



**PROCUREMENT eSERVICE**

HM Government of Gibraltar

# **Supplier Guide 3**

## **Supplier Self Registration**

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# Introduction

- This manual is intended for all potential HMGOG Supplier Network users
- Instructions are provided on how to register on the Supplier Network.
- Please familiarise yourself with the manual prior to registration

# Why HMGOG Supplier Network

- The HMGOG Supplier Network is very easy to use
- You can self register, maintain your own data and downloaded documents
- Submit tender responses electronically 24 hours a day, 7 days a week
- Tenders lodged electronically do not incur postage or courier costs
- You receive automatic confirmation that your response has been received
- You can search the database for awarded contracts as a means of identifying potential business leads
- You can manage your own details removing time consuming and expensive processes

# Getting Started

- No special equipment or software is needed - just internet access.
- The Network works best on the following web browsers:
  - Microsoft Internet Explorer 10 and 11 (in compatibility mode)
  - Google Chrome
  - Firefox



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# Registration

Stage One: Request an Account

# Sign up

Copy and paste or enter the following URL into your browser  
<https://hmgogsupplier.gibraltar.gov.gi>



1. Click 'Register'

  
Click here to view some potential opportunities

# Self Registration

## Self Registration

Register on our Supplier Network

Please follow these simple steps to register

1. Enter the following information and click the Register button to start the process.
2. An activation email will be sent to the email address of your Primary Contact.
3. Click on the link contained within the email to activate your account.

Not received your activation email yet? [Click here](#).



1. Enter your details in the boxes provided

\* signifies that a field is mandatory and must be completed.

2. Click 'Register'

Sign in Details

Email Address \*  Repeat Email Address \*

Organisation Details

Organisation Name \*  Property Name/Number \*

Address 1 \*  Address 2

Town \*  County

Postcode \*  Country \*

Primary Correspondence Details

First Name \*  Surname \*


Telephone Number \*



# Self Registration - Duplication

- If your details match another supplier the system will inform you of those that are similar.
- Please check the list and **ONLY** confirm if your organisation does not appear in the list
- If you appear in the list please contact your sales or finance department for the registration details

Possible Duplicates ×

 The following Organisation(s) appear very similar to the Organisation you are attempting to register. Please review the list carefully and verify that your Organisation has **NOT** already registered.

- Test Supplier PQQ, Gibraltar
- test1234, Gibraltar
- OneOffSupplier, Gibraltar
- Test Supplier, Gibraltar
- Test Company, Gibraltar
- AGILITY LOGISTIC LTD - FAIRS & EVENTS, GOOLE
- H.M. Government of Gibraltar, Gibraltar
- Excelerate Technology Ltd, Cardiff
- BRITISH INSURANCE BROKERS' ASSOCIATION, LONDON
- Testing, Gibraltar

I confirm that my Organisation does NOT appear in the list above.

1. Tick to confirm that your company **DOES NOT ALREADY** have an account

2. Click 'Register'



**Note: Duplication Warning appears when more than one organisation registers the same email and or Postcode.**

# Self Registration

- Confirmation is displayed on screen.
- You will receive an email that YOU MUST Action to activate your account

## Thank you

Your registration is being processed.

1. An activation email has been sent to the email address of your primary contact.
2. Click on the link contained within the email to activate your account.

 [Home](#)



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# Registration

Stage Two: Creating an Account

# Self Registration

- You should have received an invitation email

From: noreplyProACTIS@gibraltar.gov.gi  
To: [PRC] Procurement Info  
Cc:  
Subject: Supplier Network Registration Validation

You have been sent this email because your Organisation has requested to be registered on the Supplier Network website. You must use the link below to activate your account within 7 days from the time that you submitted your Registration Request.

The details entered were:

Organisation Name: HMGOG Supplier  
Primary Contact Name: Jill Smith  
Username:  
Temporary Password: a%6CT3t&9=  
Supplier Network website URL: <https://hmgogsupplier.gibraltar.gov.gi/>

[Click here to activate your account](#)

Please note, this email has been sent from an unmonitored address.  
Email ID: ecb2f8e2-6a2e-eb11-80e7-005056970c6f

1. Click on the link to activate your account.



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# Registration

Stage Two: Create Account

# Registration

- **Simplified Registration Process**

1. Organisation Details
2. Addresses & Users
3. Product Classifications
4. Do you want to become a Preferred Supplier
5. Notification Subscriptions

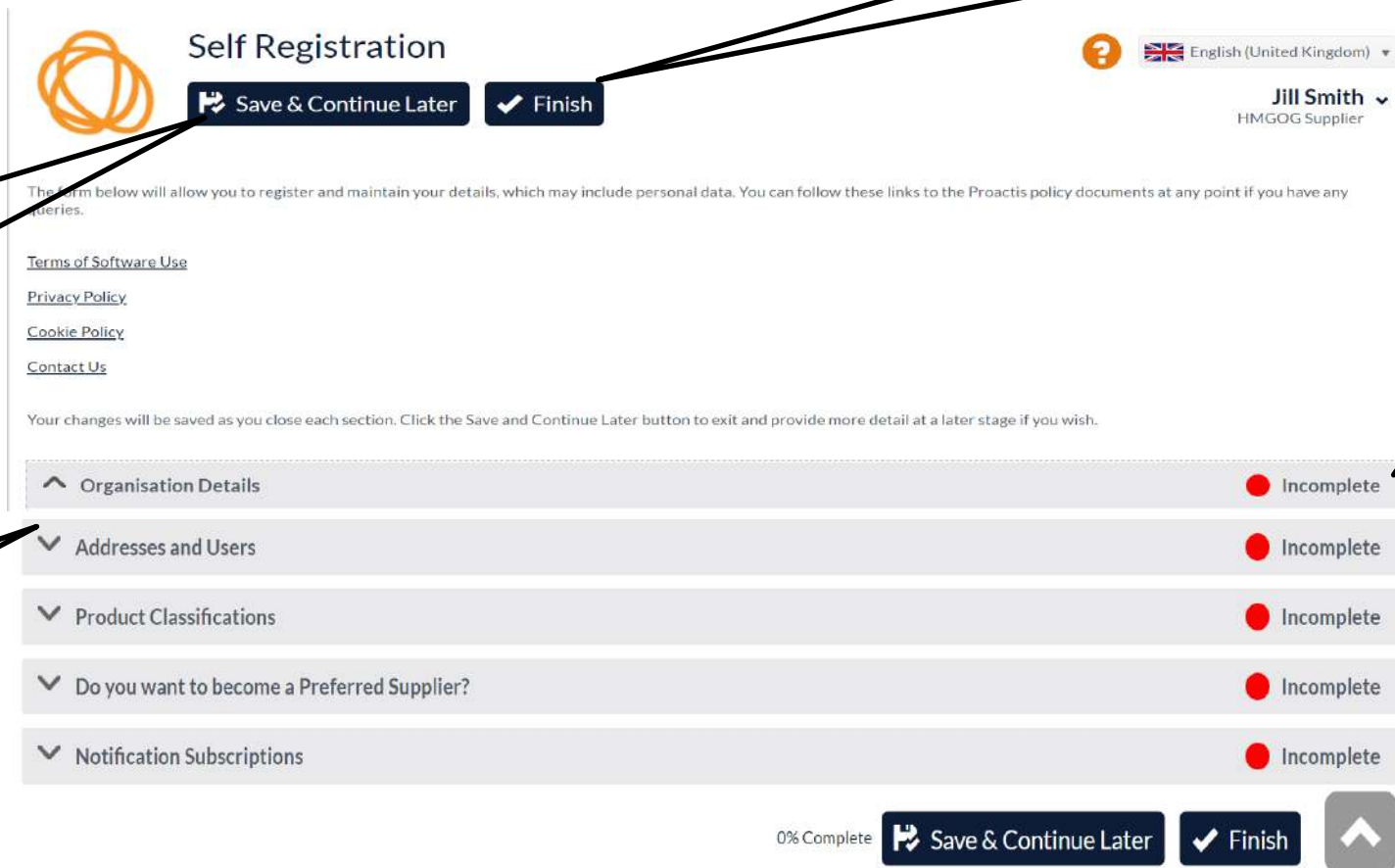
# Registration Overview



Click "Save & Continue Later" at any time during the process.



Click on the arrows to open up a set of questions.



**Self Registration**

[Save & Continue Later](#) [Finish](#)

English (United Kingdom) | Jill Smith | HMGOG Supplier

The form below will allow you to register and maintain your details, which may include personal data. You can follow these links to the Proactis policy documents at any point if you have any queries.

- [Terms of Software Use](#)
- [Privacy Policy](#)
- [Cookie Policy](#)
- [Contact Us](#)

Your changes will be saved as you close each section. Click the Save and Continue Later button to exit and provide more detail at a later stage if you wish.

Organisation Details	Incomplete
Addresses and Users	Incomplete
Product Classifications	Incomplete
Do you want to become a Preferred Supplier?	Incomplete
Notification Subscriptions	Incomplete

0% Complete [Save & Continue Later](#) [Finish](#)

Click "Finish" once all circles are green and questionnaire is 100% complete.



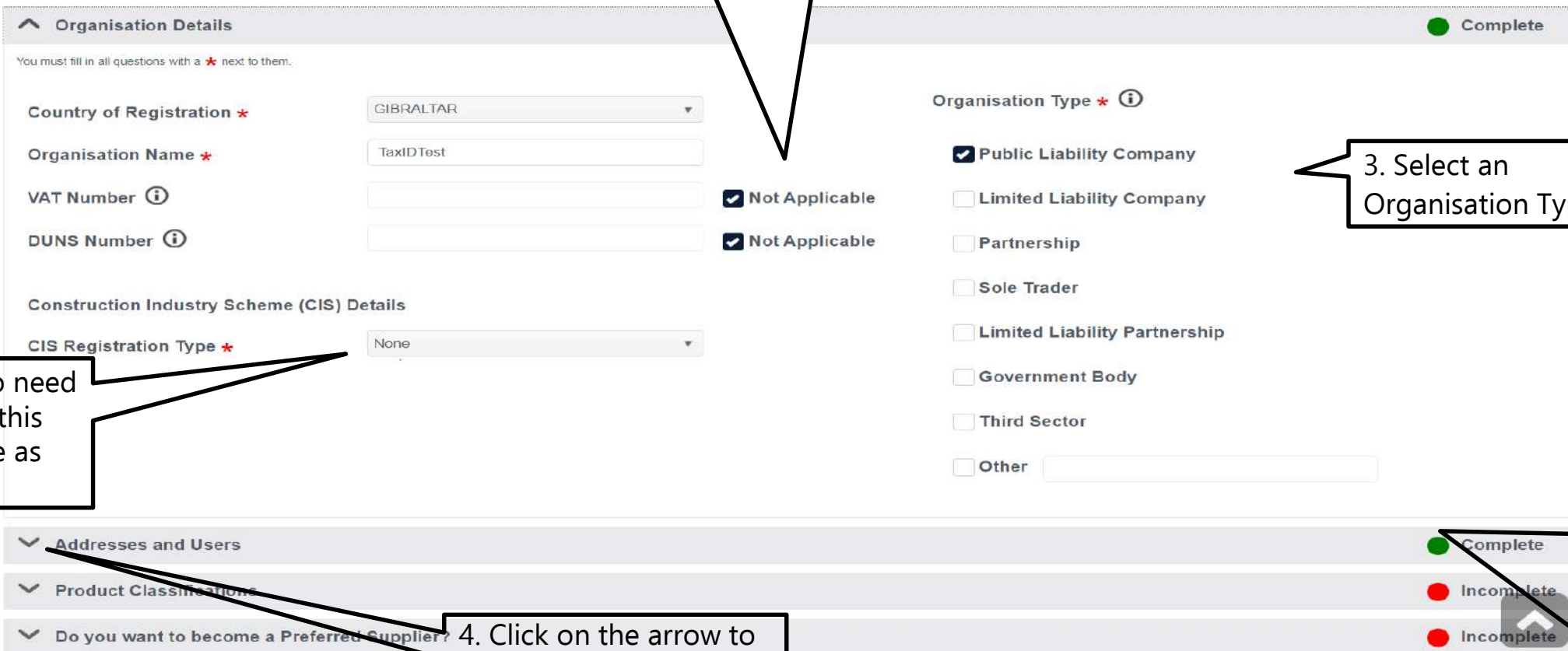
Red circles will change to Green and "complete" as sections of the questionnaire are completed.



# Registration

- Step One : Organisation Details

1. Enter VAT and DUNS Numbers or select Not Applicable.



3. Select an Organisation Type.

2. There is no need to complete this section, leave as "none"

4. Click on the arrow to move onto the next section.

You will note that the circles change from red to green to denote that a section has been completed.





# Registration

## Step Two : Addresses and Users



Step Two is Addresses and Users.  
Note: These user profiles are solely for providing access to the system.



You should specify the type of contact the user is. It will be your responsibility to maintain user profiles up to date.

If a user leaves your company you will need to ensure you disable their account.

Organisation Details Complete

Addresses and Users Complete

Organisation Addresses

Search by address content

Active	Primary	Invoice Address	Order Address	Remittance Address	Name	Address	Country	Postcode	Show Me
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	33	Main Street, Gibraltar	GIBRALTAR	GX11 1AA	<input type="button" value="Pencil"/>

1 - 1 of 1 Items

Organisation Users

Search by user content:

Administrator	Username	Full Name	Email Address	Show Me
<input checked="" type="checkbox"/>	procurement@gibraltar.gov.gi_1	Jill Smith	procurement@gibraltar.gov.gi	<input type="button" value="Pencil"/>

1 - 1 of 1 Items

Go to the first page

Product Classifications Incomplete

Do you want to become a Preferred Supplier? Incomplete

Notification Subscriptions Incomplete

40% Complete

1. Click the pencil icon to add or modify an address.

# Registration

- Step Two: Addresses and Users: Addresses

The Primary address will be created from the details entered during the first step of the registration process. If you have more than one address at least one address needs to be flagged as the primary address.



Addresses and Users Complete

Organisation Addresses

Search by address content  Search + Add Address

Active	Primary	Invoice Address	Order Address	Remittance Address	Name	Address	Country	Postcode	Show More
<input checked="" type="checkbox"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	33	Main Street, Gibraltar	GIBRALTAR	GX11 1AA	

**Primary**  
Yes

**Active**  
Yes

**Invoice Address**  
Yes

**Order Address**  
Yes

**Remittance Address**  
Yes

**Name**  
33

**Address Line 1**  
Main Street

**Address Line 2**  
Not Set

**Address Line 3**  
Not Set

**Address Line 4**  
Not Set

**Town**  
Gibraltar

**County**  
Not Set

**Post Code**  
GX11 1AA

**Country**  
GIBRALTAR

Edit Delete Up Arrow

Click Add address to add an additional address. Click Edit to modify any address details.

# Registration

- Step Two: Addresses and Users: Users

The Primary address will be created from the details entered during the first step of the registration process.



Organisation Users

Search by user content  Search + Add User

Administrator	Username	Full Name	Email Address	Show Me
<input checked="" type="checkbox"/>	procurement@gibraltar.gov.gi_1	Jill Smith	procurement@gibraltar.gov.gi	

**Administrator**  
Yes

**Telephone Number**  
12345678

**Email Address**  
procurement@gibraltar.gov.gi

**Mobile Number**  
Not Set

**Username**  
procurement@gibraltar.gov.gi\_1

**Fax Number**  
Not Set

**First Name**  
Jill

**Address**  
1 Linewall Road, Gibraltar, GX11 1AA, GIBRALTAR

**Surname**  
Smith

**Language**  
English (United Kingdom)

Edit Delete

1 of 1 items

Product Classifications Incomplete

Do you want to become a Preferred Supplier? Incomplete

Notification Subscriptions Incomplete

40% Complete Save & Continue Later Finish

Click Add address to add an additional address. Click Edit to modify any address details.

# Registration

- Step Three: Product Classifications

Step Three requires the addition of product/service classifications

You can enter a keyword into the search function and the system will return all codes containing that word. Please select the most appropriate.

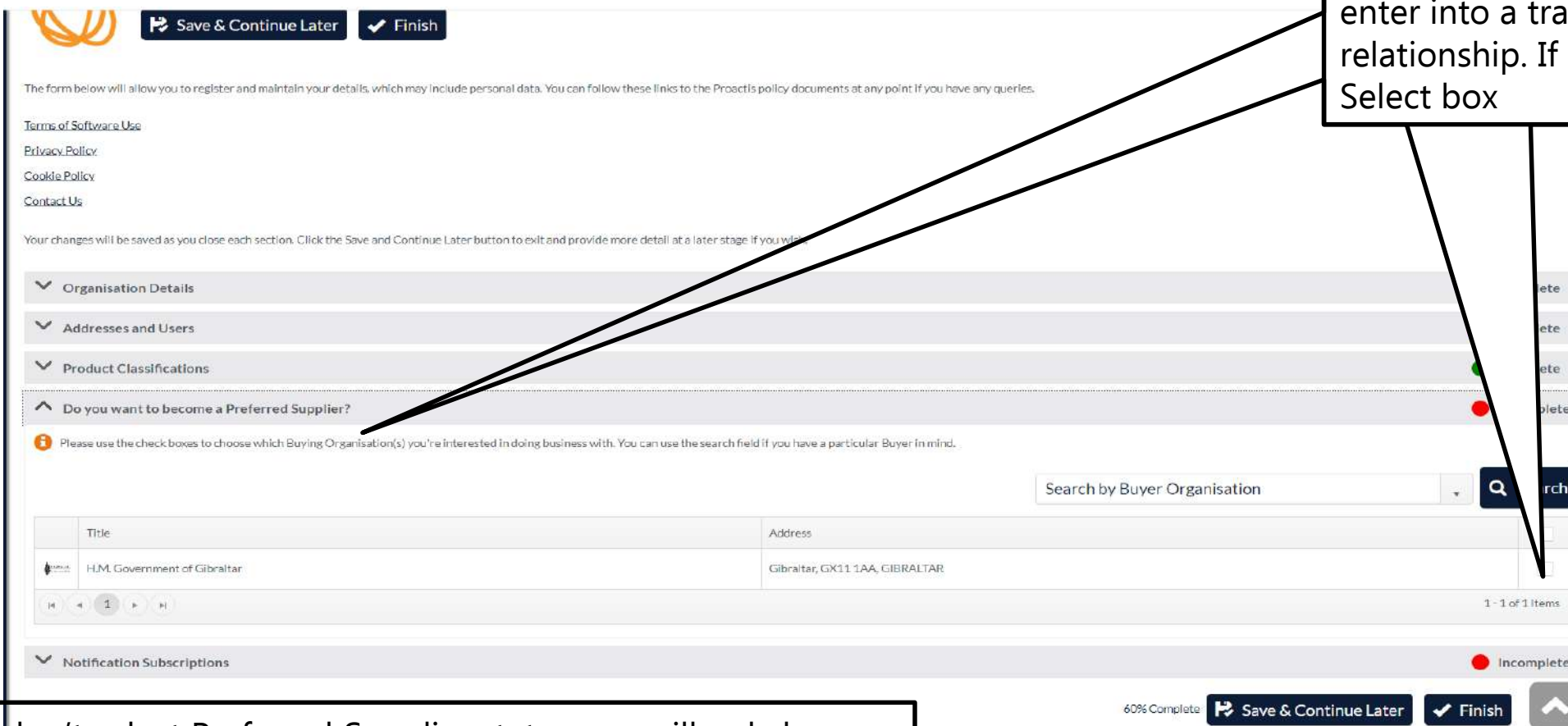


Selections can be made / amended using the arrows

You **MUST** select at least one Product **Classification**  
The information will be used to match your business to relevant Opportunities, therefore try to be as accurate as you can when selecting Product Classifications. If you select the top level all sections under it are automatically included.

# Registration

- Step Four: Select to acquire Preferred Supplier status



The form below will allow you to register and maintain your details, which may include personal data. You can follow these links to the Proactis policy documents at any point. If you have any queries:

[Terms of Software Use](#)  
[Privacy Policy](#)  
[Cookie Policy](#)  
[Contact Us](#)

Your changes will be saved as you close each section. Click the Save and Continue Later button to exit and provide more detail at a later stage if you wish.

Organisation Details ete


Addresses and Users ete

Product Classifications ete

**Do you want to become a Preferred Supplier?** ete

Please use the check boxes to choose which Buying Organisation(s) you're interested in doing business with. You can use the search field if you have a particular Buyer in mind.

Search by Buyer Organisation

Title	Address	<input type="checkbox"/>
 H.M. Government of Gibraltar	Gibraltar, GX11 1AA, GIBRALTAR	<input type="checkbox"/>

1 - 1 of 1 Items

Notification Subscriptions Incomplete

60% Complete

Step Four gives you the opportunity to inform HMGOG that you wish to enter into a trading relationship. If so Click the Select box



Note: If you don't select Preferred Supplier status you will only have access to open tenders.

# Registration

## Step Five: Notification Subscriptions

Step Five requires you to select/deselect your preferred email notifications

This is the full list of email notifications, and they are all disabled at present. To be made aware of opportunities we recommend enabling those that are most relevant to you. Ongoing changes can be made via the 'Manage Preference' option from the dropdown menu.

Select/Unselect all options here!

**Notification Subscriptions**

- Notifications of new Buyer Dialogue in Contracts
- Reminders sent to Suppliers when their Documents are nearing their expiry
- Notifications of new Buyer Dialogue in Opportunities
- Notification of new Buyer Dialogue in Sourcing Requests
- Supplier notifications for amendments to RFX Request Documents
- Notifications of tender closing date changes
- e-Sourcing project participation status change notifications
- Questionnaire Completion Requests
- Notifications of being Approved/Rejected for Trading Relationships
- Notifications of being Suspended/Reinstated by Buyers for specific Trading Relationships
- Notifications of being Suspended/Reinstated by Buyers
- Email of an available Invoice
- Summary Email of recent available Invoices
- Email of an available Order
- Summary Email of recent available Orders

1. Select/deselect the required notifications accordingly

2. Click Save and then Click Finish

80% Complete

# Registration

- Setting a Password

1. The final step requires you to set a password. Make a note of the username which is usually your email address.

Welcome to the Supplier Network

Please complete the registration process by confirming that the details below are correct. You will also need to agree to Terms and Use for the Supplier Network and create a new password for your account.

<b>Logon Information</b> ⓘ		<b>Create your Password</b> ⓘ	
Username procurement@gibraltar.gov.gi_1		New Password	Repeat Password
<b>Personal Information</b> ⓘ			
First Name Jill	Surname Smith	Email Address procurement@gibraltar.gi	Telephone Number 12345678
<b>Terms of Use</b>			
Click <a href="#">here</a> to view the Terms and Conditions, then tick the box to confirm your agreement below.			
<input type="checkbox"/> I have read and understood the Terms and Conditions for using the Supplier Network.			
✓ OK		✗ Cancel	

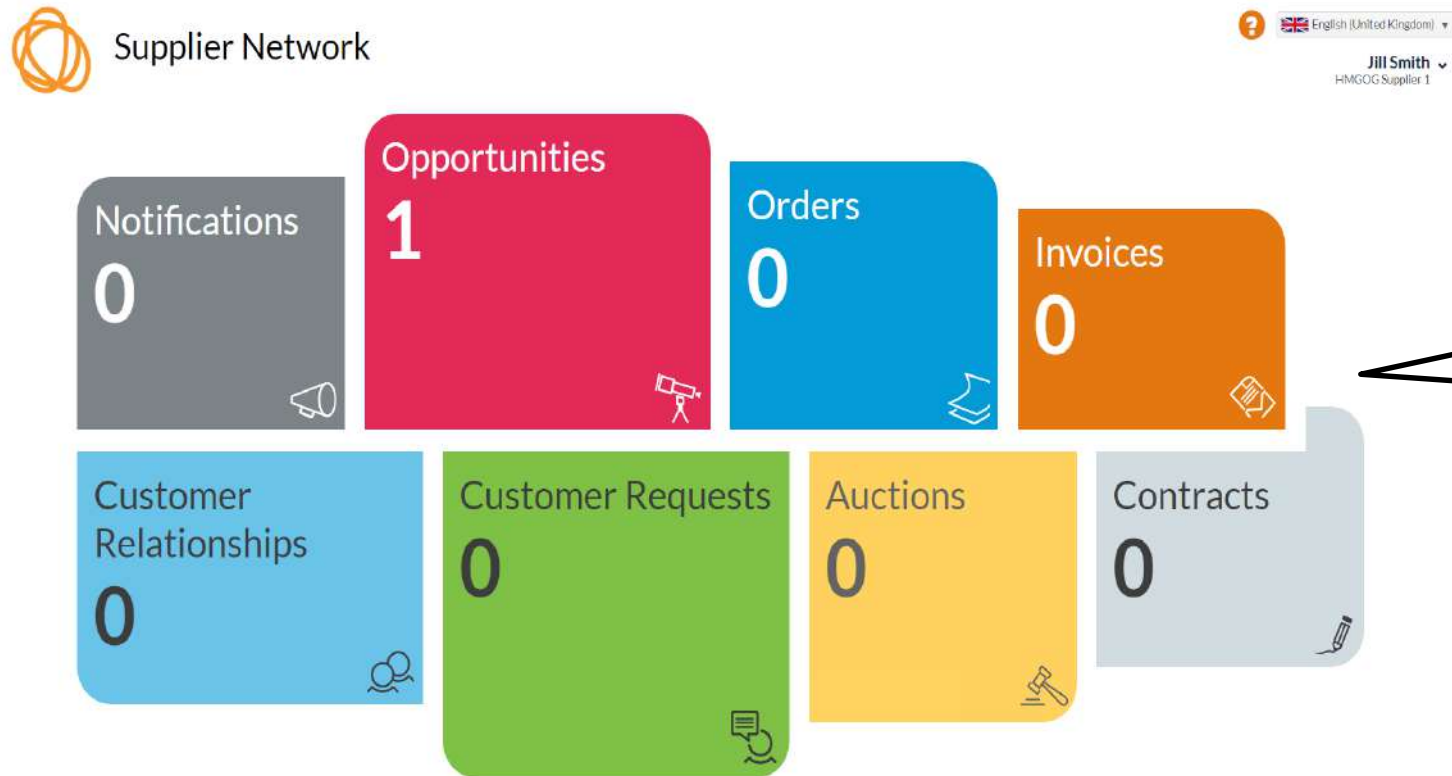


Password must be at least 8 characters in length and contain at least one capital Letter and 1 number.

2. Select the tick box to accept Supplier Network Terms & Conditions and click ok to finish.

# Self Registration

## You are now registered



Please review your dashboard



# Self Registration Verification

From: noreplydev@proactis.com  
To: (PRC) Barnett, Christabelle  
Cc:  
Subject: Supplier Network Registration Validation  
Sent: Fri 04/12/2020 15:54

\*\*\*\*\*  
\*\*\* THIS EMAIL HAS BEEN PRODUCED BY A TEST SYSTEM  
\*\*\* SENT FROM: <https://uat-hmgogbuyer.gibraltar.gov.gi/>  
\*\*\*\*\*

Redirected: would have been sent to [procurement@gibraltar.gov.gi](mailto:procurement@gibraltar.gov.gi)

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You have been sent this email because your Organisation has just registered on the Supplier Network website. Any buying organisations that you have attempted to engage with are aware of your interest and may be in contact in due course.

To access the portal use the details below along with the password which was set during registration:

Organisation Name: HMGOG Supplier 1  
Primary Contact Name: Jill Smith  
Username: [procurement@gibraltar.gov.gi\\_1](mailto:procurement@gibraltar.gov.gi_1)  
Supplier Network website URL: <https://uat-hmgogsupplier.gibraltar.gov.gi/>

If you have forgotten your password please [click here](#)

Once logged on, there are menu options to assist you in managing your details:

'Your Business' will allow details of your organisation and users to be kept up to date.  
'Manage Preferences' will allow updates to General and Opportunity Notifications, along with the setting of Accessibility options.

---

Please note, this email has been sent from an unmonitored address.  
Email ID: 429374ce-3936-eb11-80ec-005056974d65

You will now be sent an email with your sign on details  
Please keep this safe as it contains your organisation and user name



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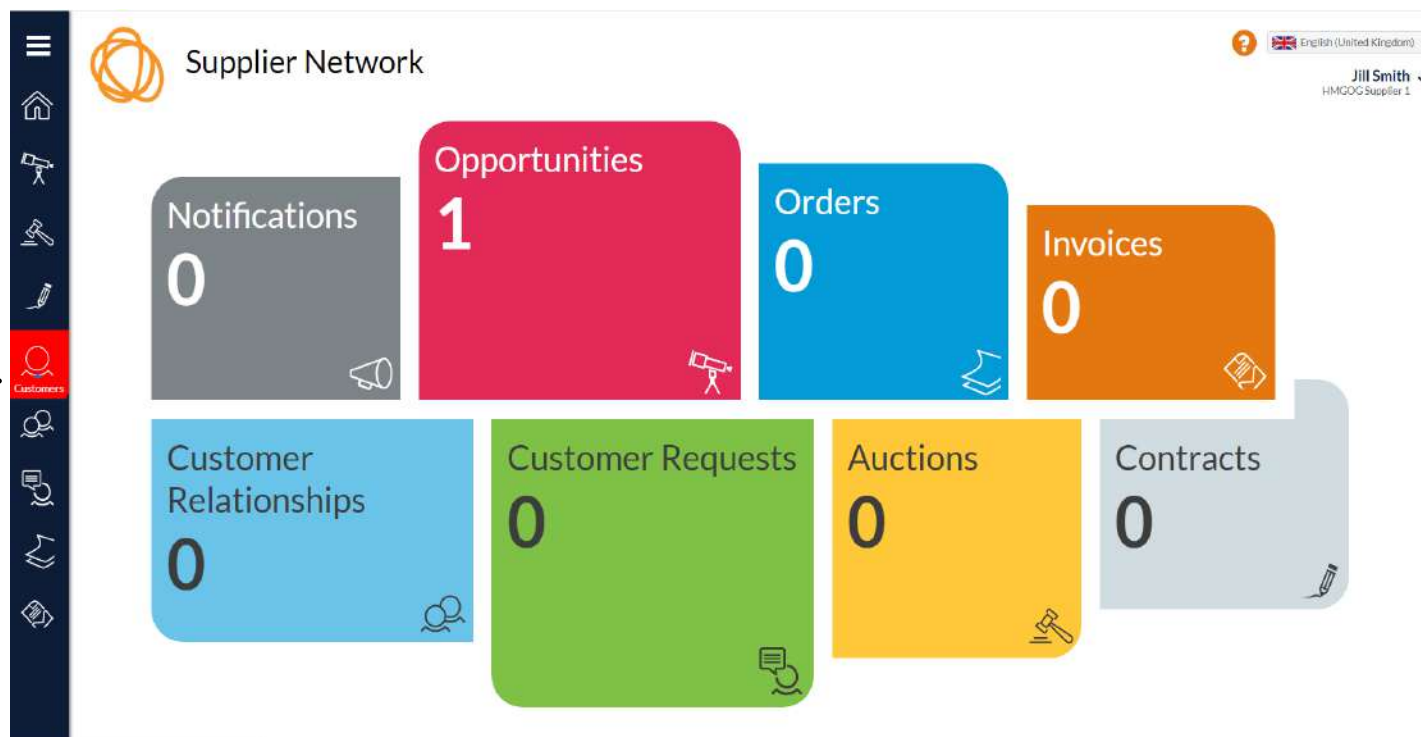
# Registration

Stage 3: Insert Additional Information

# How to Add/Edit Customer Information

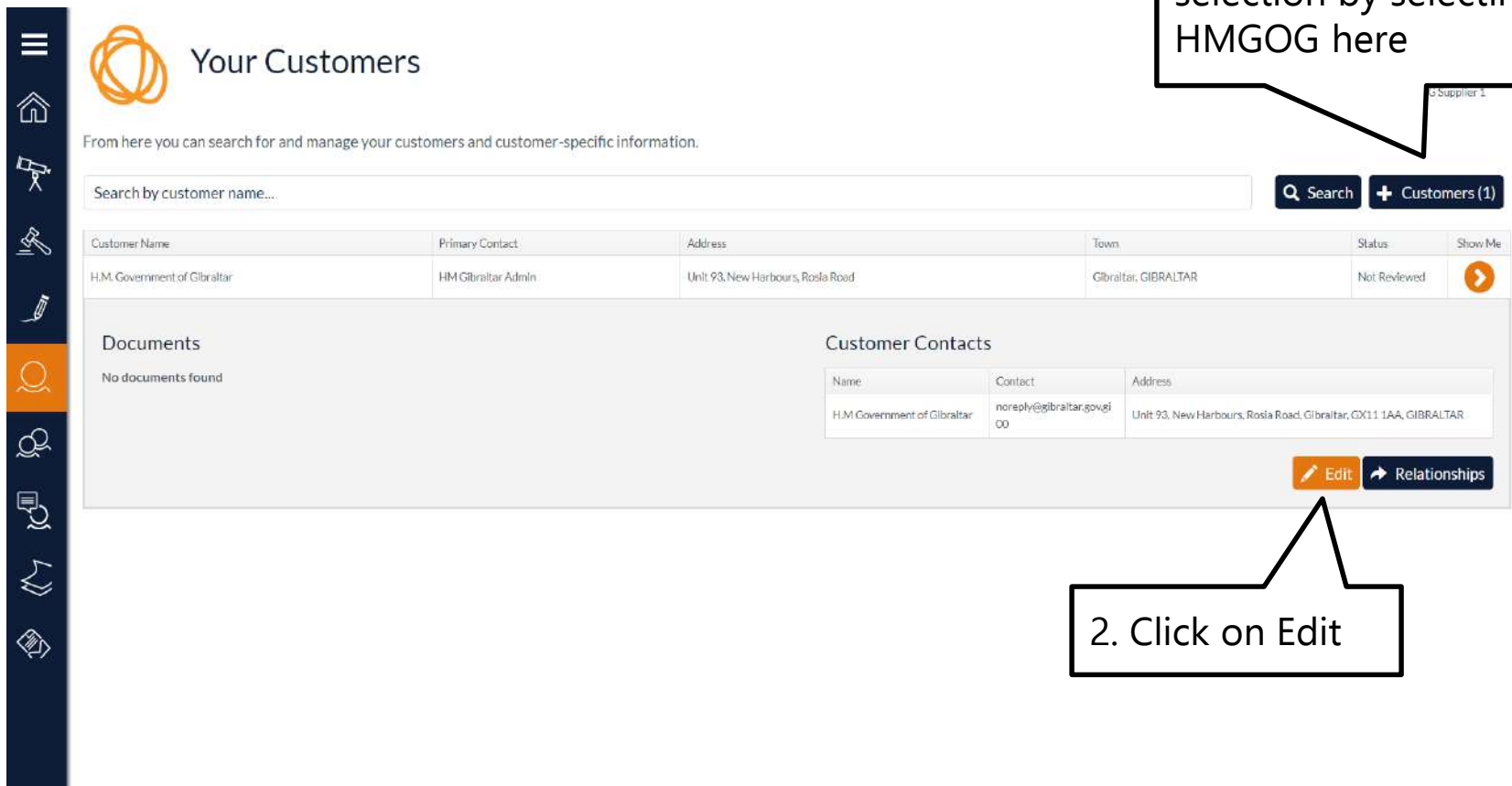
1. Log into the Supplier Portal with your credentials

2. Click on the 'Customers' Icon



# How to Add/Edit Customer Information Cont....

1. You may need to expand the selection by selecting Customer as HMGOG here



The screenshot shows the 'Your Customers' page. At the top left is a navigation sidebar with icons for home, search, and other functions. The main header area includes the title 'Your Customers' and a sub-header 'From here you can search for and manage your customers and customer-specific information.' Below this is a search bar with the placeholder text 'Search by customer name...'. To the right of the search bar are two buttons: 'Search' and '+ Customers (1)'. The main content area is divided into two sections: 'Documents' and 'Customer Contacts'. The 'Documents' section shows 'No documents found'. The 'Customer Contacts' section contains a table with the following data:

Name	Contact	Address
H.M Government of Gibraltar	noreply@gibraltar.gov.gi 00	Unit 93, New Harbours, Rosla Road, Gibraltar, GX11 1AA, GIBRALTAR

Below the table are two buttons: 'Edit' and 'Relationships'.

2. Click on Edit

# How to Add/Edit Categories and Geographies Information

1. **Categories** - Select your appropriate Organisation Size



Please ensure that you provide this information.

 Edit Customer Information

[← Back](#) [✓ Save](#)

From here you can amend customer specific information for H.M. Government of Gibraltar.

**Categories** Geographies Bank Details

Organisation Categories

- Organisation Size: Small (1 - 49 employees)
- Organisation Size: Medium (50 - 249 employees)
- Organisation Size: Large (250+ employees)

2. **Geographies** – Select your location and areas where you conduct business

 Edit Customer Information

[← Back](#) [✓ Save](#)

From here you can amend customer specific information for H.M. Government of Gibraltar.

Categories **Geographies** Bank Details

Available

- EUROPE : Europe
- AFRICA : Africa
- ASIA : Asia
- AUSTRALASIA : Australasia
- NORTH AMERICA : North America
- SOUTH AMERICA : South America

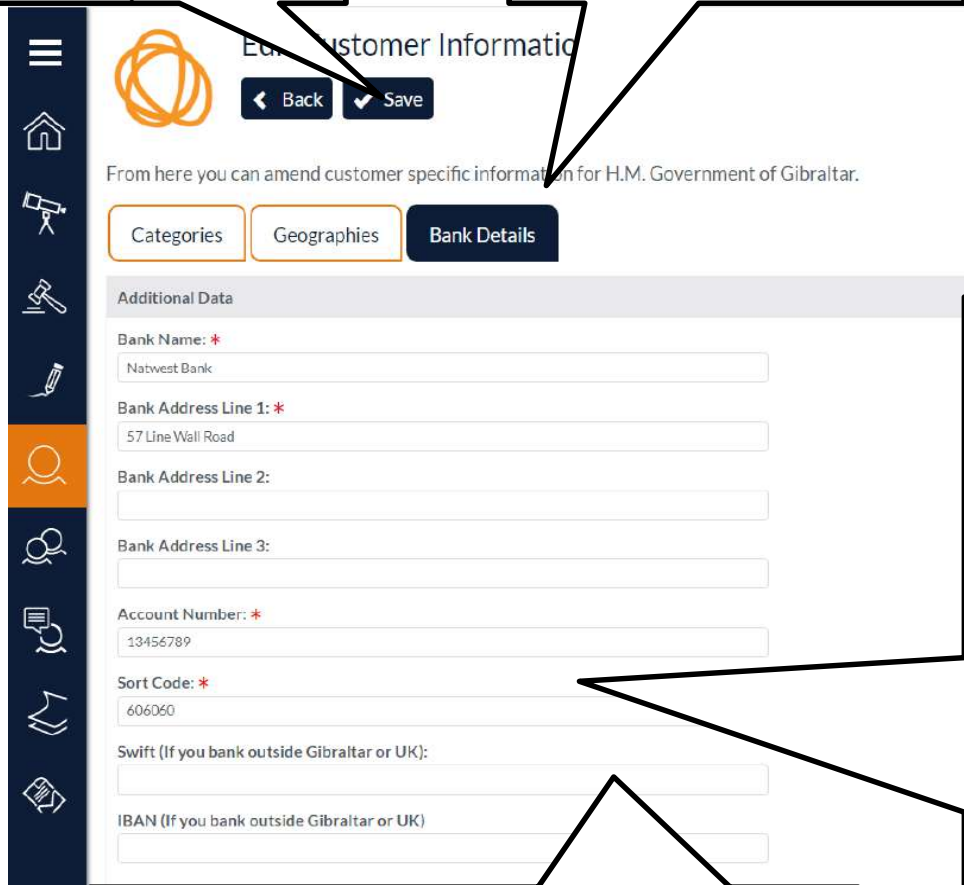


Added

# How to Add/Edit Bank Details...

3. Click Save once completed

1. Click on Bank Details



From here you can amend customer specific information for H.M. Government of Gibraltar.

Categories Geographies **Bank Details**

**Additional Data**

Bank Name: \*  
Natwest Bank

Bank Address Line 1: \*  
57 Line Wall Road

Bank Address Line 2:

Bank Address Line 3:

Account Number: \*  
13456789

Sort Code: \*  
606060

Swift (If you bank outside Gibraltar or UK):

IBAN (If you bank outside Gibraltar or UK):

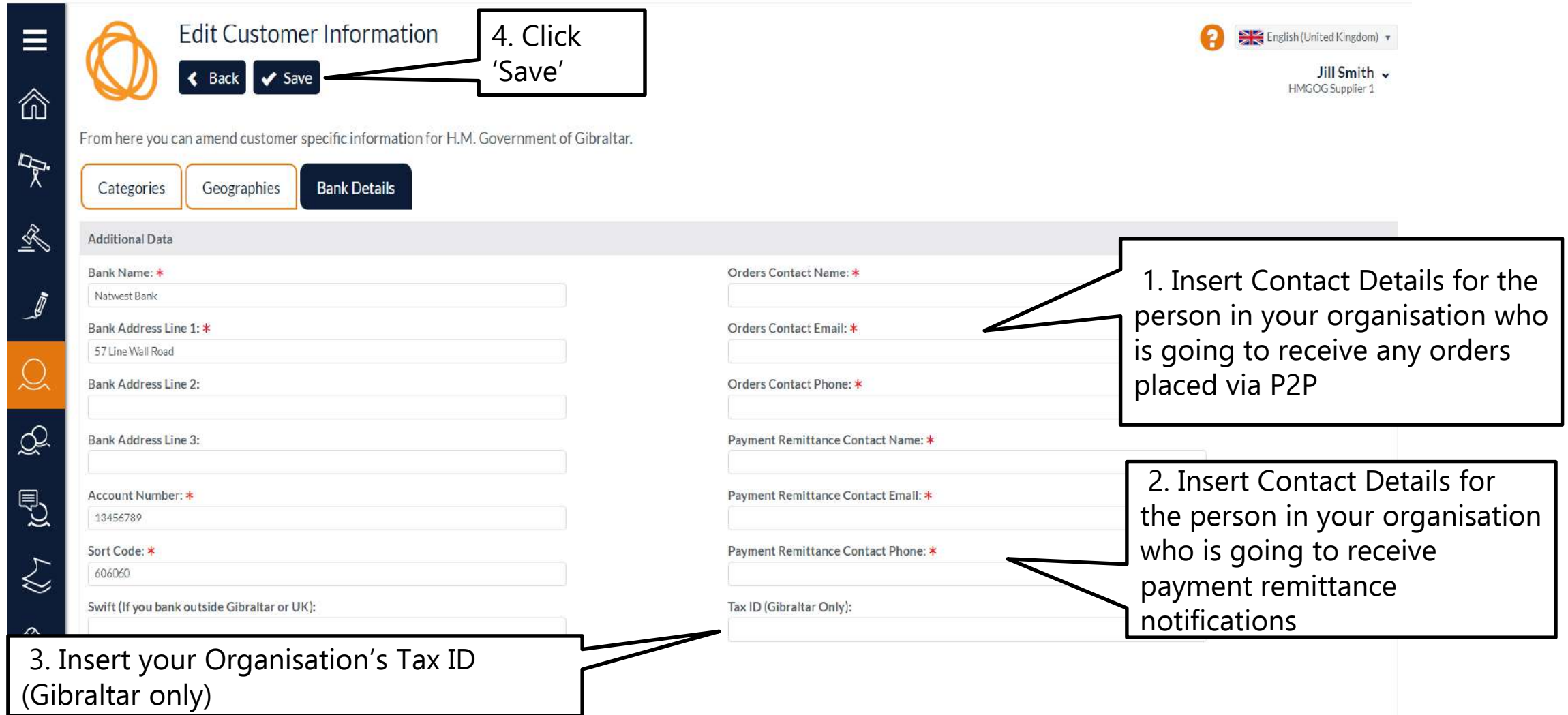
2. Complete all mandatory fields. Marked with red asterix \*

Complete Bank Details as follows:

1. UK/Gibraltar Banks: Insert 8 digit Account Number and 6 digit Sort Code, **NO SPACES/DASHES. ONLY NUMERIC.**
2. EU Banks: Insert 8x0 in Account Number and 6x0 in sort code to overcome mandatory defaults. Insert SWIFT (BIC) and IBAN number.
3. US and Other Banks: Insert 8x0 in Account Number and 6x0 in sort code to overcome mandatory defaults. Insert SWIFT (BIC) and Account Number. The account number should be inserted in the IBAN field as US account numbers exceed 8 digits.



# How to Add/Edit Additional Data



**Edit Customer Information** 4. Click 'Save'

From here you can amend customer specific information for H.M. Government of Gibraltar.

Categories Geographies **Bank Details**

**Additional Data**

Bank Name: \*  
Natwest Bank

Bank Address Line 1: \*  
57 Line Wall Road

Bank Address Line 2:

Bank Address Line 3:

Account Number: \*  
13456789

Sort Code: \*  
606060

Swift (If you bank outside Gibraltar or UK):

Orders Contact Name: \*

Orders Contact Email: \*

Orders Contact Phone: \*

Payment Remittance Contact Name: \*

Payment Remittance Contact Email: \*

Payment Remittance Contact Phone: \*

Tax ID (Gibraltar Only):

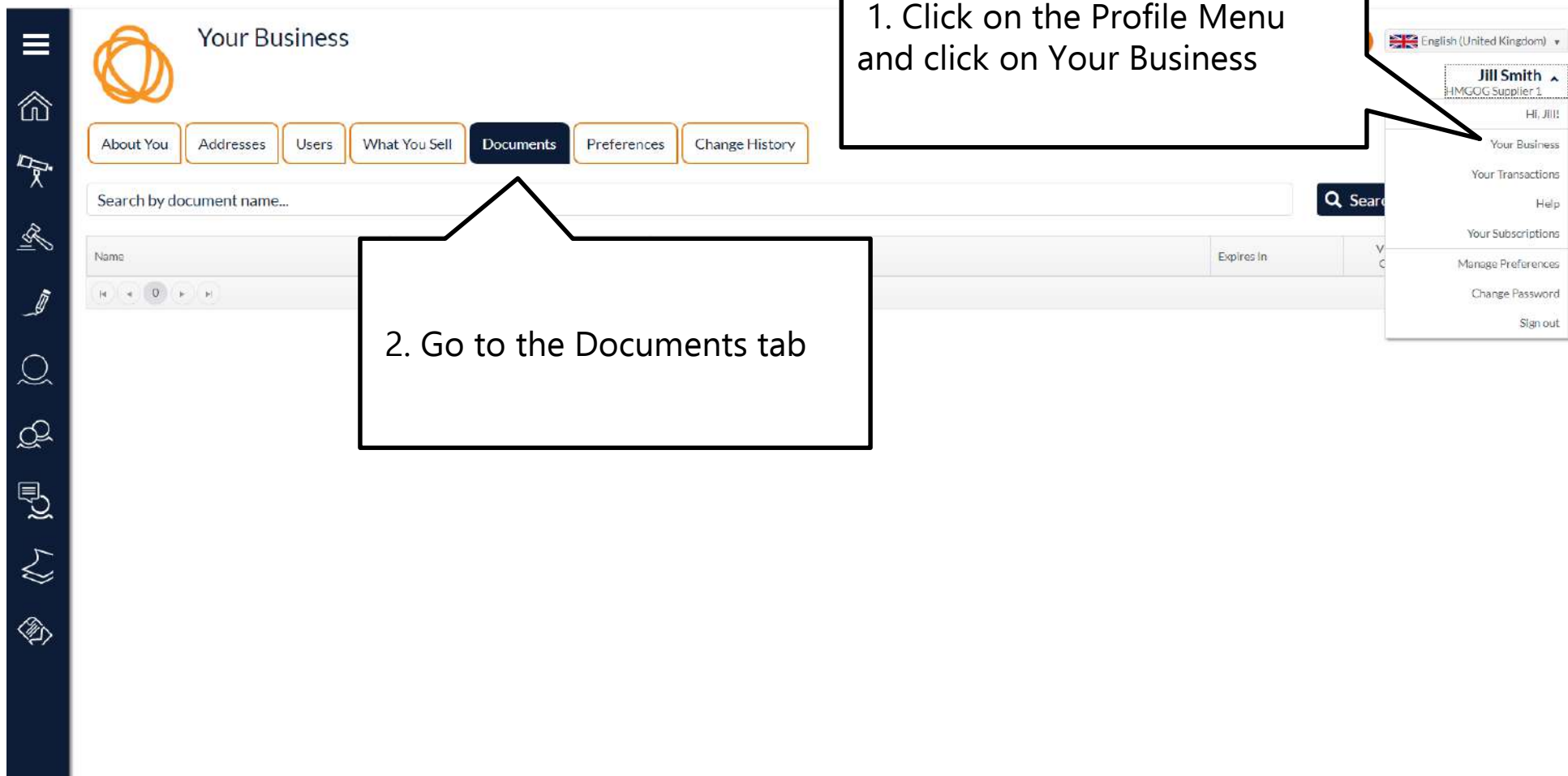
English (United Kingdom) Jill Smith HMGOG Supplier 1

1. Insert Contact Details for the person in your organisation who is going to receive any orders placed via P2P

2. Insert Contact Details for the person in your organisation who is going to receive payment remittance notifications

3. Insert your Organisation's Tax ID (Gibraltar only)

# How to Add/Edit Additional Data



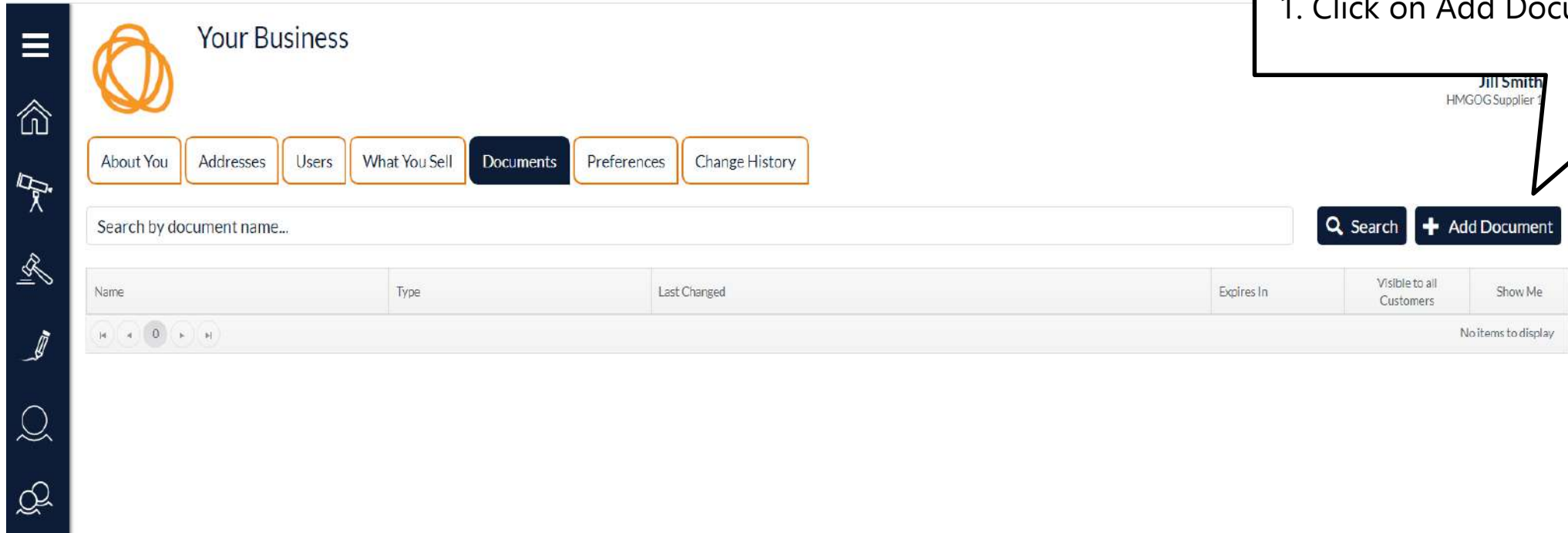
The screenshot shows the 'Your Business' profile page. A dark blue sidebar on the left contains various icons. The main header area includes the 'Your Business' logo and a row of navigation tabs: 'About You', 'Addresses', 'Users', 'What You Sell', 'Documents', 'Preferences', and 'Change History'. The 'Documents' tab is highlighted in dark blue. Below the tabs is a search bar labeled 'Search by document name...'. A table with columns 'Name', 'Expires In', and 'V' is partially visible. A profile dropdown menu is open on the right, showing the user's name 'Jill Smith', a greeting 'Hi, Jill!', and a list of options: 'Your Business', 'Your Transactions', 'Help', 'Your Subscriptions', 'Manage Preferences', 'Change Password', and 'Sign out'. Two callout boxes provide instructions: one pointing to the profile menu and 'Your Business' option, and another pointing to the 'Documents' tab.

1. Click on the Profile Menu and click on Your Business

2. Go to the Documents tab



# How to Add/Edit Additional Data

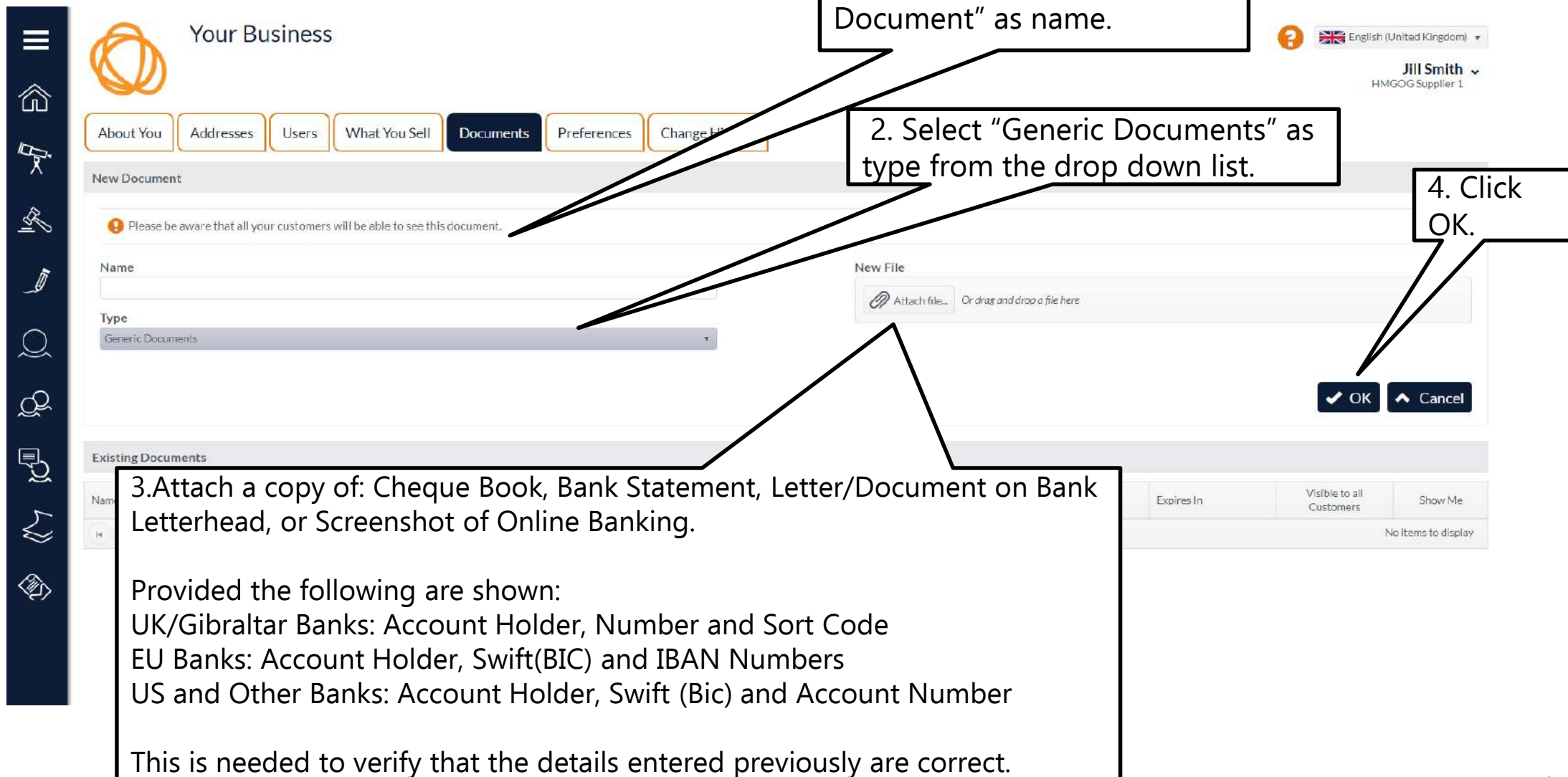


The screenshot shows the 'Your Business' dashboard. A navigation bar at the top contains tabs for 'About You', 'Addresses', 'Users', 'What You Sell', 'Documents', 'Preferences', and 'Change History'. The 'Documents' tab is currently selected. Below the tabs is a search bar with the placeholder text 'Search by document name...'. To the right of the search bar are two buttons: 'Search' and '+ Add Document'. A callout box with a black border and white background points to the '+ Add Document' button, containing the text '1. Click on Add Document'. Below the search bar is a table with the following columns: 'Name', 'Type', 'Last Changed', 'Expires In', 'Visible to all Customers', and 'Show Me'. The table is currently empty, with the text 'No items to display' at the bottom right. A vertical sidebar on the left contains several icons for navigation.

1. Click on Add Document

Jill Smith  
HMGOG Supplier

# How to Add/Edit Additional Data



**1. Insert "Bank Details Document" as name.**

**2. Select "Generic Documents" as type from the drop down list.**

**3. Attach a copy of: Cheque Book, Bank Statement, Letter/Document on Bank Letterhead, or Screenshot of Online Banking.**

**4. Click OK.**

Please be aware that all your customers will be able to see this document.

Name

Type

Generic Documents

New File

Attach file... Or drag and drop a file here

Expires In

Visible to all Customers

Show Me

No items to display

OK Cancel

**Provided the following are shown:**  
UK/Gibraltar Banks: Account Holder, Number and Sort Code  
EU Banks: Account Holder, Swift(BIC) and IBAN Numbers  
US and Other Banks: Account Header, Swift (Bic) and Account Number

This is needed to verify that the details entered previously are correct.

# How to Add/Edit Additional Data

1. If your details have saved successfully you will receive a notification as shown.



☰  
 🏠  
 🔍  
 ⚖️  
 📝  
👤  
 👥  
 🗨️  
 📁  
 📄

## Your Customers

From here you can search for and manage your customers and customer-specific information.

Search by customer name...

Customer Name	Primary Contact	Address	Town	Status	Show Me
H.M. Government of Gibraltar	HM Gibraltar Admin	Unit 93, New Harbours, Rosia Road	Gibraltar, GIBALTAR	Not Reviewed	➔

### Documents

No documents found

### Customer Contacts

Name	Contact	Address
H.M Government of Gibraltar	noreply@gibraltar.gov.gi 00	Unit 93, New Harbours, Rosia Road, Gibraltar, GX11 1AA, GIBALTAR

✎ Edit
➔ Relationships

🔍 Search
+ Customers (0)



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