

DFID Supplier Portal

Help and Guidance for New Suppliers/Fund Recipients

Please refer to the guidance below when using the DFID Supplier Portal, a list of frequently asked questions is also available [see '[DFID Supplier Portal – FAQ](#)']

The DFID Supplier Portal is an online database which holds the registration details of all suppliers' and fund recipients'. It is the responsibility of the supplier and fund recipients to maintain the information held on the DFID Supplier Portal. It is vital that the information held on the DFID Supplier Portal is accurate as this will influence DFID's decision making and payment processes, enabling e-tendering and other e-procurement tools reducing both our costs and yours.

All new business over £101, 323k will be advertised/tendered through the DFID Supplier Portal. To take part in any future opportunities, suppliers must first fully register.

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DFID Portal Welcome (log-in) page


When you open the DFID Portal Welcome (log-in) page you will see that there are 3 main areas:

Existing Suppliers/ Fund Recipients
For users to log in using their existing username & password

Bulletin Board
For both registered and non registered users to view contract opportunities and awarded contracts

New Suppliers/ Fund Recipients
For new users who want to set up a new company profile with DFID

The screenshot shows the DFID Portal Welcome (log-in) page. The page header includes the DFID logo and the text "Department for International Development". Below the header, there are links for "DFID Portal Guidance and Instructions" and "Terms and Conditions". The main content area is divided into three sections: "Existing Suppliers/Fund Recipients", "New Suppliers/Fund Recipients", and "Bulletin Board". The "Existing Suppliers/Fund Recipients" section contains a login form with fields for "Username" and "Password", a "Login" button, and a link for "Forgotten password?". The "New Suppliers/Fund Recipients" section contains instructions for new users and a "Register" button. The "Bulletin Board" section contains a welcome message, a list of portal features, and a "Bulletin Board" link. A "Previous" button is visible at the bottom of the page.

! When providing information on the DFID Suppliers Portal, please ensure that you do not use the back button on your pc as you will lose any information you have already input. Click  Previous to go back at any time during the process.


Security


To register with the DFID Portal you **must** create a username and password. DFID has taken steps to ensure that the DFID Portal is secure and that all sensitive information is protected.



However it is **your** responsibility to ensure that your username and password are safeguarded and that your contact email is available only to people who have the authority to view and amend the contact details we hold for you.

Before using the DFID Portal, please ensure that you read and understand the Terms and Conditions.

Create your new company profile

Step 1: To set up a new company profile, go to the New Suppliers/Fund Recipients module on the bottom left of the [DFID Portal homepage](#) and click  Register .

Step 2: You will be taken to the Terms and Conditions page. Before you start the registration process you must ensure that you read and understand the Terms and Conditions. Once you have done this, continue with the registration by clicking  Accept .

 If you do not wish to continue, simply click  Decline and you will automatically be taken back to the homepage.




Self Registration

 Register

Start the registration process by completing the online registration form provided. Although there are several mandatory fields in this section, to benefit fully from the DFID Supplier Portal you should ensure that you provide

as much information as possible in this section.

 When creating a username and password you must use both letters and numbers for your username and password. You may find it helpful to note your chosen username and password on a piece of paper, however it is your responsibility to keep this information in a safe place for future reference.


Supplier Duplicate Selection

You will see a list of suppliers on this page. Please check this list and ensure that your company has not already been registered. If you locate your company in the list, please click on the company name to confirm the details.

If your company is not on the list, click **Continue**. You **must** not create a duplicate company profile, even if you have forgotten previously registered details. If you try to register a company name that is already a record, or similar to an existing record, the DFID Portal will inform you immediately. If your company is already on the list, simply click on the link relating to your company and log on using the steps below. If you have forgotten your username or password, please follow the instructions for retrieving lost details on the **DFID Portal FAQ**

Thank you for registering

You have successfully registered with the DFID Supplier Portal! You will receive an email from ariesautomailer@dfid.gov.uk confirming your log in details and password. **Do not reply to this email address**, simply follow the instructions contained within this email to authenticate your account and gain access to the system

 **If you do not receive an email, you may wish to check your junk folder. If the email has gone to your junk mail folder you will wish to adjust your junk mail settings to ensure that this does not happen again.**

Complete your registration


General Information

Organisation Information

You will note that part of the information required has already been populated when you open this page, however, it is important that you fill in as much detail as possible. Please ensure that you complete the full contact details of your organisation, and include your organisation registration number. Once you have done this, make sure that you go to the [Finish](#) section and let us know which changes you've made.

Business Classification


Completion of this section is mandatory. If you find that more than one category is relevant then please ensure that you tick more than one box.

Once you have completed these sections, click  Next to go to the next section.





Addresses

It is vital that we hold the most accurate information about your organisation, especially if you have requested to receive Tender alerts. **Please ensure that you input your full contact details when completing your company profile.**

The portal will automatically lock down an account if two users with the same log-in credentials try to access the system at the same time. To ensure that this does not happen, you can attach multiple users to your company profile. Each user will have a unique log-in which will enable different people from the same organisation to access the DFID Supplier Portal at the same time.

If you wish to add more than one address, or create more than 1 user for your organisation simply click  Add . This will open up a new page where you can register your additional addresses.



It is mandatory that you complete the contact details for all additional addresses and you must also fill in your log in details once you have completed your additional address information.



Once you have finished adding the address and contact information, please ensure that you click  Save . **If you do not click  Save or you click  Cancel instead, your additional addresses will not be saved to your profile.** Click  Next to go to the next section.




 **You can also change your password in the Addresses section.**


Countries

It is very important that you complete this section as we need to know which countries that you either can or do operate in. If no countries are selected you cannot register for tenders. Please ensure that you **at least** select 'UK', 'India' and 'Procurement' to view opportunities.

Step 1: click on  Add and tick the countries that are relevant to you. If your organisation operates globally, you can click , at the bottom of the page. You **must** click at least one country option.

 **If you choose , you will see that the screen will take some time to refresh. This is nothing to worry about - the system is simply logging the information.**

Step 2: Once you have finished this section, ensure that you click  Save . If you do not click  Save or you click  Cancel instead, your country choices will not be saved to your profile.

Step 3: Once you have finished completing the 'Countries' section, click  Next to go to the next section.

Add Category

Categories within DFID (also called products) are how we identify different areas of expertise or spend, DFID can source suppliers/contractors in procurement exercises based on the category of supply. Categories within DFID are split into 3 different groups:



- Programme (development) codes start with PS followed by 5 digits;
- Corporate (services for DFID) start with CS.
- Goods and equipment which cover both programme and corporate services begin with the code GE.

Fund recipients




Categories should be used for organisations that received both MOU funding as well as Accountable Grants. If your organisation received grants or fund disbursements from DFID you should ensure that you select 'Fund Recipient' as a category – when you select this category you will not receive any tender alerts.


Otherwise please follow the steps below:

! It is important that you must complete at least one option in this section to identify your area of expertise as you will then receive email alerts relating to this. If you cannot find an exact match, simply select one which is closest to the field in which your organisation operates. Certain categories will require approval by DFID. Please ensure that you view the 'Questionnaires' section after you select your categories

Step 1: Click on the text box and enter a keyword such as Health, Education, Governance etc then selecting  Search . You can also add a category by leaving the text box empty and simply clicking  Search .


Step 2: A page containing a list of categories will open. Tick each Category you wish to add.

Step 3: Once you have finished adding all the categories you want, ensure that you click  Save . If you do not click  Save or you click  Cancel instead, your country choices will not be saved to your profile.


Step 4: Once you have finished completing the 'Add Category' section, click  Next to go to the next section

Questionnaires

Once you select your relevant categories you may find that you will be required to submit further information on a questionnaire. To download a questionnaire, select the download link then save the document on your PC.


Click  Next to go to the next section

If no questionnaires on this page then we do not need any more information.

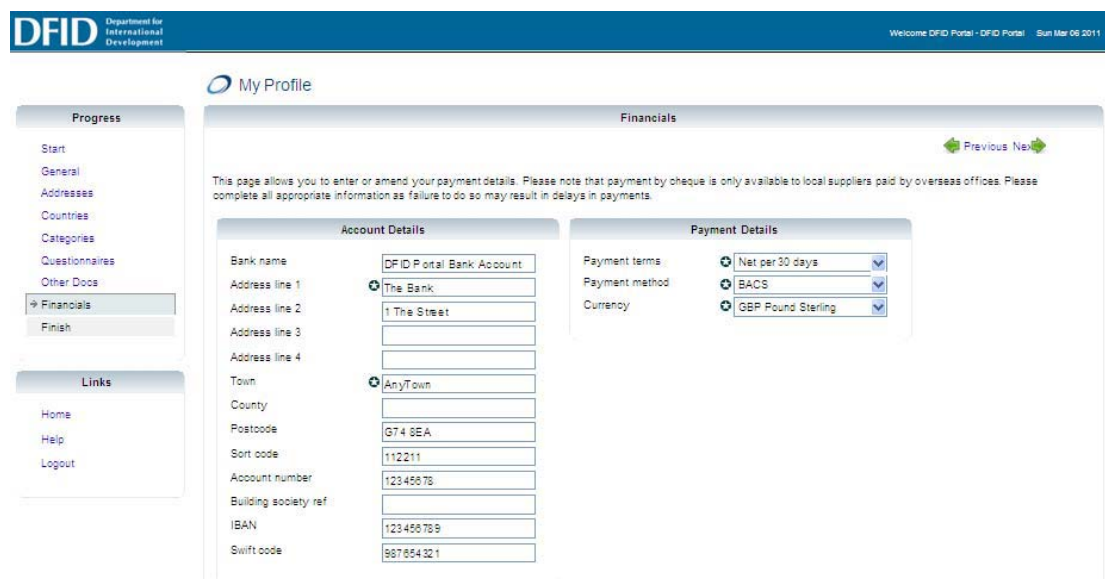
Click  Next to go to the next section

Other Documents

This section has been created to enable suppliers and fund recipients to upload general company/promotional information. It is your responsibility for the content of the documents uploaded to this section, however DFID reserve the right to remove any material which they deem inappropriate.

Click  **Next** to go to the next section

Financials



It is very important that we hold accurate bank details for your organisation, as DFID uses this information to pay you for your services. **It is your responsibility to ensure that the information held is accurate – if you do not keep this information up to date your payments may be delayed.**


You will be required to input your bank address, preferred payment terms, payment method and currency


Most UK suppliers/ grant recipients will have details similar to the screen shot below ie payment will be made via BACS direct into you bank account. Whilst payment terms should be Net per 30 days DFID aims to pay valid invoices within 5 days.

If your bank account is outwith of the UK you should select “**sameday**” as the payment method. This does not mean you will receive payment on the same day but that when DFID obtains an exchange rate we will process on that day.

If you select the “**sameday**” payment method more boxes will appear setting out the additional information we require to process foreign currency or sterling abroad payments

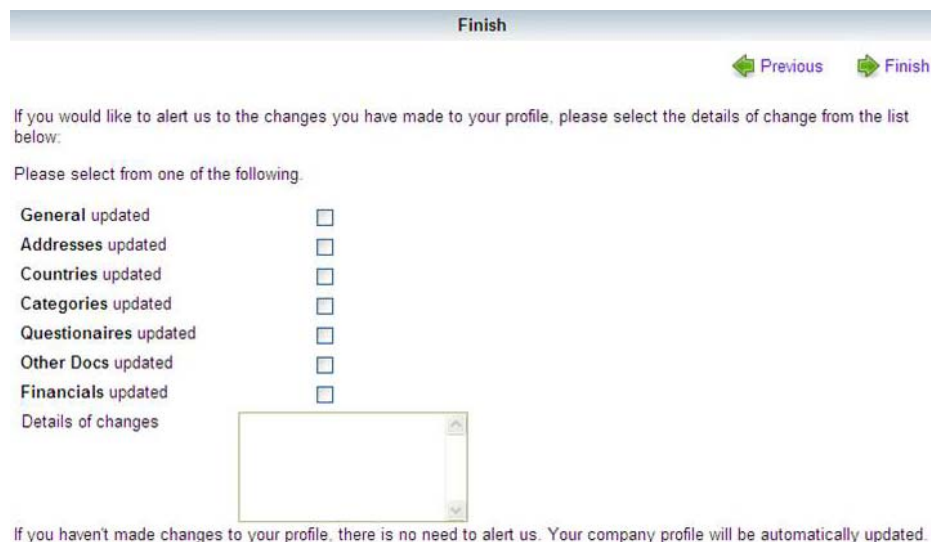
! You will not be able to register if you have not entered your financial details and we cannot make any payments if you have not input your sort code and account number!

Once you have completed all your bank details, please double check that they are correct. Click  **Next** to go to the 'Finish' section. You **MUST** go to the 'Finish' section to save all the information that you have registered in your profile.


If you wish to amend any of the details on your profile, you can click  **Previous** at any time during the process.

Finish

We need to know when your organisation makes changes to your contacts, bank details or even your title. This page will allow you to alert us of any changes you have made.



Finish

 Previous  Finish

If you would like to alert us to the changes you have made to your profile, please select the details of change from the list below:


Please select from one of the following.

General updated	<input type="checkbox"/>
Addresses updated	<input type="checkbox"/>
Countries updated	<input type="checkbox"/>
Categories updated	<input type="checkbox"/>
Questionnaires updated	<input type="checkbox"/>
Other Docs updated	<input type="checkbox"/>
Financials updated	<input type="checkbox"/>
Details of changes	<input type="text"/>

If you haven't made changes to your profile, there is no need to alert us. Your company profile will be automatically updated.

To do complete this section follow these steps:

Step 1: Select the relevant boxes on this page to alert us of any changes. If you haven't made changes to your profile, there is no need to alert us. Your company profile will be automatically updated.

Step 2: To complete the registration process and notify us of your new company profile you must click  **Finish** . This will allow you then to register your interest in published tenders.

Step 3: Your profile has been successfully submitted! Select **Home** to go to the homepage – this is the page where you will log in from once you have set up your profile.

Keyword or Contract ID