



# UNFPA eSupplier Connection

## Supplier User Guide

October, 2015



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## UNFPA eSupplier Connection

The eSupplier Connection (ESC) is a web-based portal that will enable our suppliers to maintain your own login information, respond to bidding events, view and accept purchase orders and inquire on invoice and payment status. The portal also allows you to self-register and create additional supplier users from your organization

### Vendor Self Service

#### Register as a Vendor User

Please note: This user guide is only intended for **existing** suppliers of UNFPA. If you are a supplier looking to do business with UNFPA or to bid on existing events, please use the following link to 'Register as a Bidder', please refer to the *e-Tendering Supplier Bidder Registration Manual*.

To register as a Supplier User, you should already have been created as a Vendor with UNFPA and have received a supplier registration initiation email. In this email you will be provided the Supplier Portal URL.

**Please note that Internet Explorer is the best browser to use for this application. Also please make sure all cookies browser cache is deleted before clicking on the link.**

- a. Login to the Supplier portal as an external generic vendor by clicking the below URL:

URL: <https://etendering.partneragencies.org/>

login user id: unfpa.guest password: why2change

**User name:**

**Password:**

[Change Password](#) | [Forgotten Password](#)

---

<b>To obtain support:</b>	<b>Other resources:</b>
<a href="#">UNDP Users</a>	<a href="#">UNDP Atlas Service Centre</a>
<a href="#">UNFPA Users</a>	<a href="#">My UNFPA</a>
<a href="#">UNOPS Users</a>	<a href="#">UNOPS Atlas Intranet Page</a>
<a href="#">UNU Users</a>	<a href="#">UNU Atlas Information Centre</a>
<a href="#">UN Women Users</a>	<a href="#">UN Women Atlas Intranet Page</a>

**Atlas**

"Atlas" signals our global presence and a reliable and comprehensive way for finding information and connecting countries to knowledge, experience and resources as we help people build a better life.



- b. On the Login pagelet, click on 'Register as a Supplier' link:

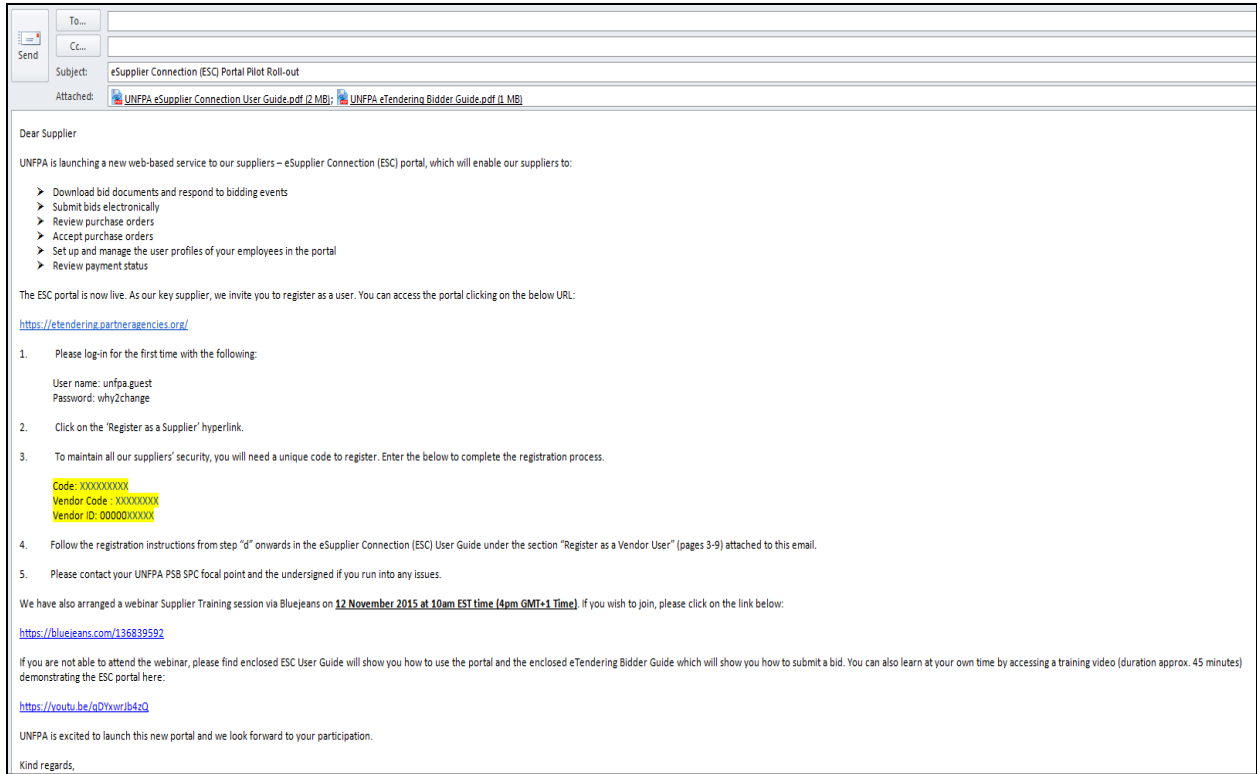
A screenshot of a web browser window titled "Login". The page contains a login form with the following elements:

- Text: "Login here as an existing User."
- Form fields: "User ID:" followed by a text input box, and "Password:" followed by a text input box.
- Button: A yellow "Sign In" button.
- Link: "[Register as a Sourcing Bidder](#)" with a small icon of three people. Below it, text reads: "Click here to register as a bidder and to be able to bid on events."
- Link: "[Register as a Supplier](#)" with a small icon of three people. This link and its description are enclosed in a red rectangular box. Below it, text reads: "This is for UNFPA Suppliers only. Click here to register as a supplier user. You must have a registration code to continue"
- Link: "[? I forgot my password](#)" with a question mark icon. Below it, text reads: "Click here to reset your password"

- c. You will be directed to a supplier registration page. You will need information from the supplier registration email initiation to complete the details below:



### Supplier Registration Email:



## Supplier Registration

Fill in the following information and click on the Create button to create a Supplier account. In order to self register you must have received a predefined code and know your corresponding vendor id.

Code:	<input type="text"/>	
*User ID:	<input type="text"/>	Description: <input type="text"/>
Email ID:	<input type="text"/>	
Vendor Code	<input type="text"/>	

Language:  Currency:

Vendor ID	<input type="text"/>
-----------	----------------------

←



**Code:** This is the generic UNFPA code provided in your Supplier Registration Email

**User ID:** Please enter your firstname.lastname. Please note, if you have registered as a bidder in the UNDP or UNFPA system, you will need to enter a **new** username for the Supplier Registration.

**Description:** This field can be used to enter your full name

**Email ID:** Enter email to be used for any notifications

**Vendor Code:** This is a unique supplier code provided in your Supplier Registration Email

**Vendor ID:** This is your UNFPA ATLAS 10-digit Vendor ID

- d. Click 'Create', you will receive a message below

### Register a New User

---

Your UNFPA Supplier User Account has been created. You should receive an email with login details based on your registration.

[Sign-in as New User](#)

[Return to Home](#)

- e. **Sign out of the system and close your browser**
- f. Check system email notification below for login instructions

Dear Supplier,

UNFPA has approved your registration to become a supplier. Your username and temporary password are provided below. If you haven't already signed out of the system, please sign out now and close the browser. In order to ensure proper access is granted to you, please wait about one hour and use the link provided below to login to the system. Once you are logged into the system, the system prompts you to select a new password that is only known to you.

#### User ID and Password

**User ID:** XXXXX.YYYYY

**Password:** abcdefgh

#### URL

[Login to eSupplier System.](#)



- g. Click on the URL provided in the email and you should be able to access the etendering site with login credentials or directly through ***https://etendering.partneragencies.org***:

User name:  
  
Password:

[Change Password](#) | [Forgotten Password](#)

**To obtain support:** **Other resources:**  
[UNDP Users](#) [UNDP Atlas Service Centre](#)  
[UNFPA Users](#) [My UNFPA](#)  
[UNOPS Users](#) [UNOPS Atlas Intranet Page](#)  
[UNU Users](#) [UNU Atlas Information Centre](#)  
[UN Women Users](#) [UN Women Atlas Intranet Page](#)

UN UNOPS UNFPA UNDP UNITED NATIONS UNIVERSITY UN WOMEN  
**Atlas**

"Atlas" signals our global presence and a reliable and comprehensive way for finding information and connecting countries to knowledge, experience and resources as we help people build a better life.

- h. When you log in for the first time, you will be prompted to change your password. Enter the information below and click 'Change Password':

#### Password Change Request

please change your current password before continuing.

Old Password\*   
New Password\*   
Confirm New Password\*

#### Note:

- **UserName:** Enter User ID.
- **Old Password:** Enter the password you receive from the system email notification.
- **New Password:** Enter a NEW password (At least 8 characters, alpha-numeric with one CAPITAL alphabet/letter).
- **Confirm New Password:** Re-enter the same NEW password for reconfirmation.

A message will be displayed informing that the password has been changed.

Press the "**Change Password**" button.



- i. You will receive the message below. Click 'Continue':

### Password Change Information

\_\_\_\_\_ your new password has been set.  
Use this new password the next time you log into your account.



- j. You show be directed to enter a security question profile screen:

### Atlas Account Security Profile

For security purposes, the secret hint and answer provided will be used in the event that you have forgotten your password.

Please select a hint question from the list provided and specify the answer below:

Password Hint : \*

Answer : \*

- k. Select a password hint question and answer. **Please note, you will need this when you use the 'Forgot Password' feature so please remember to store this information carefully.**

Password Hint : \*

Answer : \*

- l. You will receive the email below once you have Submitted your security questions:



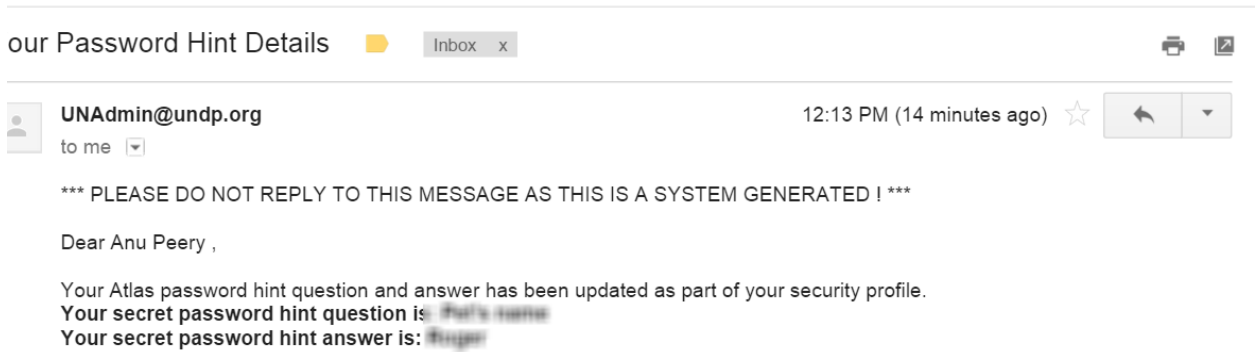


**Anu Peery** Your Password Hint has been Setup.  
You will receive the confirmation at your email address (***anushreesax@gmail.com*** ) shortly.

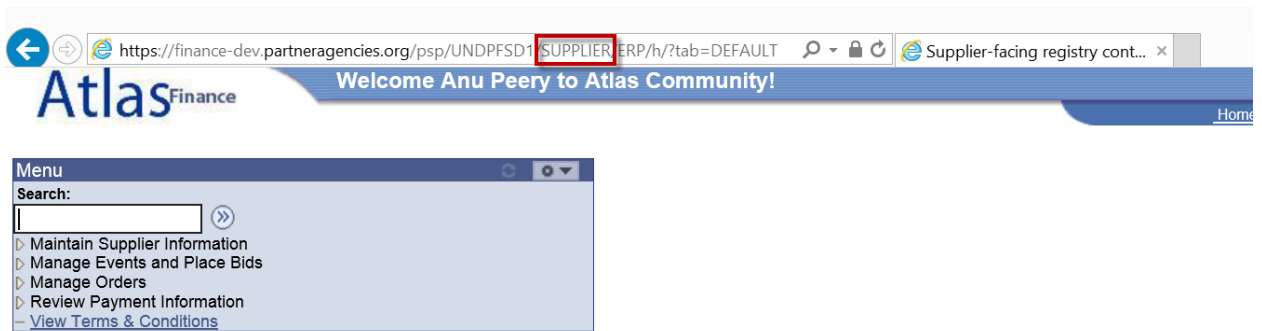
Continue



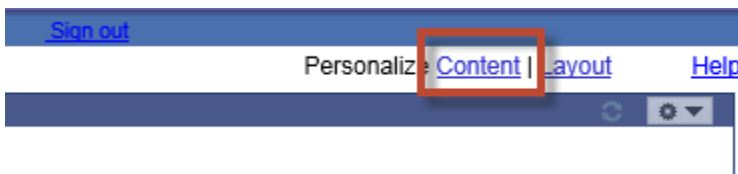
m. You will receive an email like the below with your password hint details:



n. You are now logged into the system! Please ensure that you have the word 'SUPPLIER' on the URL. If not, please change it to say 'SUPPLIER':



o. Now let's personalize your portal. Click on 'Content' on top right hand corner:





p. Select the pagelets as shown below and click 'Save':

**Personalized Home Page**

---

### Personalize Content: My Page

Tab Name

Welcome Message

**Choose Pagelets:** Simply check the items that you want to appear on your homepage.  
Remember to click "Save" when done.

**Arrange Pagelets:** Go to [Personalize Layout](#)

**PeopleSoft Applications**

- [Menu](#)
- [Menu - Classic](#)
- [Top Menu Features Description](#)
- [Main Menu](#)

**Supply Chain**

- [Login](#)
- [Recently Dispatched POs](#)
- [My Buy Events](#)
- [My Sell Events](#)
- [My Event Discussions](#)
- [UNFPA Links](#)

---

[Return to Home](#)

q. **Congratulations!** You now have access to UNFPA eSupplier Connection portal:



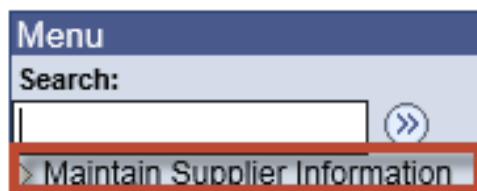


## Vendor Self Service

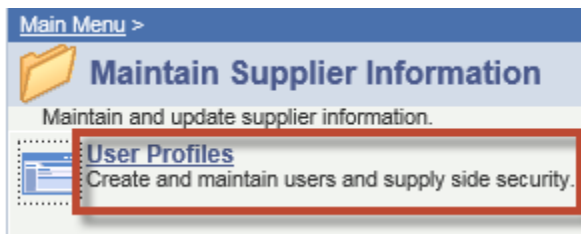
### Add Vendor Users

The UNFPA eSupplier connection portal allows you to add additional users for your organization.

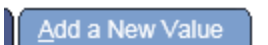
- a. To create additional users, you will need to log back into the portal. Now click on Maintain supplier information:



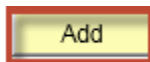
- b. Click on 'User Profile':



- c. Click on 'Add a New Value':



- d. Enter firstname.lastname of the supplier's employee user you want to create and Click 'Add':





- e. Enter Name (Description) and Email address of the supplier user you want to create:

## Setup User

### Logon Information

User ID: test.supplier

Description:

(Examples: Fred Smith, AP Department or Buyer)

Account Locked Out?:  (Click here to disable the access to the system for this user)

E-mail Address:

Language Code: English

- r. Now Click 'Add a User Role':

- s. Select the roles below and click 'OK':

## Select Roles

	Role Name	Description
<input checked="" type="checkbox"/>	PAPP_USER	Enterprise Portal User
<input checked="" type="checkbox"/>	UN_FPA_ESC_EVENT_VENDOR	Vendo Portal Access Sourcing
<input checked="" type="checkbox"/>	UN_FPA_ESC_SUPPLIER	External Supplier facing role
<input checked="" type="checkbox"/>	UN_FPA_OMS_LINK	External Supplier Order Track

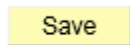
- t. Click on 'Add a Supplier':



- u. **You should ONLY see your own UNFPA ATLAS Vendor ID.** Check the box and Click 'OK':



- v. Verify all the required field are entered. Click 'Save':



- w. **Congratulations!** You now have successfully added an additional supplier user to UNFPA eSupplier Connection portal. An email notification will be sent to the user created with their log-in details.

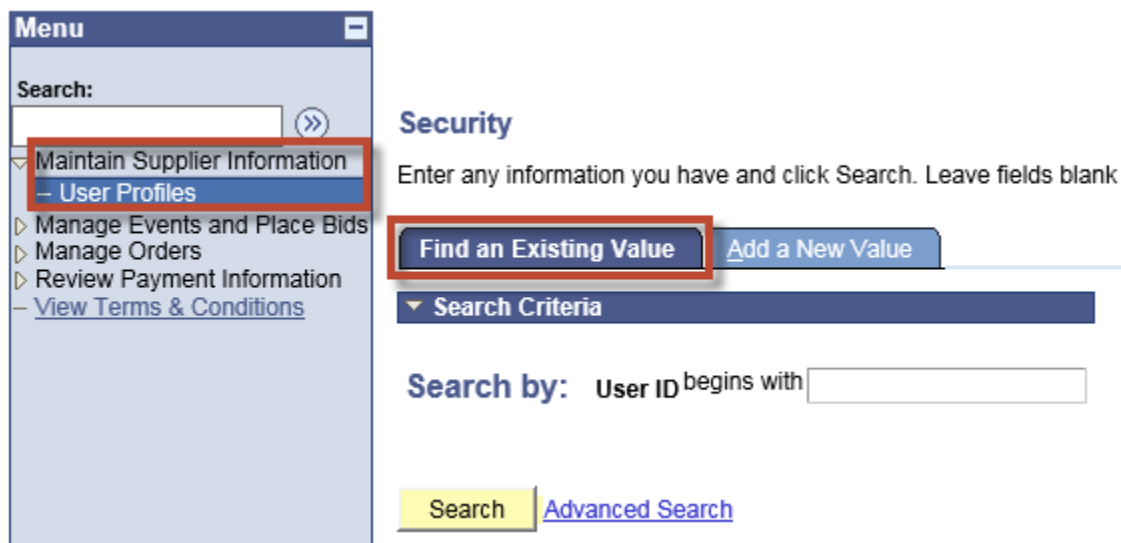
## Vendor Self Service

### Manage an existing Supplier user

You now have the ability to manage your organization's users via the portal. **Please note, you will be managing your own users and it is your responsibility to ensure that their account is locked if not being used every 90 days.** You can also re-activate users as needed. UNFPA is not responsible for managing your organizations user access.

Note: Supplier users cannot maintain their own profile for security reasons. You can contact another user for the same supplier to update your user profile or request a change via UNFPA.

- a. Login to the portal and Click [Home](#) on top right hand corner. Navigate to the Manage Supplier Information – User Profiles – Find an existing value.



The screenshot displays the UNFPA Vendor Self Service portal interface. On the left, a 'Menu' sidebar is visible, with 'Maintain Supplier Information - User Profiles' highlighted in a red box. The main content area shows the 'Security' section, which includes a search bar and a 'Find an Existing Value' button, also highlighted in a red box. Below the search bar, there is a 'Search Criteria' section with a 'Search by: User ID begins with' dropdown menu and a 'Search' button. The 'Advanced Search' link is also visible.



b. Click on 'Search':

### Security

Enter any information you have and click Search. Leave fields blank

**Find an Existing Value** **Add a New Value**

**Search Criteria**

**Search by:** User ID begins with

**Search** [Advanced Search](#)

c. Select the user you'd like to manage:

**Security**

Enter any information you have and click Search. Leave fields blank

**Find an Existing Value** **Add a New Value**

**Search Criteria**

**Search by:** User ID begins with

**Search** [Advanced Search](#)

**Search Results**

SEARCH RESULTS	SEARCH RESULTS
<a href="#">User ID: [redacted]</a>	User ID: [redacted]
<a href="#">User ID: [redacted]</a>	User ID: [redacted]
<a href="#">User ID: [redacted]</a>	User ID: [redacted]
<a href="#">User ID: [redacted]</a>	User ID: [redacted]
<a href="#">User ID: [redacted]</a>	User ID: [redacted]
<a href="#">User ID: [redacted]</a>	User ID: [redacted]
<a href="#">User ID: [redacted]</a>	User ID: [redacted]
<a href="#">User ID: [redacted]</a>	User ID: [redacted]
<a href="#">User ID: [redacted]</a>	User ID: [redacted]

A red arrow points from the right side of the page towards the first search result in the table.





- d. You can update email address or click on 'Account lock out' checkbox to terminate the user account. Uncheck the box to 'activate' a user. Click 'Save':

**Account Locked Out?:**  (Click here to disable the access to the system for this user)

**E-mail Address:**

**Language Code:**  ▼



## Vendor Self Service

### Accept and Bid on eTendering event

- a. Log in to the eSupplier Connection Portal.
- b. Click on 'My Sell Events' section. Click on the 'Event Name' link for intended eTendering event. Please note, there can be more event than displayed in this view, please click on '**See all my events**' to access all open events:

My Sell Events				
Event Name	Event Type	Start Date/Time	End Date/Time:	Status
<a href="#">RFP No. UNFPA/DNK/1for Graphic Design Services</a>	RFx	09/07/2015 5:29AM EDT	22/08/2015 05:29 AM EDT	Accepted
<a href="#">ITB for Audit Services</a>	RFx	16/07/2015 7:36AM EDT	29/08/2015 07:36 AM EDT	Accepted
<a href="#">eSc Testing Event - Anu 2</a>	RFx	23/07/2015 7:52AM EDT	19/09/2015 07:55 AM EDT	
<a href="#">eTendering testing for Suppliers 1</a>	RFx	27/07/2015 3:26AM EDT	23/09/2015 03:26 AM EDT	
<a href="#">eTendering testing for Suppliers 2</a>	RFx	27/07/2015 3:29AM EDT	23/09/2015 03:29 AM EDT	

[See all of my events](#)

- c. You will be taken into the event details page. Click on 'Accept Invitation':

### Event Details

[Accept Invitation](#)

[Bid on Event](#)

**Bidding Shortcuts:** [View Your Bid Activity](#)  
[View Bidding Documents](#)  
[Upload XML Bid Response](#)

---

<b>Event Name:</b>	eSc Testing Event - Anu 2	<b>My Bid Status:</b>
<b>Event ID:</b>	UNFPA-0000000476	
<b>Event Format/Type:</b>	Sell Event RFx	
<b>Event Round:</b>	1	
<b>Event Version:</b>	1	
<b>Event Start Date:</b>	23/07/2015 7:52AM EDT	
<b>Event End Date:</b>	19/09/2015 07:55 AM EDT	



- d. Next you will see the 'View Events and Place Bids' search results and you can see that you have accepted your bid event. Click on the link to return to the bid event:

### View Events and Place Bids

Enter search criteria to locate an event for viewing or placing bids.

**Search Criteria**

Use Saved Search:

---

Event ID:  -

Event Name:

Event Type:

Event Status:

Include Declined Invitations?

**Results Should Include:**

- Sell Event
- Purchase Event
- Request For Information

[Manage Saved Searches](#) [Save Search Criteria](#) [Advanced Search Criteria](#)

**Search Results** | [First](#) [1-13 of 13](#) [Last](#)

Event ID	Event Name	Format	Type	End Date	Status	
<a href="#">UNFPA-0000000454</a>	RFP No. UNFPA/DNK/1for Graphic Design Services	Sell	RFx	22/08/2015 05:29 AM EDT	Accepted	<a href="#">Discuss</a>
<a href="#">UNFPA-0000000463</a>	ITB for Audit Services	Sell	RFx	29/08/2015 07:36 AM EDT	Accepted	<a href="#">Discuss</a>
<a href="#">UNFPA-0000000476</a>	eSc Testing Event - Anu 2	Sell	RFx	19/09/2015 07:55 AM EDT	Accepted	<a href="#">Discuss</a>

- e. You will see the option to 'Decline Event' if you choose to do so. Click 'Bid on Event' to continue the bidding process:

### Event Details

←

**Bidding Shortcuts:** [View Your Bid Activity](#)  
[View Bidding Documents](#)  
[Upload XML Bid Response](#)

f. Scroll down to enter your bid price. Next 'Click Validate Entries':

**Step 1: Enter Line Bid Responses**

This event contains one or more individual lines that await your bid response. Some or all lines may require your bid in order for consideration by the Event Administrator.

Lines in This Event: 1  
Your Total Line Pricing: 0.0000 USD

[Hide Line Detail](#)

★ Bid Required Line Comments/Files

Previous Lines 1 of 1 Next Lines						
Line	Description	Unit	Requested Quantity	Your Bid Quantity	Your Unit Bid Price	Your Total Bid Price
1	Print/web/multimedia (off-site)	D	1.0000	1.0000	1	0.0000 USD

At any point in the bid response process you may save an in-progress bid and resume completion at later time. When your bid response is complete, submit for consideration.

g. You should receive the 'No errors found' message. Click 'OK':

**Message**

No errors found. (18058,313)

h. Now Click 'Submit Bid' to complete the bidding process. Note that you can also 'Save for later' if you need more time to complete the bid:



- i. **Congratulations!** You have successfully submitted a bid via the UNFPA eSupplier Connection Portal! Click 'OK':

## Bid Confirmation

Your bid has been successfully submitted.

<b>Bid ID:</b>	1	<b>Bid Date:</b>	11/08/2015 2:32:28AM EDT
<b>Event ID:</b>	0000000476	<b>eSc Testing Event - Anu 2</b>	
<b>Event Format:</b>	Sell Event	<b>Round:</b>	1
<b>Start Date:</b>	23/07/2015 7:52AM EDT	<b>Version:</b>	1
<b>Your Total Price:</b>	1.00 USD	<b>End Date:</b>	19/09/2015 07:55 AM EDT





## Vendor Self Service

### Accept a Purchase Order

- a. Log in to the eSupplier Connection Portal
- b. Click on 'Recently Dispatched POs' section. Select Acknowledge status of 'New':  
**Please note: Do NOT click on the PO ID hyperlink!**

The screenshot shows a table titled "Recently Dispatched POs" with a blue header bar. The table has four columns: PO ID, PO Description, PO Amount, and Acknowledge Status. The Acknowledge Status column contains the following values: Supplier Accepted, Supplier Accepted, New, Supplier Accepted, and New. The "New" status in the third row is highlighted with a red box. Below the table, there are two links: "Show all/Enhanced..." and "Show All Acknowledgements".

PO ID	PO Description	PO Amount	Acknowledge Status
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	Supplier Accepted
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	Supplier Accepted
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	New
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	Supplier Accepted
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	New

[Show all/Enhanced...](#) [Show All Acknowledgements](#)

- c. Verify that the PO Header Details, Comments and line item information. The 'Acknowledgement Date' will be blank and the 'Acknowledgment Status' will be New:

**Please Note: The POA Response is a default value** – it does NOT save until you have clicked the 'Save and Send Acceptance' button

### Acknowledge Purchase Orders

### Acknowledgement Summary

PO Number:  PO Date: 03/06/2014

Acknowledgement Status:  Acknowledged Date:

POA Response:

- PO Header Detail
- Standard BU Comments
- PO Header Comments Find | View All First 1 of 1 Last

For delivery details, please see the attached Shipping Instructions.

Click on the purchase order line number to see more details and to make any modifications.


POA Lines		Personalize   Find   View All   [Grid Icon]   [Print Icon]				First	1-10 of 11	Last
Line	Item ID	Description	PO Qty	Acknowledge Quantity	UOM	POA Response		

2	...	...	...	...	Accepted
3	...	...	...	...	Accepted
4	...	...	...	...	Accepted
5	...	...	...	...	Accepted
6	...	...	...	...	Accepted
7	...	...	...	...	Accepted
8	...	...	...	...	Accepted
9	...	...	...	...	Accepted
10	...	...	...	...	Accepted

Comments

Save Save & Send Acceptance

Please note that you are not able to make any modifications at the header and line level of to the purchase order.

- d.  Icon represents a line comment. Click on it to review.
- e. If an attachment exists on the line, you will see the 'View Attachment' button. Click on it to open and view attachment:

**Line Comments**

This is a test line comment.

[View Attached File](#)

Please note, the attachment will open in a new browser session. You can close this browser after reviewing the attachment.





f. Now Click 'Return' to return back to Purchase Order Line details page:

[Acknowledge Purchase Orders](#)

### Line Comments

PO Number: 000007121      Line Number: 10      Item ID: 00000000000000000000

Line Comments	Find	First	1-2 of 2	Last

[Return](#)

g. Click on line item hyperlink [1](#) to review line item details. Verify Due Date, Quantity:

[Acknowledge Purchase Orders](#)

### Acknowledgement Details

Item Detail								Find	View All	First	1 of 11	Last	
Line Number:	1		Unit of Measure:	Pack 100	Item Response:	Accepted							
Item ID:	INFUSIONSET2		Vendor Item ID:	FUSIONSET2									
Extension:													
Description:													
<a href="#">More Item Details</a>													
Schedules								Personalize	Find	View All	First	1 of 1	Last
Due Date & Quantity		Price	Ship To										
Order Sched	Sched	Order Due Date	Order Due Time	Order Quantity	Acknowledge Due Date	Acknowledge Quantity	POA Status						
1	1	20/10/2014		400.0000	20/10/2014	400.0000							

[Return](#)

- h. Click on **Price** and **Ship To** to verify additional details. Verify Item price, Ship Method, Due Date, Ship To and Freight Terms. Click 'Return':

Note: If you have any questions or concerns about the Purchase Order details, please contact UNFPA Buyer via email.

Schedules							
Due Date & Quantity		Price	Ship To				
Order Sched	Sched	Order Due Date	Order Price	Order Ship Method	Acknowledge Price	Acknowledge Ship Method	
1	1	20/10/2014	12.17000	OCEAN	12.17000	OCEAN	

Schedules							
Due Date & Quantity		Price	Ship To				
Order Sched	Sched	Order Due Date	Ship To	Freight Terms	Currency		
1	1	20/10/2014	Bangladesh	Carriage Paid to	USD		

**Return**

- i. If you have reviewed the Purchase Order details and are ready to 'Accept' the PO and all terms and conditions, click on 'Save and Send Acceptance'. **Please record the PO ID that is being accepted.**

Please note, once you have click this button you are accepting all the PO terms and conditions as a legal binding document. If you have any concerns on the PO, and are communicating with the UNFPA buyer, you can Click Save and come back to 'Accept' the PO:

**Save**

**Save & Send Acceptance**



- j. Once you click the 'Save and Send Acceptance' button, you will see the message below:

### Acknowledge Purchase Orders

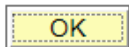
---

#### Save Confirmation



The Save was successful.

You have now accepted this UNFPA PO, which is a legally binding contract.



- k. You will be directed to the PO Acknowledgements Search screen. Click on 'Home'. Select the Supplier Accepted link of the PO that you have recently 'Accepted':

Recently Dispatched POs

PO ID	Dispatched Date/Time	Status	Acknowledge Status
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	<a href="#">Supplier Accepted</a>
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	<a href="#">Supplier Accepted</a>
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	<a href="#">Supplier Accepted</a>
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	<a href="#">Supplier Accepted</a>
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	<a href="#">New</a>

[Show all/Enhanced...](#) [Show All Acknowledgements](#)

- l. Click on [Send E-mail](#) link at the bottom of the page.



- m. Verify that the To email is the correct buyer email, verify email subject to ensure that the correct PO ID is referenced. Click Send. This email will alert the UNFPA Buyer that you have 'Accepted' the PO:

### Acknowledge Purchase Orders

#### Email Message

<b>TO:</b>	<input type="text" value="hilaire-madsen@unfpa.org"/>
<b>CC:</b>	<input type="text"/>
<b>BCC:</b>	<input type="text"/>
<b>Email Subject:</b>	<input type="text" value="Acceptance of Purchase Order [REDACTED]"/>
<b>Message:</b>	<p>To view Acceptance, click on the link below:</p> <p><a href="https://finance-dev.partneragencies.org/psp/UNDPFSD1/SUPPLIER/ERPSUPPLIER/ERP/c/ROLE_VENDOR.PO_SS_POA_HIST.GBL?Action=U&amp;ViaEmail=Y&amp;BUSINESS_UNIT=UNFPA&amp;PO_ID=[REDACTED]&amp;EIP_CTL_ID=1676931058687093000000001&amp;MODE=H&amp;RESPONDED_DTTM=2015-07-24-09.21.53.000000">https://finance-dev.partneragencies.org/psp/UNDPFSD1/SUPPLIER/ERPSUPPLIER/ERP/c/ROLE_VENDOR.PO_SS_POA_HIST.GBL?Action=U&amp;ViaEmail=Y&amp;BUSINESS_UNIT=UNFPA&amp;PO_ID=[REDACTED]&amp;EIP_CTL_ID=1676931058687093000000001&amp;MODE=H&amp;RESPONDED_DTTM=2015-07-24-09.21.53.000000</a></p> <p>If you are the buyer or an internal PeopleSoft user, click on this link:</p> <p><a href="http://undbp1fs-">http://undbp1fs-</a></p>
<input type="button" value="Send"/>	<input type="button" value="Cancel"/>



## Vendor Self Service

### Access Order Tracking Module

- a. Click on 'Order Tracking' hyperlink to access the External UNFPA Order Tracking system. This application is used to allow the Vendor to enter shipment tracking dates.



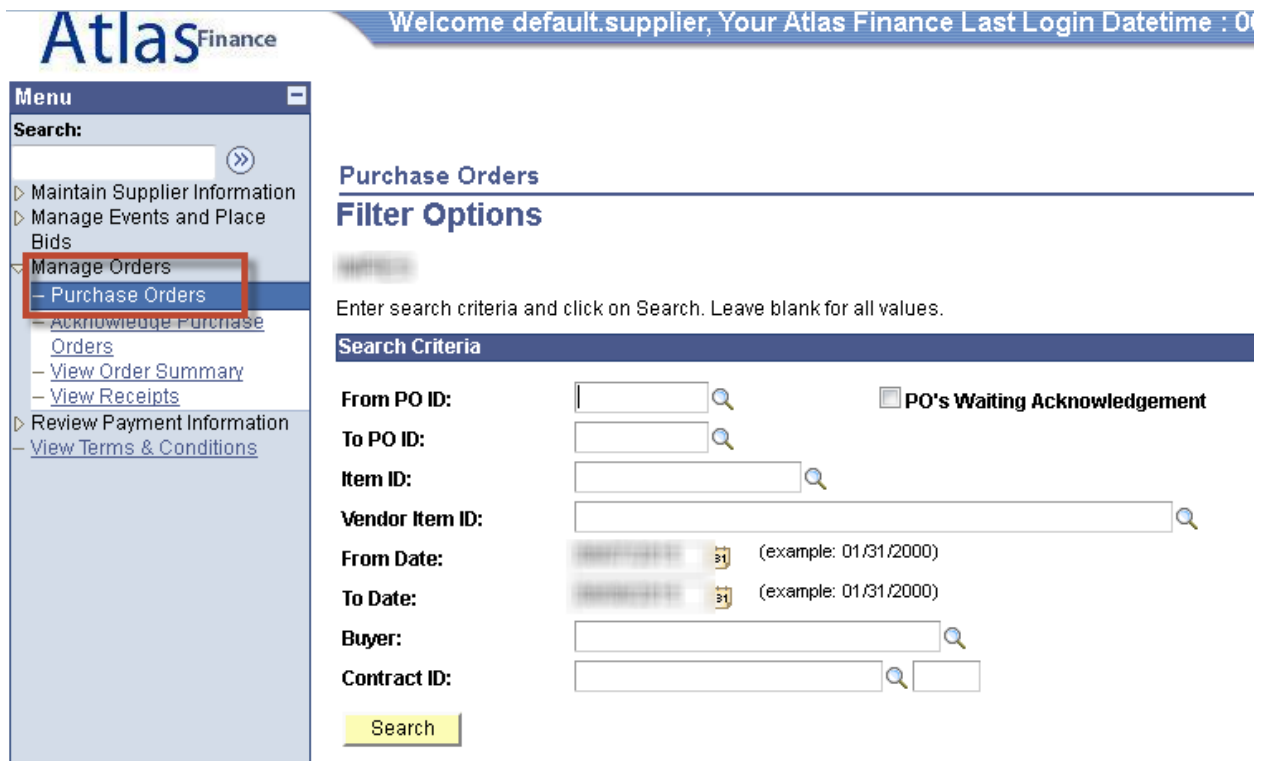
- b. You will be taken to the Order Tracking site. Please enter login credentials to this site:

A screenshot of the AccessRH login page. The page has a light grey header with a search bar and navigation links: "Search", "English", "Français", "Español", "Contact", "News", "Log in", and "Register". Below the header is a navigation bar with the "AccessRH" logo and links for "About Us", "Products", "Plan", "Order", "RHInterchange", "Capacity Building", and "My Account". The main content area contains a login form with fields for "User Name" and "Password", a "Remember Me" checkbox, and a "Sign In" button. A "Forgot Password" link is located at the bottom of the form. A "Return to Full Page" link is visible on the right side of the form.

## Vendor Self Service

### Inquire on Purchase Orders

- a. Navigate to the Manage Order – Purchase Orders. Enter specific PO ID and click ‘Search’:



The screenshot displays the Atlas Finance web application interface. At the top, a blue banner reads "Welcome default.supplier, Your Atlas Finance Last Login Datetime : 0". On the left, a "Menu" sidebar is visible, with "Purchase Orders" highlighted under the "Manage Orders" section. The main content area is titled "Purchase Orders" and "Filter Options". Below this, there is a search instruction: "Enter search criteria and click on Search. Leave blank for all values." A "Search Criteria" section contains several input fields: "From PO ID:", "To PO ID:", "Item ID:", "Vendor Item ID:", "From Date:" (with a calendar icon and example "01/31/2000"), "To Date:" (with a calendar icon and example "01/31/2000"), "Buyer:", and "Contract ID:". A checkbox labeled "PO's Waiting Acknowledgement" is also present. A yellow "Search" button is located at the bottom of the search criteria section.



b. Click on the relevant PO ID to review additional details:

**Purchase Orders**  
**Purchase Order List**

[Set filter options](#) Default View for Change Orders: All lines

**Purchase Order List** Personalize | Find | View All | First 1-5 of 5 Last

**PO Details** | Header Details

<input type="checkbox"/>	Purchase Order	Status	Last Dispatched Date/Time	Lines	Total Amount	Acknowledge Status
<input type="checkbox"/>	<a href="#">0000027692</a>	Change Order -1	23/07/2015 7:53:06AM	3	175,000.00 USD	<a href="#">Supplier Accepted</a>
<input type="checkbox"/>	<a href="#">0000027692</a>	Change Order -1	17/07/2015 9:27:48AM	2	100,000.00 USD	<a href="#">Supplier Accepted</a>
<input type="checkbox"/>	<a href="#">0000027692</a>	Dispatched	07/07/2015 5:16:48PM	1	10,000.00 USD	<a href="#">Supplier Accepted</a>
<input type="checkbox"/>	<a href="#">0000027692</a>	Dispatched	28/05/2015 10:31:28AM	1	100,000.00 USD	<a href="#">Supplier Accepted</a>
<input type="checkbox"/>	<a href="#">0000027692</a>	Change Order -1	25/02/2015 5:27:43AM	1	100,000.00 USD	<a href="#">Supplier Accepted</a>

[Select All](#)  [Clear All](#)

[View Selected POs in Downloadable Format](#)

The View PDF button allows you to generate a printable version of the purchase order. Using the Default View for Change Orders options you can control if the report generated shows all lines or only the latest changes. (This same option is also used to control the online view of the PO.)

c. Do not click on the checkbox next to any Purchase Order and 'View Selected POs in Downloadable Format' as this would not work. Instead, follow the step to download into Excel in the next step.

[Set filter options](#)


**Purchase Order List**

**PO Details** | Header De

**Purchase Order**

[0000027692](#)

[View Selected POs in Downloadable Format](#)

d. Click on  to see comments and attachments:

**Purchase Orders**

**Purchase Order Details**

IMRES

<b>PO Number:</b>	0000028775	<b>Purchase Order Date:</b>	03/06/2015	<b>Change Order Number:</b>	1
<b>PO Status:</b>	Dispatched	<b>Last Dispatch:</b>	16/06/15 10:12:14	<a href="#">View PO Change History</a>	
<b>Buyer:</b>	rakesh.agarwal				
<b>Billing Location:</b>	DNK40				
<b>Payment Terms:</b>	Net 30				
<b>View:</b>	All lines <input type="button" value="v"/>				

Purchase Order Total	
<b>Merchandise Amt:</b>	17,508.75
<b>Freight/Tax/Misc.:</b>	0.00
<b>Total Amount:</b>	17,508.75 USD

Standard BU Comments

Purchase Order Lines Personalize | Find | View All | First 1 of 1 Last

Line Information | Extension | Line Details | Contract Info

Line	Status	Item ID	Description	Quantity	Unit	Amount	Comments	Change Order
1	Active	00000-0000	...	1000.5000	PK	17,508.75 USD		<a href="#">View PO Changes</a>

Invoice List Personalize | Find | View All | First 1 of 1 Last

Invoice	Invoice Date	Amount	Due Date	Appr Stat	Voucher
		0.000			

No Invoices Found  
[Return to Purchase Order List](#)

e. Click on 'View Attached File' to open up a new browser and view attachment and click 'Return':

**Purchase Orders**

**Line Comments**

PO Number: 0000028775      Line Number: 1      Item ID: 00000-0000

Line Comments
<p>Please see Line 1 attachment for UNFPA's General Conditions of Contracts (GCCs).</p> <p><a href="#">View Attached File</a></p> <p><a href="#">Return</a></p>

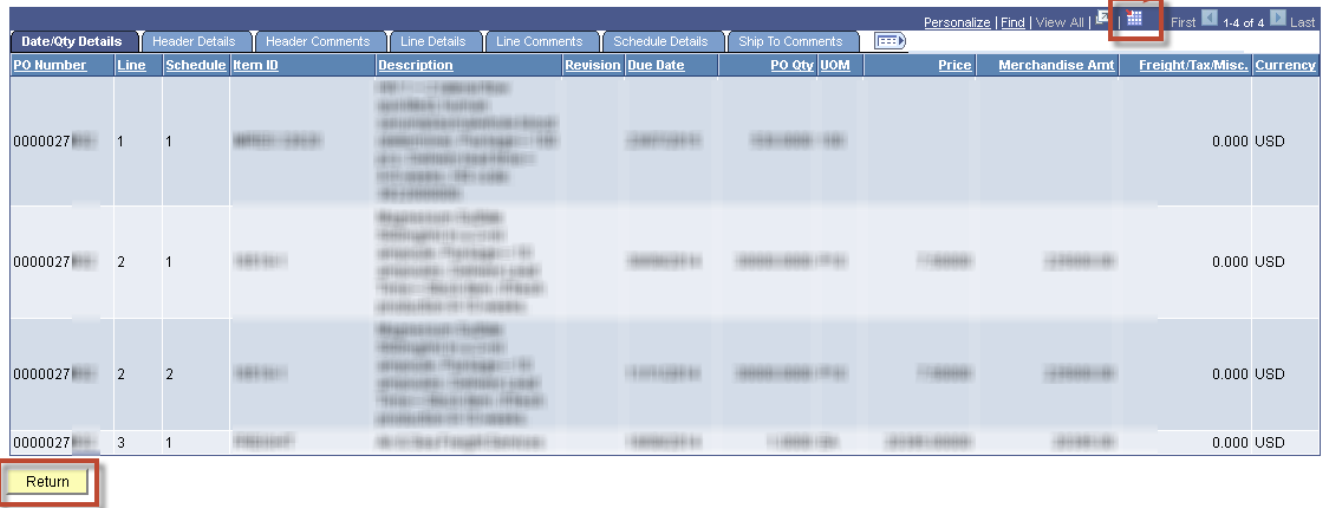


- f. Click on the download icon to download to excel. Please note: You must allow pop ups for this to work.

Purchase Orders

Download Purchase Orders

Customize the grid to show the desired columns, then click on the download to grid icon in the grid header to load the data into an excel spreadsheet.



PO Number	Line	Schedule	Item ID	Description	Revision	Due Date	PO Qty	UOM	Price	Merchandise Amt	Freight/Tax/Misc.	Currency
0000027	1	1	27692-0000	...		23/07/2015	530	100			0.000	USD
0000027	2	1	27692-0000	...		30/09/2014	30000	P10			0.000	USD
0000027	2	2	27692-0000	...		11/11/2014	30000	P10			0.000	USD
0000027	3	1	27692-0000	...		18/08/2014	1	EA			0.000	USD

Return

- g. All PO's and lines selected will download to excel:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	PO Number	Line	Schedule	Item ID	Description	Revision	Due Date	PO Qty	UOM	Price	Merchandise Amt	Freight/Tax/Misc.	Currency	
2	27692	1	1	27692-0000	...		23/07/2015	530	100			0	USD	
3	27692	2	1	27692-0000	...		30/09/2014	30000	P10			0	USD	
4	27692	2	2	27692-0000	...		11/11/2014	30000	P10			0	USD	
5	27692	3	1	27692-0000	...		18/08/2014	1	EA			0	USD	
6														
7														

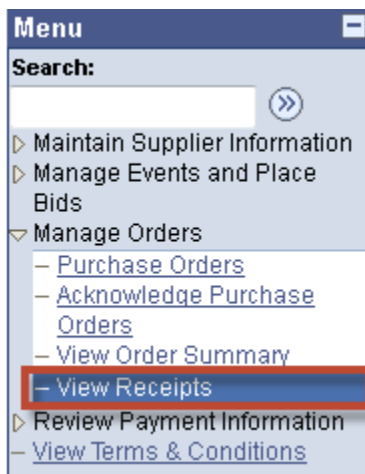


## Vendor Self Service

### Inquire on Receipts

You are now able to inquire if your delivered Purchase Orders have been received in the UNFPA system. There has to be a receipt in the system in order for outstanding invoices to be processed.

- a. Click on Manage Orders -> View Receipts:





- b. You can search for Receipts by entering a date range or search for a specific PO number. Please be sure to enter 'From and To' dates and PO id to ensure that the correct information is displayed:

**Review Receipts**  
**Filter Options**

HELP

Enter search criteria and click on Search. Leave blank for all values.

**Search Criteria**

**From Receipt Date:**  31 (example: 31/12/2000)  
**To Receipt Date:**  31 (example: 31/12/2000)

**From PO ID:**  🔍  
**To PO ID:**  🔍

**Shipment Number:**  🔍

**Item ID:**  🔍

**Vendor Item ID:**  🔍

**Receipt Status:**

**Search**

- c. Click 'Search':
  - i. If no information is displayed then the PO has not been received in the system:

**Review Receipts**  
**Receipt Lines**

HELP

[Set filter options](#)

Personalize | Find | View All | 🔍 | 📄 | 📊 | First 1 of 1 Last

Receiver ID	Received Date	PO Number	Ship No	Item ID	Description	Received	UOM	Status



Review Receipts

Receipt Lines

UNFPA

[Set filter options](#)

Personalize   Find   View All   [Grid Icon]   First 1 of 1 Last								
Receiver ID	Received Date	PO Number	Ship No	Item ID	Description	Received	UOM	Status

Review Receipts

Receipt Lines

UNFPA

[Set filter options](#)

Personalize   Find   View All   [Grid Icon]   First 1-3 of 3 Last								
Receiver ID	Received Date	PO Number	Ship No	Item ID	Description	Received	UOM	Status
<a href="#">0000000227</a>	17/10/2011	0000000218			UNFPA - [Description]	2.0000	EA	Closed
<a href="#">0000000227</a>	17/10/2011	0000000218			UNFPA - [Description]	1.0000	EA	Closed
<a href="#">0000000227</a>	17/10/2011	0000000218			UNFPA - [Description]	1.0000	EA	Closed

- ii. Click on the 'Receiver ID hyperlink':

Review Receipts

Receipt Lines

UNFPA

[Set filter options](#)

Personalize   Find   View All   [Grid Icon]   First 1-3 of 3 Last								
Receiver ID	Received Date	PO Number	Ship No	Item ID	Description	Received	UOM	Status
<a href="#">0000000227</a>	17/10/2011	0000000218			UNFPA - [Description]	2.0000	EA	Closed
<a href="#">0000000227</a>	17/10/2011	0000000218			UNFPA - [Description]	1.0000	EA	Closed
<a href="#">0000000227</a>	17/10/2011	0000000218			UNFPA - [Description]	1.0000	EA	Closed



- iii. View and Verify Receipt Date, quantity, and receipt line details. If an invoice has been entered against the receipt, then you will see the invoice details. If it is blank then the invoice has not been entered in the system yet.

**Review Receipts**

**Receipt Details**

UNFPA

**Receipt Number:** 0000000227 **Packing Slip Number:**  
**Receipt Datetime:** 17/10/2011 3:37AM **Pro Number:**  
**Receipt Status:** Fully Received  
**Item ID:**  
**Vendor Item ID:**  
**Quantity Received:** 2.0000 Each  
**Quantity Inspected:** 0.0000 Each  
**Quantity Accepted:** 2.0000 Each  
**Quantity Returned:** 0.0000 Each  
**Quantity Rejected:** 0.0000 Each  
**Net Receipt Quantity:** 2.0000 Each  
**Reason for Rejection:**  
**RMA Number:** **RMA Line:**

Purchase Order Schedule								
PO Number	Due Date	Quantity	Ship To	Ship Via	Freight Trm	Price	Amount	
0000000218	08/07/2011	2.0000	EECARO Bratislava	Common Carrier	Free on Board			USD

Invoice Lines						
Invoice	Description	Statistic Amount		Unit Price	Amount	
PO00000 Inv.#2011				EA		USD

- d. **Congratulations!** You have been able to search for a receipt belonging to you as a Supplier and review receipt activity!



## Vendor Self Service

### Inquire on Invoices

- Click on Review Payment Information -> Invoices. Be sure to select **From** Date and **To** Date and/or **From** Invoice Number and **To** Invoice Number:

#### Review Invoices

#### Filter Options

SEARCH

Enter search criteria and click on Search. Leave blank for all values.

#### Search Criteria

<b>From Invoice Number:</b>	<input type="text"/>
<b>To Invoice Number:</b>	<input type="text"/>
<b>Item ID:</b>	<input type="text"/>
<b>Vendor Item ID:</b>	<input type="text"/>
<b>From Date:</b>	<input type="text"/> (example: 01/31/2000)
<b>To Date:</b>	<input type="text"/> (example: 01/31/2000)
<b>From Amount:</b>	<input type="text"/>
<b>To Amount:</b>	<input type="text"/>
<b>Approval Status:</b>	<input type="text"/>
<input type="button" value="Search"/>	



b. Click 'Search': All invoices based on the search criteria will be displayed.

## Review Invoices

### Invoice List

UNFPA

[Set filter options](#)

Invoice Number	Invoice Date	Gross Amt	Approval Status	Due Date	Voucher
<a href="#">UNFPA/000001</a>	20/07/2015	USD	Pending	19/08/2015	00071829
<a href="#">UNFPA/000002</a>	22/05/2015	USD	Pending	21/06/2015	00071821
<a href="#">UNFPA/000003</a>	01/05/2015	USD	Approved	31/05/2015	00071822
<a href="#">UNFPA/000004</a>	06/04/2015	USD	Approved	06/05/2015	00071830

c. Click on invoice number link to review additional details: You will be able to see all relevant information related to the invoice.

1. Gross amount
2. Payment Status
3. Payment number
4. Payment Date
4. Purchase Order

Please Note: If there is no payment number then the payment has not been made yet. However if there is a receipt number then you will be able to check if the PO has been received and no payment is made.

You can also click on details regarding Purchase Order and Receipts to see additional details.



d. Click on 'Return to invoice list' to get back to the previous page:

Review Invoices

Invoice Details

INVOICE

**Invoice Number:** P027157  
**Invoice Date:** 01/05/2015  
**Due Date:** 31/05/2015  
**Discount End Date:**

Invoice Total	
<b>Gross Amount:</b>	12,489,145
<b>Discount:</b>	12,489,145
<b>Net Amount:</b>	12,489,145

**Approval Status:** Approved for Payment  
**Payment Status:** Paid in Full

Terms:

Invoice Line Details						
Item ID	Description	Statistic Amount	UOM	Unit Price	Amount	
000001000	...		...	...	12,489,145	

Payment Schedule								
Scheduled to Pay	Payment Number	Gross Amt	Discount	Method	Status	On Hold	Withd Hold	
31/05/2015	0000072189	12,489,145	USD	\$0.00 USD	Manual	Paid	No	No

Payments Made		
Reference	Date	Amount
20150710-1	10/07/2015	12,489,145 USD

Purchase Orders		
Purchase Order	PO Date	Status
0000027157	06/06/2014	Dispatched

Receipts			
Received Date	Receipt Number	Bill of Lading	Packing Slip
28/05/15	0000030531		

[Return to Invoice List](#)





## Vendor Self Service

### Inquire on Payments

- Click on Review Payment Information -> Payments. Enter your invoice number (or From and To Payment Date). Please ensure that the date field are blank if you are searching by invoice id. Click 'Search':

#### Review Payments

#### Filter Options

UNFPA

Enter search criteria and click on Search. Leave blank for all values.

#### Search Criteria

**Invoice Number:**

**Payment Reference:**

**From Payment Date:**  (example: 31/12/2000)

**To Payment Date:**  (example: 31/12/2000)

[Return to Vendor List](#)

- You will see a list of payments been made to your Vendor ID for the date range. Click on any payment reference link. You will be able to see additional payment information:

#### Review Payments

#### Payments Made

UNFPA

[Set filter options](#)

Reference	Invoice Number	Payment Date	Amount	
<a href="#">20150710-</a>	00000000	10/07/2015	\$11,372.00	USD



c. You can verify payment details:

**Review Payments**

**Payment Details**

INVOICE

20147253

**Invoice Number:** 20147253      **Payment Date:** 10/07/2015  
**Method:** Manual      **Pay Status:** Paid  
**Amount:** \$11,372.00 USD

**Paid To:** UNFPA

**Country:** USA

**Location:** Washington, DC

**Street:**

**Number:** 1000      **Addition:**      **Type:**

**City:** WASHINGTON

**Postal:** 20511

**Community:**

**From:** UNFPA

Payment Advice				
Invoice	Gross Amount	Discount	Discount Taken	Paid Amount
20147253	11,372.00 USD	0.00 USD	0.00 USD	11,372.00 USD



## Vendor Self Service

### Inquire on Account Balances

You can inquire on any invoices entered but awaiting payment.

- Click on Review Payment Information -> Account Balances: You will get a list of invoices awaiting payments. If the Status is 'Pending', the invoice has not been approved in the system. If the Status is 'Approved', then the invoice has been approved for payment. Click on one of the invoices:

#### Account Balances

#### Invoice List

INVOICES

**Amount:** **\$232,105.60 USD**

Invoice Number	Invoice Date	Amount	Due Date	Status	Voucher
0000000000	20/07/2015	00000000	USD 19/08/2015	Pending	000
0000000000	22/05/2015	00000000	USD 21/06/2015	Pending	000
0000000000	06/04/2015	00000000	USD 06/05/2015	Approved	000
0000000000	27/05/2014	00000000	USD 26/06/2014	Approved	000
0000000000	27/05/2014	00000000	USD 26/06/2014	Approved	000
0000000000	23/05/2014	00000000	USD 22/06/2014	Approved	000
0000000000	23/05/2014	00000000	USD 22/06/2014	Approved	000
0000000000	21/05/2014	00000000	USD 20/06/2014	Approved	000
0000000000	16/05/2014	00000000	USD 15/06/2014	Approved	000
0000000000	16/05/2014	00000000	USD 15/06/2014	Approved	000
0000000000	16/05/2014	00000000	USD 15/06/2014	Approved	000
0000000000	15/05/2014	00000000	USD 14/06/2014	Approved	000
0000000000	13/05/2014	00000000	USD 12/06/2014	Approved	000
0000000000	13/05/2014	00000000	USD 12/06/2014	Approved	000
0000000000	12/05/2014	00000000	USD 11/06/2014	Approved	000
0000000000	12/05/2014	00000000	USD 11/06/2014	Approved	000
0000000000	12/05/2014	00000000	USD 11/06/2014	Approved	000
0000000000	12/05/2014	00000000	USD 11/06/2014	Approved	000
0000000000	12/08/2008	00000000	USD 12/08/2008	Approved	000



- b. Click on one of the invoice links for additional details. You can review schedule pay date, payment status, gross amount etc.:

**Account Balances**

---

**Invoice Details**

UNFPA

**Invoice Number:** 10142407      **Invoice Date:** 27/05/2014

**Gross Invoice Amount:** 10170000      **Due Date:** 26/06/2014

Invoice Lines						
Item ID	Description	Statistic Amount	Unit Price	Merchandise Amt		
UNFPA-10000	Transportation - UNFPA/UNICEF	100	100000	10000000		
UNFPA-10000	Transportation - UNFPA/UNICEF	100	100000	10000000		
UNFPA-10000	Transportation - UNFPA/UNICEF	100	1000000	10000000		

Payment Schedule								
Scheduled to Pay	Payment	Amount	Discount	Method	Status	On Hold	Withd Hold	
26/06/2014		10170000 USD	\$0.00	EFT	Unselected	No	No	

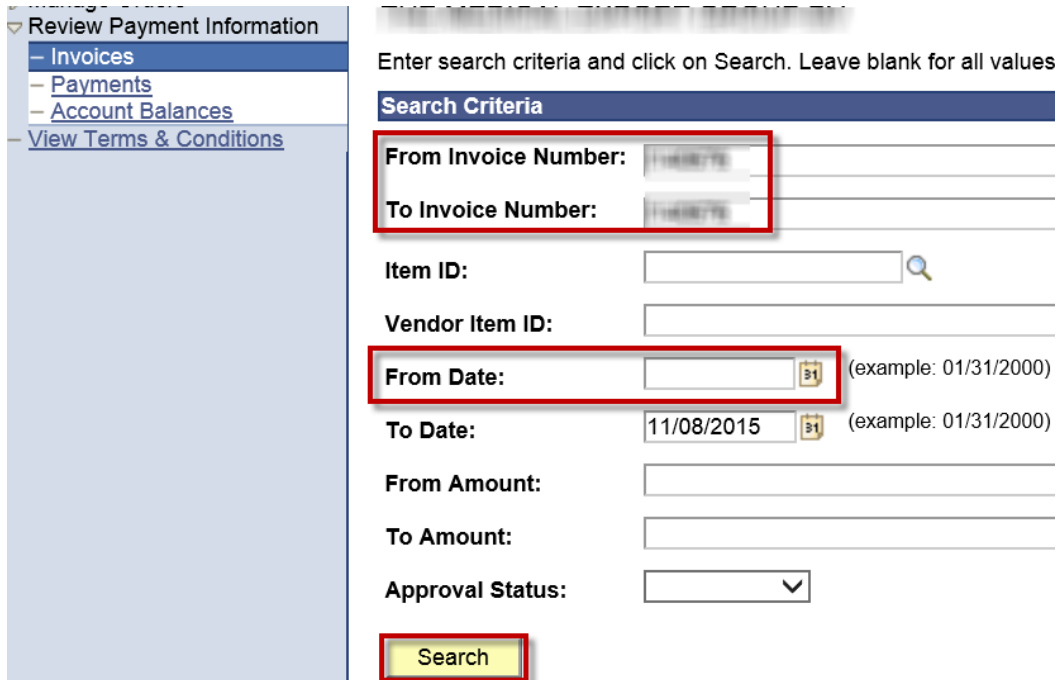
[Return to Invoice List](#)

- c. To determine which PO is related to any ‘account balance invoice’, record the ‘invoice number’:

**Invoice Number:**



- d. Now navigate to the Invoice menu. Enter the invoice number you recorded in the prior step in the From and To Invoice Number fields. Keep the From Date field blank. Click 'Search':



Enter search criteria and click on Search. Leave blank for all values

**Search Criteria**

**From Invoice Number:**

**To Invoice Number:**

**Item ID:**

**Vendor Item ID:**

**From Date:**  (example: 01/31/2000)

**To Date:**  11/08/2015 (example: 01/31/2000)

**From Amount:**

**To Amount:**

**Approval Status:**

**Search**

- e. The related invoice will be displayed. Click on the 'invoice number link':

## Review Invoices

### Invoice List

[Set filter options](#)

Invoice Number	Invoice Date	Gross Amt	Approval Status	Due Date	Voucher
<a href="#">0000026307</a>	02/06/2014	USD	Approved	02/07/2014	00071758

- f. You can now see the corresponding Purchase Order (and Receipt if it exists) related to the invoice.

Purchase Order	PO Date	Status
<a href="#">0000026307</a>	05/03/2014	Dispatched

Received Date	Receipt Number	Bill of Lading	Packing Slip
<a href="#">02/06/14</a>	0000030445		



## Frequently asked Questions

### 1) How do I register as a Supplier on the UNFPA eTendering website?

You will receive an invitation email from the Procurement Services Branch with the details on how to register. If you are an existing supplier for UNFPA and are interested in registering on the website, please contact your UNFPA PSB contact.

Please note, you will require to register as a UNFPA supplier user even if you have an existing UNDP login.

### 2) I am not able to access the eTendering website. I am trying to login with the details received in the registration email but keep getting an error message?

First, please delete your internet browser cache and temporary internet files. Then close the browser, open a new one and then try accessing the system.

If you run into password issues like "Credential are not valid for..." then please delete your internet browser cache and temporary internet files. Then close the browser, open a new one and then try accessing the system.

Do **not** save your system passwords on Internet browsers. This is the most common cause of password related issues.

Please check the password to ensure that there are no spaces before or after. If you continue having problems, please click on 'Forgot Password' link to reset your password (see next point). Details will be sent to the email you used during registration.

### 3) What shall I do if I do not remember the password or have exceeded the number of login attempts or after two unsuccessful attempts to login into the eTendering website?

Tendering system will allow suppliers 3 incorrect login attempts after which their access gets temporarily deactivated. They can then use the "Forgotten Password" link on login page to get a new temporary password. Suppliers can use the "Forgotten Password" feature (see below point) any number of times to get a temporary password.

Please use the "Forgotten Password" link present on the Login page and follow instructions:  
***<https://etendering.partneragencies.org>***



**User name:**

**Password:**

[Change Password](#) | [Forgotten Password](#) ←

Enter User ID and Email address. While entering email, use the email address that was used during registration process. You will be receiving an email from eTendering system (from: **UNAdmin@undp.org**) with a new password.

#### Forgotten Your Password

Please enter your Atlas login ID and e-mail address.  
Veuillez taper votre nom d'utilisateur et l'adresse électronique correspondante.  
Escriba su nombre de usuario y la correspondiente dirección e-mail.

Atlas Login ID: \*

e-mail address: \*

After you have received such password email, please follow these steps:

- Access <https://etendering.partneragencies.org>
- Use User ID (sent to user after registration) & temporary password sent by admin to login.
- After login in, system will prompt to change temporary password.
- UserName: Enter User ID.
- Old Password: Enter the temporary password sent by admin (case-sensitive).
- New Password: Enter a NEW password (At least 8 characters, alpha-numeric with one CAPITAL alphabet/letter).
- Confirm New Password: Re-enter the same NEW password for reconfirmation.
- A message will be displayed informing that the password has been changed.
- Press "Change Password" button to access the system.

If you are still encountering problem, please write to our Technical Support email: [gurudu@unfpa.org](mailto:gurudu@unfpa.org) to request for a new password.

#### 4) I try to register my company on UNFPA eTendering website but a message informs me that my profile already exists on the site. Why and what should I do?

This message means that the user id already exists and has already been registered on the website. Please check your email to find any messages from unfpa.org to find your username and password. Or, please update the user id you're using to register.



**5) How can I change my email address?**

Please refer to the user guide on how to update information for existing users.

**6) Once I login, the landing page looks different from the screenshots on the training manuals. What should I do?**

Please delete all browser cache and closer all browsers. Restart a browser and log in again.

**7) How do I participate in UNFPA tenders?**

If you are not a current UNFPA supplier, you will need to register as a bidder in eTendering website.

Once you are registered as a bidder or a supplier user, all available tenders and bids are available on the site. Please follow instructions provided in the training guide for details on exactly how to bid on events.

**8) How do I register as a bidder in the eTendering website?**

Please refer to the eTendering Bidder Guide on how to register as a bidder.

**9) When there is a tender, do you notify us or the system automatically notify us of this?**

For open tenders, you will always be able to see it, when you log on to eTendering website.

The buyers/SPC will still announce UNFPA tenders in UNGM. If you sign up for the Tender Alert Service in UNGM ([www.UNGM.org](http://www.UNGM.org)) for a fee, you will get an automatic notification from UNGM.

For limited tenders, the buyers/SPC will invite you to attend, and you will get an email notification.

**10) I am having difficulties with eTendering website, what can I do?**

If you are having trouble logging into the site please ensure that you are using internet explorer or Firefox. Next try closing your browser and opening a new session. Finally you can restart your computer. If none of the above work, please contact your Procurement Service Branch (PSB) representative at UNFPA.

**11) One of our registered users has left the company. How do I inactivate his account?**

Please follow the user guide training manual provided under 'Vendor Self Service' section to inactivate user accounts.

**12) Will we still receive the PDF version of the POs from the UNFPA Buyers?**





Yes, you will still be receiving the PDF version of the POs by email from the UNFPA Buyers as it is before. You will not be able to download a PDF version of the POs from the ESC portal, but you will also be able to download the PO into Excel.

**13) Are we accessing the same Order Tracking System (OTS2) from the eTendering website?**

Yes, there is only one OTS2 system. The link in the eTendering website provides you a convenient access to OTS2. Some of you are going directly to access OTS2 via myAccessRH. Whichever way you are accessing OTS2, you will be entering information in only one OTS2 system.

**14) I am a service supplier and I am not able to access Order Tracking System (OTS2) from the eTendering website?**

The OTS2 is meant for tracking the delivery of goods from goods suppliers. If you are a service-provider supplier, this would not be relevant for you. Thus, you will not be able to access OTS2.