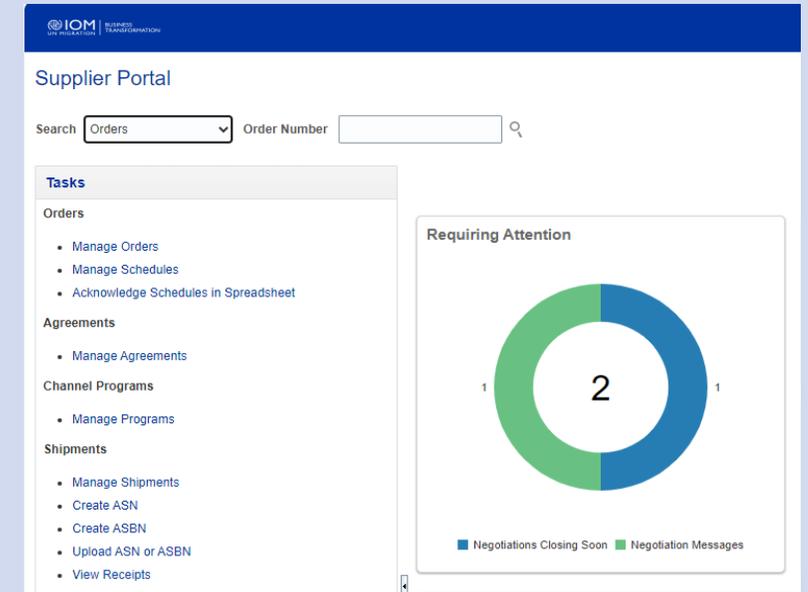
In the **Preference menu**, you can also change your **language**



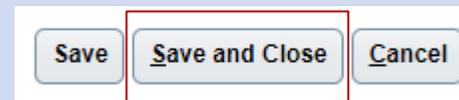
Default. Select the default system language for your profile.

Current Session. Select the system language for the current session. The system language will go back to default at the next login.

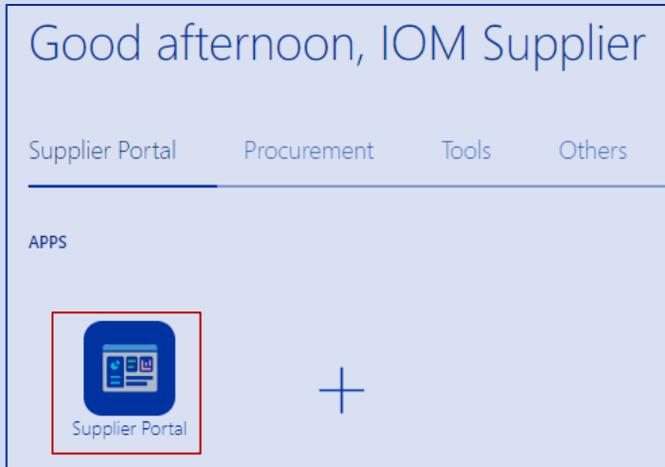
Click Save and Close button on the top right of the screen



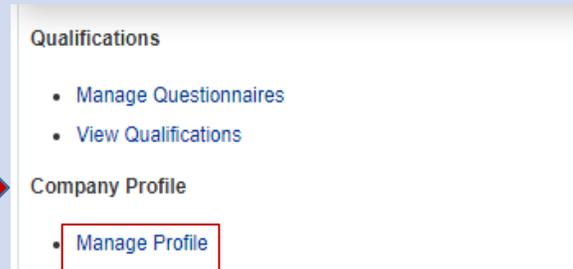
After selecting the preferred **region** and **language**, saving and going back to your homepage, the system will display the menu as per your chosen setting



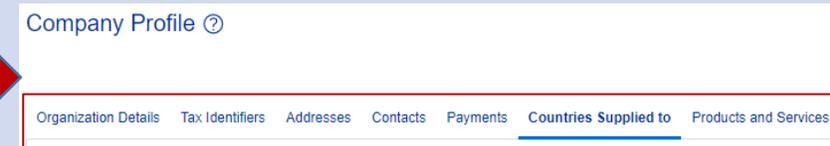
3.2 Update Profile



To update your profile, login to the system and click the **Supplier Portal** icon



To view or manage/edit the profile data/info, scroll down and click the link **Manage Profile**



Click on each tab to see profile information. To open the profile for editing, click the **Edit** button on the top right corner



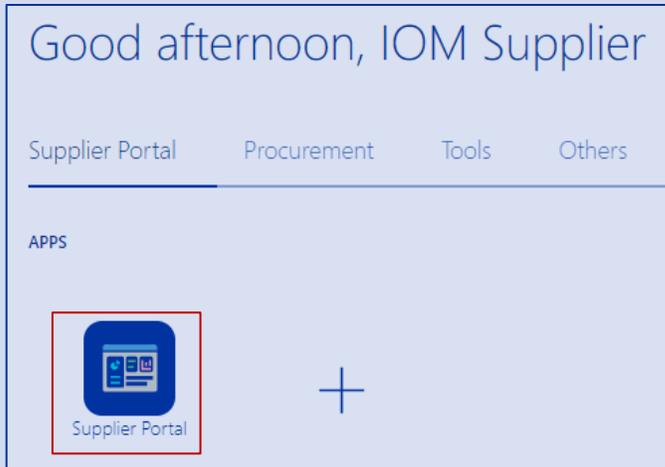
In **Edit** mode, enter a short description of the changes in the "**Change Description**" field. Specify the reasons for the change. Click on the section of your supplier profile that needs to be updated

VERY IMPORTANT

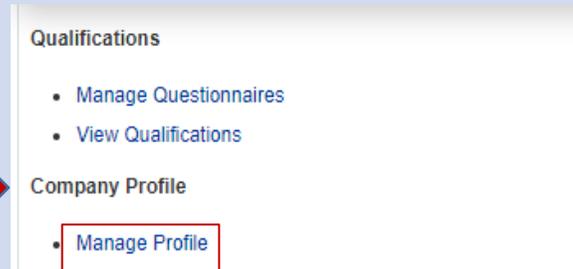
Use this option to add/remove staff contacts, bank account number, products or services available, countries supplied to, etc.

If you had or currently have active contracts with IOM, IOM will review and approve the changes. Contact your IOM office to let them know the changes you made so that they can finalize the process. Otherwise the changes will not be saved in your profile.

3.2 Update Bank Account details



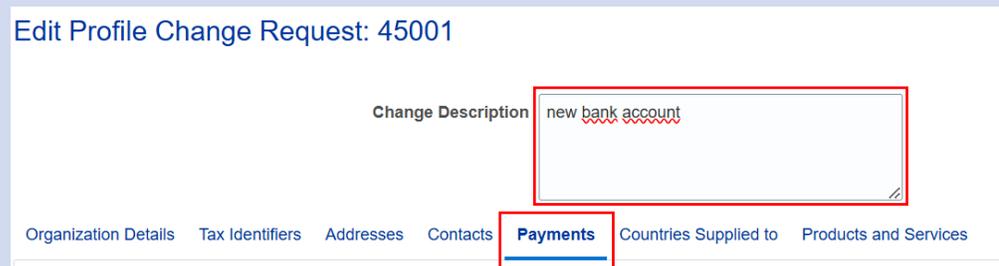
To update your profile, login to the system and click the **Supplier Portal** icon



To view or manage/edit the profile data/info, scroll down and click the link **Manage Profile**



Click on Payment tab to see current information. To open the profile for editing, click the **Edit** button on the top right corner



In **Edit** mode, enter a short description of the changes in the "**Change Description**" field. Specify the reasons for the change. Click on the section of your supplier profile that needs to be updated



If you had or currently have active contracts with IOM, your changes will be reviewed and approved by IOM.



3.2 Update Bank Account details

Organization Details Tax Identifiers Addresses Contacts **Payments** Countries Supplied to Products and Services

Payment Methods Bank Accounts

Actions View Format + X Freeze Detach Wrap

Default	Payment Method	From Date	To Date
	Cash	28/06/2000	dd/mm/yyyy
	Check	02/10/2008	dd/mm/yyyy
	Direct Debit	28/06/2000	dd/mm/yyyy
	Electronic	01/10/2024	dd/mm/yyyy



Payment Methods Bank Accounts

Actions View Format + X Freeze Det

Default	Payment Method	Set Default
	Cash	
	Check	
	Direct Debit	
<input checked="" type="checkbox"/>	Electronic	

In Payment Methods tab, select the preferred payment method by selecting the corresponding line, adding the dates of validity of the preferred payment method. Leave **To Date** field blank to mark that there is no expiration date of the current preferred method leave

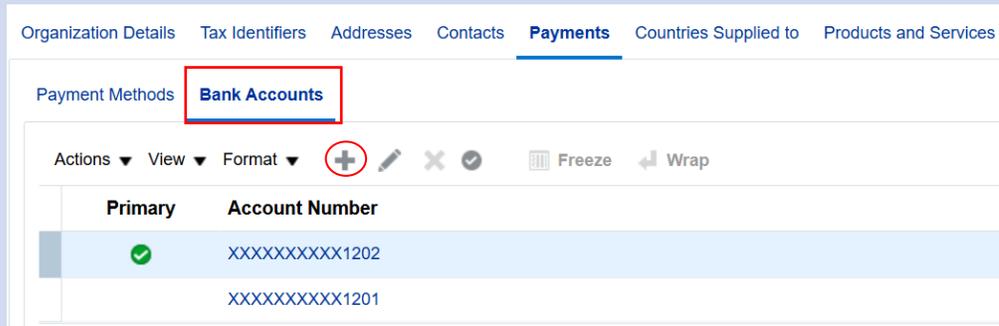
Click the button 'Set Default' and a green check mark will pop net to the preferred payment method



TIP

You can mark only 1 preferred payment method at any given time

3.2 Update Bank Account details



Add as many bank accounts as required by clicking on the + icon



Edit Bank Account XXXXXXXXXXXX1202

It's required to attach supporting documents when you edit country, account number, bank name, branch name, IBAN, or currency.

* Country Kenya
* Account Number XXXXXXXXXXXX1202
Bank Name I and M Bank Limited
Bank Branch IMBLKENAXXX 57042 Bandari Plaza []
 Allow international payments

From Date 17/07/2024
Inactive On dd/mm/yyyy
IBAN []
Currency USD
Attachments certificate of account.pdf + ✕

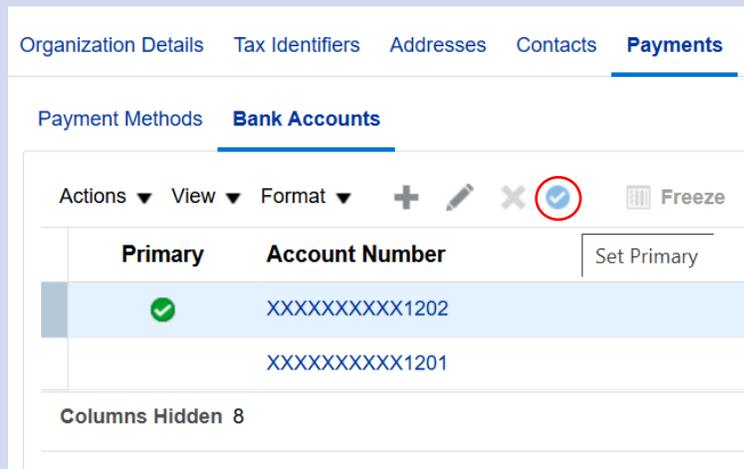
Additional Information

* Account Name SPARTAN RELIEF SUPPLIES LTD
Alternate Account Name []
Account Suffix []

Check Digits []
Account Type []
Description []

OK Cancel

Add the bank account details. Use the **Attachments** fields to provide evidence.



Mark the current valid bank account details by selecting the line and clicking **Set Primary** icon. A green check next to the primary bank account shows.

3.3 Manage Contacts & Access

Add new contact

Edit Profile Change Request: 104005

Change Description

Organization Details Tax Identifiers Addresses **Contacts** Countries Supplied to Products and Services

Actions View Format + ✎ ✕ Status Active Freeze Detach Wrap

Create Edit Delete

Columns hidden 7



Edit Contact: IOM Supplier

Salutation

* First Name

Middle Name

* Last Name

Job Title

Administrative contact

Phone

Mobile

Fax

Email

Status

In Edit mode, to add new contact to your supplier profile, click **Actions** and select the option **Create**

Complete the required contact details. The field marked with * are mandatory.

Check the box "**Request user account**" and click 'OK' at the bottom of the screen

Request user account

Request user account

For this new contact, the entered **e-mail address** will serve as a **User ID** at the login page



IMPORTANT

Remember to provide a short description in the **Change Description** field and to click **Save and Close** after the new contact has been created.

A confirmation message will appear on your screen.

3.3 Manage Contacts & Access Contd.

Change information on an existing contact

Edit Profile Change Request: 104005

Change Description

Organization Details Tax Identifiers Addresses **Contacts** Countries Supplied to Products and Services

Actions View Format + ✎ ✕ Status Active Freeze Detach Wrap

Create Edit Delete

Columns hidden 7



Edit Contact: IOM Supplier

Salutation

* First Name

Middle Name

* Last Name

Job Title

Administrative contact

Phone

Mobile

Fax

Email

Status

In **Edit** mode, to edit or modify roles of an existing contact, click **Contacts** tab of your supplier profile details. Select the contact that you wish to edit by clicking on the corresponding row. The row will become highlighted. Then click **Actions** and select the **Edit** option

You can then change information on an existing contact, including the e-mail address. If you change the e-mail address of the administrative contact, the automatically generated system notifications will be delivered to the new e-mail address

IMPORTANT

Click Review Changes to have an overview of the changes and then click Submit. If there are no active contracts/ POs, your changes are automatically approved. If you have active contracts/ POs, the changes will be reviewed and approved by IOM

IMPORTANT

To login the system after the change, you will still need to enter your initially registered e-mail address as a User ID



SUPPLY CHAIN
MANAGEMENT

Helpdesk & Support

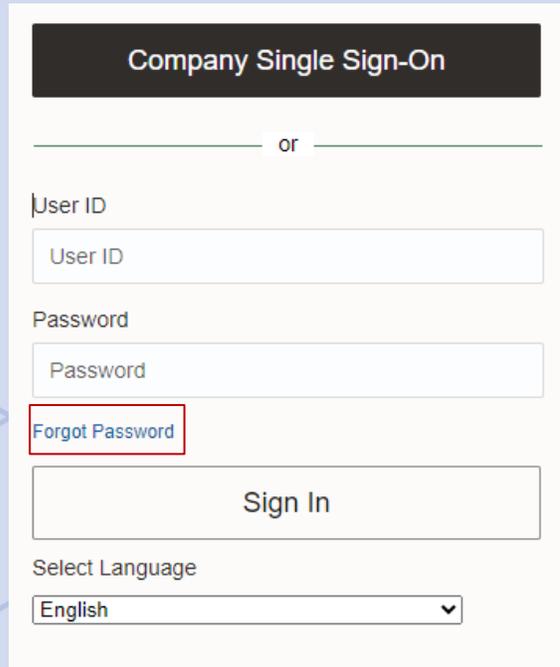
This section provides details on technical assistance and guidance on how to address some common issues. Also, it provides pathways to find additional resources for IOM Supplier Portal.

- [4.1 Forgotten Password](#)
- [4.2 Frequently asked questions](#)
- [4.3 Technical Assistance](#)

4.1 Forgotten Password

If you forget your password, please take the following steps:

1 Click on *Forgot Password*



Company Single Sign-On

or

User ID

User ID

Password

Password

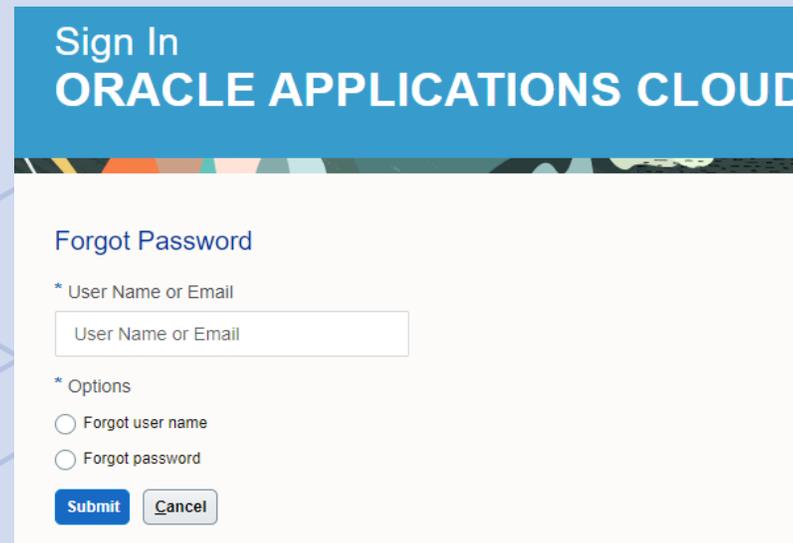
Forgot Password

Sign In

Select Language

English

2 Enter your e-mail address (User ID entered during registration), select forgot password and click *Submit*.



Sign In

ORACLE APPLICATIONS CLOUD

Forgot Password

* User Name or Email

User Name or Email

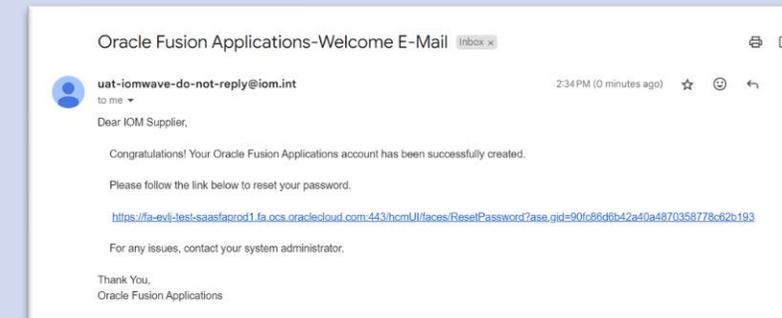
* Options

Forgot user name

Forgot password

Submit Cancel

3 A password reset notification email will be sent to the email address associated with your Supplier Profile.



Click on *Password Reset link* or copy/paste the URL from the email into the address bar of your browser and follow the steps. If the email is not in your Inbox, verify the Spam/Junk mailbox of your email address.

4.1 Forgotten Password

Registration:

I was able to register and reset the password, however I did not receive the email. What should I do?

Check with your IT department and confirm that the domain oracle.com and iom.int are not blocked by your email firewalls.

Log In:

I cannot remember my password.

Reset your password. Please, go to section [Forgotten Password](#).

I cannot remember my username.

Your username is your email.

Manage Account:

I am trying to change my preferences but could not find my country.

Please select the nearest country in your time-zone.

Can I update the contact details in my bidder profile?

Yes. To update your bidder profile check the section Manage Contact Details.

4.1 Forgotten Password

If you experience technical issues with the registration process, please contact us

To ensure your case is resolved as quickly as possible, when requesting helpdesk support, we recommend to share the following details:

- Your User ID and Company name
- The Solicitation 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

Thank You for
using IOM's e-
tendering
solution

