Vendor Portal

USER MANUAL FOR VENDOR PORTAL
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WELCOME TO THE VENDOR PORTAL

INTRODUCTION

The Vendor Portal is a website where you, as a registered vendor can easily interact with BGC. You can have access by logging in with your User ID and password which can be obtained from BGC’s Vendor Registration Team.

In the Vendor portal, you can perform the following tasks:

- View and maintain your profile information. Your profile includes the names of contacts in your organization that are authorized to interact with BGC.
- Request to be added to additional new categories or remove categories from your existing profile.
- Receive notification from BGC.
- View the status of purchase orders and product receipts.
GETTING STARTED

VENDOR PORTAL WEBSITE

Use this procedure to go to the Vendor Portal website.

1. Go to your web browser. The site is best viewed in Internet Explorer version 11.

![Vendor Portal webpage](https://vendor.bgc.com.bn)

**Figure 1 - Vendor Portal webpage**

LOGIN TO VENDOR PORTAL

Use this procedure to login to the Vendor portal.

1. The Sign in page will prompt you to select a logon option in a drop-down list. Please choose ‘FormsAuth’ to proceed. You will be redirected to the forms-based authentication logon site.

![Vendor Portal](https://bgc.com.bn)

**Figure 2 - Vendor Portal**

2. Enter your **User ID** and **password** which has been provided by BGC in the respective fields.

**Important note:** Your password will be locked out after 3 failed attempts. If you have been locked out or if you have forgotten your password, you can contact the Vendor Registration Team by emailing vendor.registration@bgc.com.bn or call 2613000 for assistance. Your reset password will be provided within 3 working days. For security reasons, please do not share your User ID and Password with anyone.
Upon login to the vendor portal, there will be 2 different tabs at the top left of the page which are the ‘Home’ and ‘Vendor portal’ tabs.

**HOME**

At the ‘Home’ tab, you’ll be able to see ‘New Category request’, ‘Vendor invoices’, ‘New questionnaires’ and ‘New request for quotation’ as shown in *figure 3*.

- **New Category request**: Vendors can register in additional categories or request for a category to be removed from their profile.
- **Vendor Invoices**: This function is not yet operational; we will notify you when we have updates.
- **New questionnaires**: BGC may release questionnaires from time to time and vendors may submit their responses via the Vendor Portal.
- **New request for quotations**: This function is not yet operational; we will notify you when we have updates.
New notification(s) from BGC will also appear under the ‘**work list**’ heading as the *Figure 4* above shows. The details of the notification can be found by clicking on the ‘**Vendor Portal**’ tab and then clicking on the ‘**Notification**’ link on the left side bar (**Vendor Portal → Notification**). You can refer to [Link 5: Notification](#) on page 15 for further details.
VENDOR PORTAL

Under the ‘Vendor Portal’ tab, you can view more links at the bar on the left side of the page as shown in figure 5 below.

Figure 5 - Links at Vendor Portal page

You can also view the summary of your Company’s information including your Company name, address, currency of transaction and list of Contacts on this page. If you click on the name of your Company, a window containing more details of your company will appear. Another way to view them is by clicking on the link named ‘Profile’ in the left side bar.

Click your company name to view more details.
To maintain your company profile:

1. On the **Profile** page, click **Edit**.
2. The information that you will be able to edit are your address, contact information, view contact information, bank information, category information, certifications, authorised collector and conflict of interest.

- **Address**: You can use the “Address” Fast Tab to enter multiple addresses. You can select your primary address as well as identify the purpose of the additional addresses, for example postal address or address of another branch.

- **Business Contact Details**: The phone, fax number, website and general email address of your Company can be found in the “Business Contact Details” Fast Tab. Use the Type field to identify the type of contact you are entering such as telephone no., email address or Web URL address. You can select and tick what is the primary form of communication in your organization as below.

<table>
<thead>
<tr>
<th>Business contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
</tr>
<tr>
<td>Website</td>
</tr>
<tr>
<td>Telephone No</td>
</tr>
</tbody>
</table>

- **View contact information**: Under the “View contact information” Fast Tab, you can view a summary of the details of all the contact points in your organization that are authorised to communicate with BGC.

- **Bank Information**: You can view and modify your bank details for payment process under the “Bank Information” Fast Tab. It is important to ensure your bank details are accurate and up to date. When adding new bank details, the following details are mandatory: Bank Account (which is your bank account number) and the name of your Bank.

![New bank account](image)

Once you have clicked “Create”, a new window will pop out.
Bank information (continued): To proceed, please fill in the relevant details. The country/region where your bank is located is a mandatory field. You can select that under the “Address” Fast Tab as in the figure 6 below.
LINK 1: PROFILE

- **Category Information**: You can check the assigned categories that you are currently registered to in BGC. If you want to add any additional category you may request in **Category request** (see Link 4, page 11).

- **Certifications**: Under this Fast Tab, you may add any related certificates that BGC requires and insert it as an attachment. Please do not attempt to upload any documents under this Fast Tab without contacting the Vendor Registration Team.

- **Ownership**: You can view your shareholder information under the “Ownership” Fast Tab, but any updates to your shareholding information must be provided to the Vendor Registration Team via vendor.registration@bgc.com.bn.

- **Authorised Collector**: At least one authorized personnel must be identified for collection of tenders.

- **Conflict of Interest**: You must declare any relationship with any member of BGC staff under the “Conflict of Interest” Fast Tab, including their names and your relationship with them.

3. Once you have made your changes, click **Save and close**. Your information will be automatically updated in BGC’s AXIS system.
Contacts

You can view, add and update your contact information. This must include the primary contact person in your organization for communication purposes with BGC. Refer to Figure 7 below which shows you the ‘Contacts’ page.

Once you click on Contacts, the list of existing contacts for your organization will appear (including the primary contact person and other contact persons in your organization). You can view, add, amend, or delete the contact information.

To add new contacts:

1. On the upper left tab, click Contact.
2. On the **New contact** page, Enter the name and job title of the contact person of your company, and then click **Create**.

Once you click create, it will direct you to a new window (refer to **figure 8**), for you to add more details.

Figure 8 - Edit Contact page
To edit a contact:

1. On the upper left tab, click **Edit**.
2. On the **Edit contact page**, on the Fast Tab, enter the contact details:
   - **General** – Update the contact name or other basic information about the contact.

   ![General Tab](image)

   - **Address** – Add more company addresses or amend existing company addresses, such as postal address, business address, addresses of different branches.

   ![Address Tab](image)

   - **Contact information** – Add contact information for the new contact, such as address, e-mail address, and telephone number.

   ![Contact information Tab](image)

3. When you are finished, click **Save and close**.
**Product supply history**

You can refer all your records of products supplied to BGC include the product name, description, pricing, or order quantity requirements.

*Figure 9 Product supply history*
To register new categories:

1. Click the **Category request** button at the upper left corner.

   ![Category request button](image)

2. Once you click the category request button, *figure 10* below will be shown. Select the category node that you wish to register in. When requesting to register in a new category, it is mandatory to submit your request with the relevant supporting documents otherwise your request will be rejected.

   ![Vendor Category request](image)

3. To submit an attachment with your category request, click on “Attachments” at the top of the page. A new window will pop out as shown in *figure 11*. Click on “Upload Document”.

   ![Attachments](image)
4. Once you click it, the window below will appear for you to fill in and browse all the description of your attachments. Click OK to proceed. See figure 12 for more details.
5. A list of attachments that you’ve uploaded will show as in Figure 13.

![Figure 13 - Attachment list](image)

6. After adding the category, click **Save and Close** button. Your request will be reviewed for approval by the Vendor Registration Team. You will receive an update on the status of your request within 45 days of submission.

7. If you wish to remove an existing category, you can inform the Vendor Registration Team by sending an email to vendor.registration@bgc.com.bn.
**LINK 5: NOTIFICATIONS**

BGC may issue notifications to vendors such as important bulletins from time to time. You can view notifications in the Vendor Portal as well as receive it through your email.

To view the notification list, you may follow the steps below:

1. Select the subject that you wish to view as shown in *Figure 14*.

   ![Figure 14 - Notification](image)

2. Then, a new window will appear (refer to *figure 15*). To see the attachment, click the ‘Documents’ button to view.

   ![Figure 15 - View Notification](image)
3. After clicking the ‘Documents’ button, another new window will pop out (refer figure 16). You may click on the link to see the attachment.

![Figure 16 - Attachment](image)

4. To view the attachment, select the download subject and a small notification will appear at the bottom for you to open or save the file.

![Notification to open or save file](image)

Once you have reviewed the notification, click close to exit and return to the vendor role center page.
1. You can view the status of Purchase Orders that have been confirmed which can either be open ordered, received or invoiced as shown in figure 17.

- **Open ordered** - The items have not been received.
- **Received** - The items has been partially or fully received by BGC.
- **Invoiced** - Invoice has been received and posted in the system.

In addition, you can also download any associated document which BGC may add as attachments to the Purchase Order such as delivery order receipts.
2. Figure 18 shows you more details of the purchase order.

**Figure 18 - Left side of 'view purchase order' page.**
1. **Figure 19** below shows the grid list of the product receipts.

![Figure 19 - List of Product Delivery](image)

2. Once you click on the **product receipt**, a new window (**figure 20**) will appear where it shows the quantity ordered and received.

![Figure 20 - View product receipt](image)

**Product Delivery**

You will be able to view the status of your delivery order. This will allow you to see when the products were received and how much was received.
1. You will be able to extract your confirmed PO with PDF format by clicking the ‘Confirmation copy’ as shown at figure 21.

2. Once you click the ‘Confirmation copy’ button, a small window will pop out which will prompt you to Open/Save/Cancel. However, we recommend you to Open and Save the file for your own record.
3. After clicking the **Open** button, you will be able to view the Purchase Order (refer the sample in figure 22).

![Purchase Order Image]

**Figure 22 – Sample of Purchase Order**

**Note:** You will also receive a copy of your Purchase Order through email.
CONTACT DETAILS

If you have any issues with the Vendor Portal, please contact the Vendor Registration Team as follows:

Tel: +6732613000 (Vendor Registration Team)

Email: vendor.registration@bgc.com.bn

You can also set an appointment to see the Vendor Registration Team as follows:

Day: Every last Friday of the month

Time: Between 2.30-4.30pm

Please set an appointment by contacting the Vendor Registration Team via email or phone as provided above.