Introduction to Quantum Supplier Portal

Phase I

click here to access the portal

13 November 2023
Welcome speech by Roberto Mena
UNFPA SCMU Strategic Sourcing Team Lead
Agenda

1. Introduction
2. Log in to Supplier Portal
3. Main Navigation Page
4. Purchase Orders
5. Agreements
6. Advance Shipping Notice & Manage Shipments
7. Invoice, Receipts and Payments
8. Company Profile
9. Settings
10. Helpdesk support
11. Q&A
1. INTRODUCTION
Quantum Partner Agencies

United Nations Agencies using Quantum:
1. United Nations Population Fund (UNFPA)
2. United Nations Development Programme (UNDP)
3. United Nations Entity for Gender Equality and Empowerment of Women (UNW)
4. United Nations Capital Development Fund (UNCDF)
5. United Nations University (UNU)
6. United Nations Volunteers (UNV)
7. United Nations Institute for Training and Research (UNITAR)
8. United Nations System Staff College (UNSSC)

More UN Agencies are planning to join Quantum!
Benefits of Supplier Portal

- SIMPLICITY
- COMPLIANCE
- PERFORMANCE
- IMPACT
## Phases of the Supplier Portal release

<table>
<thead>
<tr>
<th>Phase</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phase I</strong></td>
<td>Ongoing phase. Introduction to Supplier Portal incl. ensuring access of International UNFPA suppliers holding valid Agreement with UNFPA SCMU (only) to the portal and full data visibility on transactions with UNFPA. Piloting collaboration (Phase II) with one BPA supplier. Go-live date: <strong>November 20, 2023</strong></td>
</tr>
<tr>
<td><strong>Phase II</strong></td>
<td>Initiating supplier collaboration on UNFPA Purchase Orders, Shipments and Invoices. Approx. by <strong>Q1 2024</strong></td>
</tr>
<tr>
<td><strong>Phase III</strong></td>
<td>Initiating supplier collaboration on the remaining sections of the portal. Approx. by <strong>Q4 2024</strong></td>
</tr>
</tbody>
</table>
2. **LOG IN TO SUPPLIER PORTAL**
2. Log in to Supplier Portal - User Account created

Step 1. Check your email box incl. spam folder

Step 2. Click on the hyperlink to access Quantum

Welcome to UN Quantum, Supplier2 Supplier2

Hello Supplier2 Supplier2,
Your UN Quantum account is ready. To get started, activate your account.

Activate Your Account

Details

If the activate your account link doesn’t work, please copy and paste the following URL into the address bar of your browser:

https://ics-550009iddc715adde7b5a4a1cb869ea50742.identity.oraclecloud.com:443/ui/v1/resetpwd?token=%2Bfus95LP0juBO2t2edQ0dq%2BbNhefFzLzRyvnxTPzjIsp6%3D

Important: This link will expire on Wednesday, October 4, 2023 10:32:28 AM EDT.

After activation of your account, click here to access the Quantum Supplier Portal

If you don’t recognize this message, please contact your respective UN Agency focal point.
2. Log in to Supplier Portal - User Account credentials

Click ‘Reset Password’

Create your password

Retype

Confirm New Password

Your password has been reset. Please login using your new password.

Continue to Sign In
2. Log in to Supplier Portal - login to the system
2. Log in to Supplier Portal - login to the system
2. Log in to Supplier Portal - login to the system

1. Select Your Default Secure Verification Method

You have already set up one or more recovery methods. We will use these same methods for Secure Verification.

- Email

What is Secure Verification?

2. Your UN Quantum One-Time Passcode

Oracle - nos-npl@oracle.com

3. Select Your Default Secure Verification Method

You have already set up one or more recovery methods. We will use these same methods for Secure Verification.

- Email

4. Successfully Enrolled

Your email address, nos-npl@oracle.com, has been set as your

- Email

An email that contains a verification code has been sent to

Code

Verify Email Address

What is Secure Verification?
3. MAIN NAVIGATION PAGE
3. Main Navigation Page

Supplier Portal

- Search: Agreements
- Agreement Number: [blank]

Tasks
- Orders
  - Manage Orders
  - Manage Schedules
  - Acknowledge Schedules in Spreadsheet
- Agreements
  - Manage Agreements
- Channel Programs
  - Manage Programs
- Shipments
  - Manage Shipments
  - Create ASN
  - Create ASN
  - Upload ASN or ASN
  - View Receipts
  - View Returns
- Contracts
  - Manage Deliverables
- Invoices and Payments
  - Create Invoice
  - Create Invoice Without PO

Recent Activity
- Last 30 Days
  - Agreements changed or canceled
  - 1

Requiring Attention
- 346
- 63
- 16
- 8

Transaction Reports
- Last 30 Days
- No data available

Supplier News
Steps to Review / Respond Public Negotiations:
- Please click on 'View Active Negotiations' on the left side pane, it will navigate you to all the open and active negotiations.
- Please click on the negotiation number for opening the negotiation.
- Review the requirements, line items and other details.
- If interested, please submit your bid from your own supplier portal account.
Supplier Portal

Search: [Agreements]

Tasks

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

Agreements
- Manage Agreements

Channel Programs
- Manage Programs

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

Contracts
- Manage Deliverables

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

Negotiations
- View Active Negotiations
- Manage Responses

Qualifications
- Manage Questionnaires
- View Qualifications

Company Profile
- Manage Profile
3. Main Navigation Page (continued)

Step 1. Select the category (e.g., "Orders", "Agreement", etc.)

Step 2. In the search field please insert the identifier (e.g., for PO: 70003505 and BPA: UNFPA-HQ-AGMT-10291)
3. Main Navigation Page (continued)

DEMO - NAVIGATION
4. PURCHASE ORDERS
4. Purchase Orders

Purchase Order Statuses:

"Open": The Order is open for receiving and invoicing

"Closed for Receiving": The Order is fully received

"Closed for Invoicing": The Order is fully invoiced

"Cancelled": The Order is cancelled

"Rejected": PO has been rejected by the PO Approver or the Supplier

"On Hold": The Order is on hold; no transactions can be created.
4. Purchase Orders - Search by Header or Schedule

**Tip**
To include "Closed" POs in your Search, select "Yes" in field "Include Closed Documents".

- **Search by PO header details** to see the overview of POs.
- **Search by PO schedule** to see the overview on PO line level.
- **Search by PO line description**

"Supplier Item" is equivalent to a "Manufacturer Product Code" as per your BPA with UNFPA.
4. Purchase Orders - Search by entity
4. Purchase Orders - Search by Order number

Step 1. Enter PO number

Step 2. Click on “Search”

Step 3. Click on the hyperlinked text to open a PO
Please do NOT use the “Edit” action type until further notice.
4. Purchase Orders - Sample

Purchase Order: 70006954

- General
  - Supplier: UNFPA TEST2023
  - Supplier Site: HQ
  - Status: Open
  - Buyer: Thelma WAMOCHUK
  - Effective Date: 27/10/2023

- Terms
  - Notes and Attachments
  - Required Acknowledgment: Document
  - Payment Terms: Net 30
  - Shipping Method: Air
  - Freight Terms: FCA - Free Carrier
  - Incoterms: INCOTERMS.2020

- Schedules

<table>
<thead>
<tr>
<th>Line Type</th>
<th>Item</th>
<th>Description</th>
<th>Quantity</th>
<th>UOM</th>
<th>Base Price</th>
<th>Discount</th>
<th>Discount Type</th>
<th>Discount Reason</th>
<th>Price</th>
<th>Ordered</th>
<th>Status</th>
<th>Location</th>
<th>Requested Delivery Date</th>
<th>Promised Delivery Date</th>
<th>Requested Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Goods</td>
<td>Anesthesia machine</td>
<td>1000281</td>
<td></td>
<td>17,573.17</td>
<td></td>
<td></td>
<td></td>
<td>17,573.17</td>
<td>35,146.34</td>
<td>Open</td>
<td>UNFPA Site</td>
<td>15/12/2023</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4. View Purchase Order Life Cycle

Purchase Order Life Cycle details:
- Order Number
- Supplier Name
- Supplier Site
- Supplier Contact
- Ordered Amount
- Received Amount (UNFPA created Receipt)
- Invoiced Amount (UNFPA created AP Invoice)
- In-Transit Shipments (ASN created by Supplier)
- Bar-Chart for PO transactions

NB. “Shipped” and “in-transit shipments” are created through ASNs and will not be visible during Phase I
4. Purchase Order Dates: Foundation of Quantitative Supplier Performance Evaluation

**Managed by UNFPA**
- Requested Ship Date (fka PO Due Date)
- Requested Delivery Date (please disregard)

**Managed by Supplier**
- Promised Ship Date (fka PO ETD)

**Stamped by Quantum - not visible in the Supplier Portal**
- Original Promised Ship Date
- Original Promised Delivery Date

**PO Line Type**
- "Goods"
- "Services"
4. Purchase Orders - DEMO

DEMO - Purchase Order
4. Purchase Orders - Change Order

● Amendment of a PO occurs through a Change Order

● Supplier *can* create an amendment to a PO by mistake

● Please *refrain from editing orders* during Phase I

● All Change Orders created by Suppliers will be *deleted* by UNFPA

● Please contact your procurement contact point at UNFPA to request revisions to your PO. Thank you.
If by coincidence, the user selects “Edit”, a pop-up window will appear warning that a Change Order for the Purchase Order will be created.

Click “No” to prevent the Change Order’s creation.
If by accident, the user selects “Yes” - a Change Order will be automatically created preventing UNFPA to edit the PO. You can delete the Change Order by following the below instructions:

- Click on: “Actions” and “Delete”.
- In the pop-up window click “Yes”. The Change Order is now deleted.

Provide a reason for the PO revision.
4. View PO PDF and History of a Purchase Order

To see the history of the order please go to “Actions”
4. Purchase Orders - DEMO

DEMO - Change Order
5. AGREEMENTS
5. Agreements - Access from Main Navigation Page

Agreement Statuses:

“Open”: The Agreement is active and open for sourcing

“Canceled”: The Agreement is cancelled and no longer valid

“On Hold”: The Agreement is temporarily suspended or put on hold for some reason

“Freeze”: The Agreement is frozen and prevented from any further changes being made. Note that the status of the agreement will remain “Open”.

“Finally Closed”: The Agreement is no longer active or open for further processing.

Get access to your agreement from the Agreement Search

Get access to your agreement from the Agreement Section
5. Agreements - Agreement Types

Type 1: **Blanket Purchase Agreement** (abbreviated as BPA and equivalent to **LTA**)

BPAs are added to Quantum based on specified and itemized products and services.

Type 2: **Contract Purchase Agreement** (abbreviated as CPA)

CPAs added to Quantum as a result of the **piggybacking** process and based on the signed **Memorandum of Agreements** with unspecified products and services.
5. Agreement Numbering

Format: **UNFPA-BU-AGMT-1xxxx**

Both BPAs and CPAs will share the same numbering system across the modules and Business Units.

For example:
- if UNFPA-HQ (SCMU Copenhagen) creates a BPA with the following number: **UNFPA-HQ-AGMT-10001**
- the subsequent CPA added to Quantum under UNFPA-AFG will inherit the number: **UNFPA-AFG-AGMT-10002**.
5. Agreements - Detailed Search

- **Search by Agreement Details**: Select "UNFPA-HQ" to view your Agreement with UNFPA SCMU.
- **Search by specific agreement number**: Enter the agreement number.
- **Search by status**: When searching by status, you may include closed and expired agreements in your search. Select "Yes" in the field "Include Closed and Expired Documents".
5. Agreement - Actions Bar

“View”/“Columns” allows user to customize the visibility of the agreement information on “Manage Agreement” page.

Click on the hyperlinked number to open and view Agreement.

Click on the paper clip logo to view attachments.

Please do NOT use the “Edit” action type until further notice.

**Actions Bar**

**Actions**
- Edit
- Export to Excel
- Acknowledge
- View PDF

**View**
- About This Record
- Columns
- Freeze
- Detach
- Sort
- Reorder Columns
- Query by Example

**Format**
- Freeze
- Detach
- Wrap
5. Agreements - View Header of Agreements - both CPA and BPA

Blanket Purchase Agreement: UNFPA-HQ-AGMT-10011

- Procurement BU: UNFPA-HQ
- Agreement: UNFPA-HQ-AGMT-10011
- Status: Open
- Buyer: Maria Teresa Ruiz
- Creation Date: 30/12/2022
- Supplier Site
- Supplier Contact
- Supplier Agreement
- Communication Method: None
- Start Date: 12/01/2018
- End Date: 31/05/2024
- Agreement Amount
- Minimum Release Amount
- Released Amount
- Description: BPA for direct ordering of Pharmaceuticals, Medical Devic...
Please note that lines are created only for Blanket Purchase Agreements

Click on the icon to see more details on item (next slide)
5. View Lines of Blanket Purchase Agreement (continued)

To see detailed line information, click on the logo to open Item Page. On the item page you will view the BPA information as volume discounts, MoQ, shelf life, shipping information, Country of registration, etc.

Click on "Next" to view the detailed information of the next item or "Back" to go to the previous item.

Do not use "Actions".

Click on "Done" to close the Item Page.
Please note that product pictures and vendor-specific technical specifications are maintained outside of Quantum.

UNFPA is in the process of developing a new External Catalog to handle this information.
DEMO - Agreements
5. Agreements - Change Order

● Amendment of an agreement occurs through a **Change Order**

● Supplier *can* create an amendment to an agreement by mistake

● Please **refrain from editing agreements** during Phase I ⚠️

● All Change Orders created by Suppliers will be **deleted** by UNFPA

● Please contact your agreement contact point at UNFPA to request revisions to your agreement. Thank you.
If by coincidence, the user selects “Edit”, a pop-up window will appear warning that a Change Order for the agreement will be created. Click “No” to prevent the Change Order’s creation.
5. Editing Agreement by mistake, case 2

If by accident, the user selects “Yes” - a Change Order will be automatically created preventing UNFPA to edit the agreement. Please immediately delete the Change Order by following the below instructions.

Click on “Actions”/“Delete”/”Yes” to delete the Change Order.

Warning: The selected change order will be permanently deleted. This action can’t be undone. Do you want to continue? (PO-2055218)
DEMO - Agreement Change Order
5. History of Agreement

To see the history of the agreement please go to “Actions”

Click on “Done” to close the window
## 5. History of Agreement - “Document History”

**Document History: UNFPA-HQ-AGMT-10205**

- **Buyer**: Natalia GIORTZ-BEHRENS
- **Agreement**: UNFPA-HQ-AGMT-10205
- **Description**: Procurement of male condoms. TEST NGB

<table>
<thead>
<tr>
<th>Action</th>
<th>Performed By</th>
<th>Action Date</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Order 2</td>
<td>Natalia GIORTZ-BEHRENS</td>
<td>12-Dec-2022 09.00.09</td>
<td>test</td>
</tr>
<tr>
<td>Implement Revision 1</td>
<td></td>
<td>12-Dec-2022 09.03.47</td>
<td>test</td>
</tr>
<tr>
<td>Communicate</td>
<td></td>
<td>12-Dec-2022 09.04.38</td>
<td>Email: <a href="mailto:ngttest22@gmail.com">ngttest22@gmail.com</a></td>
</tr>
<tr>
<td>Change Order 1</td>
<td>Thiniay Wangchuk</td>
<td>18-Oct-2022 05.21.32</td>
<td>test 2</td>
</tr>
<tr>
<td>Original Document</td>
<td>Natalia GIORTZ-BEHRENS</td>
<td>18-Oct-2022 05.05.07</td>
<td></td>
</tr>
</tbody>
</table>

“Document History” refers to a chronological record of all activities related to the agreement.
5. History of Agreement - “Change History”

“Change History” specifically tracks modifications made to agreements.

<table>
<thead>
<tr>
<th>Change Order</th>
<th>Description</th>
<th>Resulting Revision</th>
<th>Creation Date</th>
<th>Initiating Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>test</td>
<td>1</td>
<td>12-Dec-2022</td>
<td>Buyer</td>
</tr>
<tr>
<td>1</td>
<td>test 2</td>
<td></td>
<td>18-Oct-2022</td>
<td>Supplier</td>
</tr>
</tbody>
</table>

Click on the hyperlink to obtain more details.
### 5. History of Agreement - “Revision History”

**Revision History: UNFPA-HQ-AGMT-10205**

<table>
<thead>
<tr>
<th>Revision</th>
<th>Change Order</th>
<th>Description</th>
<th>Creation Date</th>
<th>Initiating Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>test</td>
<td>12-Dec-2022</td>
<td>Buyer</td>
</tr>
<tr>
<td>0</td>
<td></td>
<td>Procurement of male condoms. TEST NGB</td>
<td>18-Oct-2022</td>
<td>Buyer</td>
</tr>
</tbody>
</table>

“Revision History” is closely related to change history but focuses on versions of the document.

Click on the hyperlink to obtain more details.
6. Shipments
6. Shipments - Advance Shipping Notice (ASN) & Manage Shipments

“Shipments” section will be released with Phase II

Suppliers will be able to create ASNs and enter shipment information after green light to ship the goods is granted by UNFPA and final set of shipping documents is approved by the consignee.

Suppliers will be able to amend or cancel via “Manage shipments” section.
6. Shipments - Advance Shipping Notice (ASN)

The ASN shall be created for POs with Goods category lines after green light to ship the goods is granted by UNFPA and final set of shipping documents is approved by the consignee.

- The ASN is created on the date of the shipment pick up by the freight forwarder. However, the Supplier can backdate the date of the shipment. It is not possible to insert future dates.

- When the ASN is submitted, the date cannot be revised. To correct or update the ASN information, the ASN has to be canceled using Manage Shipment tab.

For Freight services UNFPA plans to launch Oracle Transport & Trade Module in 2024 (more details will follow soon).
6. Shipments - Advance Shipping Notice (ASN)

Create ASN Details

- **Header**
  - **Shipment**: S70003231/0
  - **Shipped Date**: 26/09/2023 06:13

- **Freight Terms**: CPT - Carriage Paid To
- **Shipping Method**: Ocean
- **Number of Supplier Packing Units**: [Field]
- **Bill of Lading**: BOLTESTNO12345
- **Waybill**: [Field]

- **Lines**
  - **Item**: 1000746
  - **Item Description**: Tube, suction, C...
  - **Supplier Item**: Manufacturer No.
  - **Manufacturer Part Number**: 70009937
  - **Purchase Order**: 1
  - **Purchase Line**: 1
  - **Purchase Order**: 1
  - **Order Schedule**: [Field]
  - **Attachments**: None
  - **Quantity**: 50
  - **Ordered Quantity**: 50 Each
  - **UOM Name**: [Field]
  - **Secondary Quantity**: [Field]
  - **Secondary UOM**: [Field]
  - **Source Packing Unit**: [Field]

- **Packing Slip**
- **Supplier Packing Unit**: [Field]
- **Vehicle**: [Field]
- **Bar Code**: [Field]
Shipments - Manage Shipments

Shipment search section allows supplier to find shipment created via ASN tab.

And subsequently review or cancel shipment information via the Shipment Tab.
7. INVOICES, RECEIPTS AND PAYMENTS
“Create Invoice” will be released with Phase II
Go to the main Navigation Page of the Supplier Portal page and follow the steps below:

1. Click “View Receipts”
2. Choose All Orders saved search
3. Enter/Select one or more of the following parameters: Receipt Number, Purchase Order Number, Shipment, Item or Receipt Date range
4. Click “Search”.
5. Select Receipt from the table.
6. Click on the “Receipt” number to view the receipt details (Header and Lines)
7. Click “View Transaction History”
7. View Receipts - Search

Enter PO number to find specific PO Receipt or Receipt date to find POs receipt issued within specific time frame

To get more information click on the hyperlink for the specific Receipt line

Click on the hyperlinked PO number to access the corresponding PO details
7. View Receipts - Receipt Date

The Receipt date for services equals the date when services are considered as ‘delivered’ to UNFPA upon verification that the services were of acceptable quality and in conformity with the service contracts.

The Receipt date for goods equals the date when the ownership of the goods is transferred to UNFPA which is determined by the Incoterm agreed on the PO.

The Receipt date does not equal payment date. The payment is scheduled based on the Net 30 day payment period calculated from the Receipt date.
1. Click “View Invoices” on the main page
2. Use any of the following search options to retrieve the existing Invoices: Invoice Number, Supplier, Supplier Site, PO, Invoice / Paid Status.
3. Click on “Search”

The Invoice details will be retrieved in the results table including Invoice Date, Type, Order, Due Date, Payment Number, Invoice and Unpaid Amounts.
1. Click “View Payments” on the main page
2. Use any of the following search options to retrieve the existing Invoices: Payment Number, Payment Status, Supplier, Supplier Site, Payment Date and Amount.
3. Click on “Search”
4. The payments list will be retrieved in the results table including Payment Number, Date, Type, Invoice Number, Remit-to Account, Payment Amount, Payee, Bank Account, etc.
5. Click on the “Payment Number” to view the details
DENIO - Invoices, Receipts and Payments
8. COMPANY PROFILE
Note that “Company Profile” section is “VIEW-ONLY”.

Please do not “Edit” this section.

Any changes to the Supplier Profile initiated by the supplier will be deleted by UNFPA. Please contact your UNFPA contact point to request revisions to your supplier profile.

Thank you.
8. Company Profile - Contacts

Generic User Accounts are strongly discouraged to enable visibility and transparency of change history.
### 8. Company Profile - Suppliers Roles in the Supplier Portal

<table>
<thead>
<tr>
<th>Role Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>UN Supplier Sales Representative</td>
<td>Manages agreements and deliverables for the supplier company.</td>
</tr>
<tr>
<td>UN Supplier Customer Service</td>
<td>Manages inbound purchase orders and communicates shipment activities for the supplier company.</td>
</tr>
<tr>
<td>Representative</td>
<td></td>
</tr>
<tr>
<td>Supplier Self Service Administrator</td>
<td>Manages the profile information for the supplier company. Primary tasks include updating supplier profile information and requesting user accounts to grant employees access to the supplier application.</td>
</tr>
<tr>
<td>Supplier Accounts Receivable Specialist</td>
<td>Manages invoices and payments for the supplier company. Primary tasks include submitting invoices as well as tracking invoice and payment status</td>
</tr>
<tr>
<td>Supplier Bidder</td>
<td>Sales representative from a potential supplier responsible for responding to requests for quote, requests for proposal, requests for information or any other types of solicitations</td>
</tr>
</tbody>
</table>
If by coincidence, the user selects “Edit”, a pop-up window will appear warning that a Change Request will be created.

Click “No” to prevent the Change Order’s creation.
If by accident, the user selects “Yes” - a Change Request will be automatically created preventing UNFPA to edit the Profile. Please immediately delete the Change Request by following the below instructions.

Click “Delete Change Request” to delete it.
9. USER PROFILE SETTINGS
9. Setting your profile preferences

The Portal gives the possibility each supplier to set the preferences of their own supplier 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".
9. Setting your profile 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 all the dates incl. tender deadlines to the exact time as per your chosen setting.
9. Setting your profile preferences - language preferences

"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 the default one at the next login.
10. HELPDESK SUPPORT
If you experience technical issues with the Supplier Portal:

- In 2023 please contact the ERP SCM Core team: supplierportal-support@unfpa.org
- In 2024 please contact your Focal Point at UNFPA. More information will be provided.

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

• Your Supplier ID and Company name
• User Account email address
• Screenshots of any error or warning messages
• A brief description of the steps you took before encountering any errors or issues
10. Frequently Asked Questions

- **Which link shall I use to access the Supplier Portal?**
  http://supplier.quantum.partneragencies.org/

- **I was able to register and reset the password, however I did not receive the verification code. What should I do?**
  Check with your IT department and confirm that the domain oracle.com and undp.org are not blocked by your email firewalls.

- **I cannot remember my password.**
  To reset your password, please go to the section on [Forgot Password](#) (see next slide)

- **I cannot remember my username.**
  If you cannot remember your username please contact the focal point of the procurement office as indicated in the solicitation document of the tender you wish to bid on.

- **I am trying to change my preferences but could not find my country.**
  Please select the nearest country in your time-zone.
10. Forgot Password

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

1. To reset your password, click on *Need help signing in?* *Click Here.*

2. You will be prompted to enter your e-mail address, which is the User ID you entered during registration and click *Next.*
A password reset notification email was sent to the email address associated with your Supplier Profile. Click Close and verify your Inbox/Spam (Junk) mailbox.

Verify the Inbox and/or the Spam/Junk mailbox of your email address and identify the email with the Password Reset link. Click on Password Reset or copy/paste the URL from the email into the address bar of your browser.
10. Forgot Password (continued)

5. Enter the new password. Confirm the new password. Click on Reset Password.

6. A message will pop-up on your screen and confirming that you that your password has been reset. Click on Continue to Sign In to go to the Login Page. You will also receive an email confirming that your password has been changed.
Enter your User-Name (the email address) and the Password, click on Sign In and complete the steps for the MFA email verification.
Thank you for attending the webinar.

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