Bank of England

Bank of England

Supplier Portal Registration and Account Management Overview – June 26

Purpose: This guide explains how suppliers register, set up secure access, maintain supplier information, and use the Banks Supplier Portal for sourcing, viewing purchase orders, viewing invoices, maintaining contracts, managing deliverables and participating in ongoing Bank requested compliance activities.

Audience: Prospective suppliers, Spend-Authorised suppliers, supplier contacts, Bank Supplier Relationship Owners, Bank Procurement Operations, Bank Finance Operations and Bank System Support Teams involved in supplier onboarding and supplier management.

1. Introduction and Scope

This guide supports suppliers and Bank users through supplier portal registration and associated portal processes.

The guide is designed to be used as an information document and should be read in conjunction with the more detailed Supplier Portal step by step user guides, a table containing links to all guides can be found in section 22. Oracle Fusion User Guides, later in this document.

Every effort has been made to make this document is as accurate and up to date as possible, however, software, hardware and their related information do change, therefore, it will be subject to updates over time.

This document provides an overview of:

- Supplier self-registration and account activation
- Supplier login, Oracle identity access and Multi-Factor Authentication (MFA)
- Supplier status and promotion from Prospective to Spend Authorised
- Supplier profile maintenance, bank details, contacts and attachments
- Participation in sourcing events and tender responses
- Purchase orders, advance shipment notices, invoices and payments
- Contracts, deliverables, qualifications and compliance questionnaires
- Common supplier issues, troubleshooting.

Supplier Portal

The supplier portal allows a supplier to:

- Receive copies of purchase orders
- View purchase orders and payment status
- Participate in sourcing events (RFQs/RFIs/Tenders)
- Maintain your company profile and compliance documents

Registration is a 2-stage process.
Stage 1; “Prospective” - When you first register, your company is classified as a Prospective Supplier, this status is the default allocated to you on completion of initial registration.

As a Prospective status supplier, you can:

- Log in to the Supplier Portal
- Update your company profile details
- Upload compliance documents
- See and participate in sourcing events (RFQ/RFIs/Tenders)

Stage 2; “Spend Authorised” – This status is only allocated once a Supplier has been awarded a contract and after the Bank has completed additional specific compliance reviews.

As a Spend Authorised status supplier you can (in addition to the above):

- Receive copies of purchase orders
- Receive payments

At all stages your access will be protected with Two-Factor Authentication (2FA) to ensure your information is secure.

The following sections should be read to gain an understanding of the registration process and Supplier Portal functionalities and should be treated as a prerequisite to reading the more detailed step-by-step Oracle Fusion User Guides.

Important: The Supplier Portal functionality available to each supplier depends on supplier status, assigned user roles, and Oracle security configuration.

2. Supplier Portal Onboarding Overview

The supplier lifecycle in the supplier portal begins with registration and continues through approval, sourcing participation, contract award, spend authorisation, operational purchasing and ongoing supplier management.

Step	Supplier action	System / Bank outcome
1	Supplier receives or accesses a registration link.	Supplier begins self-registration
2	Supplier completes company contact, address, tax, classification, CDP reference and document information.	Oracle performs validation and duplication checks and issues an invitation email to the supplier for them to complete the registration process and activate their account.
3	Supplier receives account activation email and is requested to set up a user account password and Multi Factor Authentication (MFA).	Supplier account is active with a status of “Prospective”. Suppliers can now access the Supplier Portal and see contract opportunities and participate in tender activities.
4	Suppliers participate in sourcing events, RFQs, RFIs or tenders.	Suppliers submit the required information; their account remains in a status of Prospective throughout any tendering process
5	Following award or approved engagement, supplier receives and completes additional questionnaires and submits any profile updates.	Bank teams perform due diligence and compliance checks
6	After completion of all compliance checks, the supplier is promoted to a status of Spend Authorised by the Bank team.	Suppliers will now see a notification in their Supplier Portal account and will be able to add their bank account details for invoice payment.
7	Supplier adds bank details and submits them. This creates a change request which is reviewed by the Bank finance team.	Once the change is approved the Supplier will be able to receive purchase orders, view invoices and participate fully in operational procurement activity.
8	Supplier keeps profile, contacts, bank details and compliance documents up to date.	Supplier remains suitable for ongoing procurement and contract management activity.

3. Key Roles and Responsibilities

Role	Main responsibilities
Supplier	Completes registration, provides accurate company information, manages supplier profile updates, maintains user access, responds to tenders and keeps compliance documents current.
Supplier Relationship Owner (SRO)	Bank staff member responsible for supplier engagement, relationship oversight and supporting supplier setup or ongoing supplier management.
Business Contact	Day-to-day Bank contact for the supplier. Supports supplier queries, confirms operational needs and helps resolve business-specific issues.
Procurement Operations Team	Bank team that manages onboarding, supplier approvals, sourcing access, procurement controls, supplier governance and supplier portal support relating to procurement activities.
Finance Operations Team	Bank team that validates bank details, payment controls, supplier payment setup and financial assurance checks.
System Administrator	Bank systems team staff member that manages system access, provisioning, user account issues, MFA support and Oracle configuration support.
Commercial / Contract Manager	Bank staff member who manages a contract obligation, deliverables, KPIs, documentation, performance management and supplier contract review activities.

4. Supplier Portal Capabilities

The Supplier Portal provides suppliers with a secure self-service workspace for procurement, sourcing, contract and supplier profile activities. This typically includes Orders, Agreements, Shipments, Contracts and Deliverables, Tenders, Qualifications and Company Profile.

Task area	What suppliers can do	When it is normally available
Orders - Manage Orders	View purchase orders, review line details, quantities, delivery dates, buyer information, attachments, order status and request changes where enabled.	Available to Spend Authorised suppliers.
Agreements - Manage Agreements	View agreements, framework or contract-related purchasing arrangements, terms, validity periods and related purchasing activity.	Available to Spend Authorised suppliers where the supplier has an active agreement.
Shipments - View Receipts / Returns	View receipt activity, returned goods information, quantities received or returned and status of receipt or return processing.	Available to Spend Authorised suppliers where POs have been issues.
Contracts and Deliverables	View contracts, manage contract deliverables, update status, upload evidence and monitor due dates.	Available to Spend Authorised suppliers with active contracts.

Task area	What suppliers can do	When it is normally available
Invoices and Payments	View invoice status, payment status, remittance information and payment history.	Available to Spend Authorised suppliers with active POs.
Tenders	View active tenders, create responses, upload attachments, send messages, manage drafts and revise responses before closing dates where allowed.	Available to all suppliers with active accounts.
Qualifications	Complete questionnaires, maintain qualification responses, update compliance evidence and view qualification status.	Available to all suppliers with active accounts. Used for onboarding, sourcing and ongoing due diligence.
Company Profile	Maintain company details, addresses, contacts, products and services, attachments and bank details where permitted.	Available to all suppliers, except bank details which are only available to Spend Authorised suppliers.

5. Supplier Registration Process

Suppliers are required to complete a self-registration process before using the Supplier Portal. In line with Procurement Act 2023 requirements, they will be required to register on the Governments Central Digital Platform (CDP) which will issue suppliers with a CDP Unique Reference Number (URN). The CDP URN will need to be added to the supplier portal when first registering, this supports supplier verification, transparency and legislative audit requirements.

Existing suppliers who have been migrated from Banks legacy systems on to the Portal will still need to register a user account via MFA, validate and update their supplier profile information to ensure alignment with CDP records.

Information Required When First Registering:

- Company name as registered with Companies House, HMRC or equivalent national register
- Tax organisation type and supplier type
- Company website, (optional)
- CPD Registration Number
- Primary contact name, email and telephone details
- Shared email inbox for purchase orders and remittance advice where possible (used once Spend Authorised)
- DUNS number, VAT number, Taxpayer ID or tax registration number
- Registered addresses and trading addresses where different
- Address purpose, including RFQ/Bidding (this enables respond to tenders)
- Business classification, including SME or third sector classification
- Products and services categories describing what the supplier provides

- Attachments as requested (eg; certificates, policies, bank evidence or compliance documents)
- Agreement to the Banks "Supplier Code of Conduct"

Note1: Suppliers should use the full legal name for the company and a shared email inbox where purchase orders, tender notifications and remittance information can be monitored by more than one authorised person.
Note2: In the Portal, Supplier Sites are used to manage supplier addresses. A supplier may have more than one trading address and or bank account. When this is the case, the Portal can allocate multiple supplier sites to a supplier. A supplier Site can have only one bank account.

6. Step-by-step supplier registration

Oracle Fusion User Guides for this section:

Registering as a Prospective Supplier.pdf

Step	Supplier action	System / Bank outcome
1	Open the supplier registration link provided by the Bank or authorised contact.	The supplier registration page opens.
2	Enter a valid business email address to receive a verification code.	A one-time verification code is sent to the email address.
3	Enter the verification code and proceed to the registration form.	The supplier can access the registration sections.
4	Complete company details, including legal company name, tax information, supplier type, company size and website (where relevant).	At each stage mandatory fields must be completed before moving to next step.
5	Add contacts for general communication, tendering, purchase orders and finance where relevant.	Contacts email addresses are linked to the supplier profile and can be used to receive notifications.
6	Add address details using the legal registered address and validated postcode. Select relevant address purpose such as RFQ or Bidding if the supplier will respond to tenders.	The address is used to create the supplier site and support sourcing or purchasing activity.
7	Add business classification and products/services categories.	Classification supports supplier reporting, spend analysis and sourcing activity.
8	Upload requested relevant attachments and attest to the Supplier Code of Conduct.	Supporting evidence is available for Bank review.
9	Review all details and submit the registration request.	The portal now creates a registration request and allocates the supplier a status of Prospective.

Step	Supplier action	System / Bank outcome
10	Wait for the approval or clarification notification.	The supplier account has been set up. A supplier user account will now need to be created using MFA.

Account Activation, Login and MFA

Initial Supplier access is automatically authenticated through the Portal Identity Cloud Service (IDCS). Following registration, suppliers must complete the password reset process, set up MFA using Oracle Mobile Authenticator. During the process IDCS runs a synchronisation routine, once MFA has been set up, the user must allow a minimum of an hour for this to run before first logging in. The Identity Cloud Service (IDCS) and Multi-Factor Authentication (MFA) are mandatory security controls for all external supplier users.

Step	Supplier action	System / Bank outcome
1	Receive the welcome email after completing the initial registration process.	The email contains instructions on how to activate the supplier user account.
2	Use the link in the email to request a password reset.	A password reset email is issued.
3	Open the reset email and create a secure password.	Password is created and confirmed.
4	Use the LOGIN link in the email to enter the new username and password.	First login prompts MFA setup.
5	Download the approved authenticator application (Oracle Authenticator) and scan the displayed QR code with your smart phone.	The supplier account is linked to MFA.
6	Enter the six-digit verification code generated by the authenticator application.	MFA setup is completed.
7	**Wait for at least 1 hour**	**If the user attempts to log in before IDCS synchronisation has completed, access will be denied and the synchronisation process will restart. The user should wait for one hour and then try again**
8	After 1 hour the new user access will have been synchronised.	Users can now access the account using MFA.

Note: MFA security - Suppliers must not share usernames, passwords or MFA codes. If an account is compromised, the supplier should contact the Bank immediately and request an access review or account deactivation.

7. Supplier Status: Prospective to Spend Authorised

When a supplier registers and is approved as a Prospective Supplier, the ability to access tenders as a bidder (User role assigned is; BOE Supplier Bidder) is automatically assigned. Additional supplier portal roles are assigned only after the supplier is promoted to Spend Authorised and the relevant access requirements have been confirmed.

Prospective Supplier

Once the supplier completes all mandatory registration fields and accepts the Supplier Code of Conduct, Oracle automatically creates the supplier as a ‘Prospective Supplier’. At this stage suppliers can view sourcing opportunities and participate in tenders but cannot receive purchase orders, invoices or payments. The Supplier Bidder role is automatically assigned to the primary supplier contract to enable participation in sourcing and tendering activities.

Prospective suppliers can	Prospective suppliers cannot
Log in to the Supplier Portal	Receive purchase orders
Update company profile information	Add banking details or submit or receive payments
Upload compliance documents and attachments	Be used for operational purchasing as a fully approved supplier
Participate in sourcing events, RFQs, RFIs and all open or invited tender events	Bypass due diligence, financial validation or approval workflows

Spend Authorised Supplier

Following the award of a contract or the setting up of a trading relationship, Procurement Operations and Finance will promote a supplier to a status of ‘Spend Authorised’. This process includes validation of additional supplier details, including:

- Additional due diligence and compliance checks
- Bank account validation (completed by the Bank's Finance Team)
- Additional questionnaires and supporting evidence
- Internally upgrade the supplier profile and site configuration
- Add additional access and purchasing permissions

Once the above is completed, the supplier is automatically allocated the status of ‘Spend Authorised’, this enables access to full operational procurement activities.

Promotion process

Step	Supplier action	System / Bank outcome
1	Supplier is selected following a sourcing event or onboarding decision.	The Bank initiates the process to promote the supplier to Spend Authorised.
2	Suppliers receive a notification to complete additional profile sections and questionnaires.	Additional due diligence information is requested.

Step	Supplier action	System / Bank outcome
3	Suppliers update their profile, add any requested attachments, completes questionnaire and submits the profile for review.	Profile update is routed for Bank approval.
4	Bank reviews supplier information and compliance documents.	The Bank approves or requests additional clarification.
5	Once approved the Bank will allocate additional access permissions	Supplier will now be able to add banking and payment information and submit for approval
5	Finance validates bank account details and payment information.	Payment controls are confirmed.
6	Supplier status is confirmed as Spend Authorised.	Suppliers can now receive purchase orders and participate fully in procurement and contract activities.

Supplier Qualification Questionnaires

Oracle Fusion User Guides:

Responding to a Questionnaire.pdf

Supplier Qualification Questionnaires are used to validate supplier information and ensure compliance with the Bank's supplier governance requirements. Qualification questionnaires may include supplier segmentation, business classification, policy acceptance, financial information and compliance requirements. Portal workflows may automatically trigger questionnaires at additional times such as during annual requalification or supplier lifecycle management activities.

8. Supplier Profile Management

Oracle Fusion User Guides:

Updating Contact Details.pdf
Updating Address Details.pdf

Once promoted to Spend Authorised, suppliers **MUST** ensure that their bank account details added through the Supplier Portal are correct and kept up to date. This is a critical payment-readiness step. Bank details are routed for Finance approval and must be approved before the supplier can be paid. Promotion to Spend Authorised alone does not complete payment readiness. Bank account details must also be validated and linked to the correct supplier site before supplier payments can be processed. Incorrect or incomplete bank details may result in onboarding delays, invoice rejection or payment delays.

Suppliers are responsible for keeping their supplier profile accurate and current. Changes to key data are normally submitted for review and approval before becoming active in the supplier profile.

Profile area	Supplier responsibility	Approval / control point
Company details	Maintain legal name, website, tax organisation type and supplier classification.	Material changes may require Bank review.
Contacts	Maintain correct contacts for tendering, purchase orders, finance and contract management.	Outdated contacts can cause missed notifications and PO delays.
Addresses	Maintain registered and trading addresses. Use correct address purpose such as RFQ/Bidding, purchasing or payment where applicable.	Address changes may impact supplier sites and business units.
Products and services	Select categories that accurately describe the goods, services or works provided.	Supports sourcing, reporting and supplier search.
Bank accounts	Keep bank account details accurate and upload evidence where required.	Bank details require additional validation and approval by Finance.
Attachments	Upload valid evidence such as insurance, tax documents, policies, certificates or other compliance documents.	Expired or missing documents may delay approvals or payments.

Amending Details: Supplier changes such as bank details, contact details, address details and product details will trigger an automated approval workflow. Changes will not become effective until approved by Bank procurement ops Team and or Finance

9. Bank Account Setup and Payment Readiness

Oracle Fusion User Guides for this section:

Entering Bank Account Details.pdf

Once the supplier is promoted to Spend Authorised and the relevant supplier sites have been created, the supplier **MUST** provide accurate bank account details through the Supplier Portal. This is a critical step because the Bank cannot complete payment setup until the bank account details have been submitted, reviewed and approved.

Supplier site details are not accessible to the supplier from the Supplier Portal. As part of the approval process, Finance Operations or the relevant internal team adds the approved bank account to the correct supplier site. Suppliers must therefore ensure that bank details are complete and accurate, and that any requested evidence is uploaded promptly.

Bank account activity	Supplier responsibility	Bank / Finance control
Add bank account details	Add bank account details in the Supplier Portal and submit for review	Finance validates bank details and links the approved account to the correct supplier site

Bank account amendment	Submit updated details and supporting evidence where required	Change request routes to Finance for approval before becoming active.
Payment readiness	Ensure bank details, contacts and remittance email are correct	Payments may be delayed until bank validation and supplier site setup are complete

10. Tenders and Sourcing Events

Oracle Fusion User Guides for this section:

Responding to a Tender by Spreadsheet.pdf
Responding to a Tender.pdf
Viewing All Invited Tender.pdf
Viewing All Open Tenders.pdf
Acknowledging Participation in a Tender.pdf
Managing Deliverables.pdf

The Supplier Portal allows suppliers to view active tenders, access sourcing documents, communicate with the buyer running the tender and submit responses. This section should be used as information only as the relevant procurement instructions will be issued within each sourcing event.

Step	Supplier action	System / Bank outcome
1	Go to Tasks > Tenders > View Active Tenders.	The active tenders search page opens.
2	Search using criteria such as invitation received, tender number, title or status.	Matching tenders are displayed.
3	Open the tender and review the overview, requirements, lines, attachments and deadlines.	Supplier understands the procurement requirements and response structure.
4	Download PDF documents or spreadsheet response files where available.	Supplier can prepare the response offline if permitted.
5	Select Create Response and complete header information, requirements, lines, pricing and attachments.	Draft response is created in the portal.
6	Use Messages to ask clarification questions where enabled.	Correspondence history is retained in Oracle.
7	Validate the response to identify missing fields or errors.	System highlights issues before submission.
8	Submit the response before the closing deadline.	Response is recorded and can be managed through Manage Responses.
9	Where allowed, revise the response before the tender closes.	Suppliers can update and resubmit within permitted rules.

Note: Procurement control - Suppliers should not rely on email submission unless the sourcing event instructions explicitly allow it. All submission should be via the

Portal as this provides a controlled audit trail and helps protect the integrity of the supplier and the procurement process.

11. Purchase Orders and Order Management

Oracle Fusion User Guides for this section:

Reviewing PO Status.pdf
Reviewing Purchasing Documents.pdf

Spend Authorised suppliers can use the Supplier Portal to view and manage purchase orders issued by the Bank. Purchase orders provide formal instructions to supply goods or services and should be checked carefully before delivery or invoicing.

Step	Supplier action	System / Bank outcome
1	Go to Orders from the Supplier Portal homepage or Tasks panel.	The Orders page lists purchase orders in a searchable table.
2	Search or filter by PO number, status, buyer, amount or order date.	Matching purchase orders are displayed.
3	Click the PO number to open the order details.	Line items, quantities, prices, delivery dates, attachments and buyer details are shown.
4	Review the order for accuracy before acting.	Supplier confirms the order matches the agreed requirement.
5	Use Request Change if a change is required.	An order change request is sent to the buyer.
6	Retain PO details for delivery and invoicing.	Suppliers can match deliveries and invoices to the correct PO.

Note: Good practice - Suppliers should not deliver goods or services without a valid purchase order unless an authorised exception has been confirmed by the Bank. Invoices should match the relevant PO to avoid delays.

12. Advance Shipment Notices, Receipts and Returns

Where shipment functionality is used, suppliers can create an Advance Shipment Notice (ASN) to inform the Bank of goods being shipped.

Step	Supplier action	System / Bank outcome
1	Open the relevant purchase order.	The PO detail page is displayed.
2	Select Create ASN.	The shipment form opens.
3	Enter shipment number, carrier, tracking number, shipped quantities and expected delivery details.	Shipment information is captured against the PO.
4	Review and submit the ASN.	Confirmation banner is displayed when the ASN is successfully created.
5	Monitor View Receipts and View Returns where relevant.	Suppliers can see receipt or return activity recorded by the Bank.

Note: When to use an ASN – An ASN is most useful for goods orders where shipment tracking and receipt matching are required. The availability of ASN functionality depends on the Bank process and supplier role configuration, so may not always be available for all suppliers.

13. Invoices and Payments

The Supplier Portal allows suppliers to track invoices and view payment information.

Viewing invoices and tracking payments

Step	Supplier action	System / Bank outcome
1	Go to Tasks > Invoices and Payments > View Invoices.	Invoice search page opens.
2	Search by invoice number, PO number, status or date.	Invoice search results show status and details.
3	Open the invoice to view header, lines and payment information.	Suppliers can check invoice lifecycle status.
4	Go to View Payments and search payment records.	Payment history and remittance information are displayed where available.
5	Open the payment number for expanded details.	Paid invoices, history, conversion and related details can be reviewed.

Note: Payment delays - Common reasons for invoice payment delays include no PO, incorrect PO number, mismatched amount, missing attachment, unreceipted goods or services, incorrect supplier site, or bank details awaiting approval.

14. Contracts and Deliverables

Oracle Fusion User Guides for this section:

Viewing Current Contracts.pdf
Managing Deliverables.pdf
Previewing Contract Details.pdf

Where contract management is enabled, suppliers may view contracts and manage deliverables in the Supplier Portal. Deliverables support contract governance and provide an auditable record of obligations, milestones and evidence.

Step	Supplier action	System / Bank outcome
1	Go to Tasks > Contracts and Deliverables > Manage Contracts.	Contract search page opens.
2	Search by contract number, title or other criteria.	Matching contracts are displayed.
3	Open the contract to review contract details and associated documents where available.	Suppliers can view relevant contract information.

Step	Supplier action	System / Bank outcome
4	Go to Tasks > Contracts and Deliverables > Manage Deliverables.	Deliverables search page opens.
5	Search by deliverable name or contract number.	Matching deliverables are displayed.
6	Open the deliverable, review details, upload evidence and update status where permitted.	Deliverable status and history are updated.
7	Save and close once the deliverable has been submitted.	Deliverable moves to the next review or approval stage.

- Progress reports
- Service mobilisation milestones
- Compliance certificates
- KPI reports
- Insurance renewals
- Information security evidence
- Sustainability or social value evidence

15. Supplier Portal User Roles and Access

The BOE Supplier Bidder role is automatically assigned at Prospective Supplier stage. Additional roles such as **Accounts Receivable, Customer Service, Sales Representative** and **Self-Service Administrator** roles are assigned after Spend Authorised approval.

Supplier Portal access is role-based. The tasks a supplier can see and complete depend on the user roles assigned to their account.

Role	Typical purpose	Typical portal access
Supplier Bidder	Responds to RFQs, and RFIs,	View Active Tenders, Create Response, Manage Responses, Messages.
Supplier Self Service Administrator	Maintains supplier profile and may manage supplier users.	Company Profile, Contacts, Addresses, Attachments, Products and Services, user requests where enabled.
Supplier Self Service Clerk	Supports routine supplier profile maintenance.	Company Profile updates and attachments where permitted.
Supplier Accounts Receivable Specialist	Manages invoice and payment activity for the supplier.	Create/View Invoices, View Payments and remittance information.
Supplier Customer Service Representative	Supports orders, shipments and communication about order fulfilment.	Manage Orders, Acknowledge Orders, Request Changes, Create ASN, View Receipts/Returns.
Supplier Sales Representative	Supports agreements, deliverables and contract-related commercial activity.	Manage Agreements, Contracts, Deliverables and related tasks where enabled.

Note: Segregation of duties - Supplier access should be proportionate to the user's role. It is the Suppliers responsibility to request the Bank to remove or update access when staff leave, change role or no longer require portal access.

16. Notifications, Messages and Support

Oracle Fusion User Guides for this section:

Viewing All Messages.pdf

The Supplier Portal notifications support controlled communication between suppliers and the Bank. Suppliers should monitor both portal notifications and registered email inboxes.

- Registration and approval notifications
- Password reset and MFA notifications
- Tender invitations and tender amendments
- Clarification messages and buyer communications
- Questionnaire and qualification requests
- Purchase order notifications and changes
- Invoice and payment status updates
- Deliverable reminders and overdue alerts

Note: Shared inbox recommendation – Suppliers should always provide a monitored shared mailbox for purchase orders, remittance advice and procurement notifications. This reduces the risk of missed communication caused by staff absence or turnover.

17. Data Quality, Due Diligence and Governance

Supplier data quality is critical for procurement governance, financial control, reporting, fraud prevention and supplier relationship management. The supplier record should be treated as a controlled master data record.

Control area	Why it matters	Recommended control
Duplicate prevention	Duplicate suppliers increase reporting, payment and fraud risk.	Use VAT, DUNS, supplier name and address checks before approval.
Legal entity accuracy	Incorrect legal names can invalidate contracts or payment records.	The Bank will use Companies House, HMRC or equivalent to check registered names.
Bank validation	Payment fraud risk is highest when bank details are created or amended.	The Bank will apply independent bank verification and approval workflows.
Contact quality	Outdated contacts cause missed orders, tenders and approvals.	Suppliers should always use named contacts **and** a shared, monitored email inboxes.
Document expiry	Expired insurance or compliance documents increase operational risk.	The Bank will regularly review expiry dates and trigger renewal requests where possible, but it is the suppliers

Control area	Why it matters	Recommended control
		responsibility to ensure documents are accurate and up to date.
Audit trail	Public sector procurement requires a clear record of decisions and approvals.	Portal systemised workflows, attachments and portal messages must be used rather than uncontrolled emails where possible.

18. Common Issues and Troubleshooting

Issue	Likely cause	Suggested action
Supplier cannot find registration email	Email address added to portal incorrect or caught in suppliers spam filter.	Check spam/junk, confirm registered email, select resend invitation if required.
Verification code does not work	Code expired or copied incorrectly.	Request a new code and enter it before expiry.
Duplicate registration blocked	VAT, DUNS or supplier name already exists.	Contact the Procurement Operations to confirm whether an existing supplier record should be used.
Password reset email not received	Email filtering, wrong username or identity sync delay.	Check junk folder, allow additional time for synchronisation
MFA setup fails	QR code expired, authenticator app issue or device problem.	Restart setup, confirm time settings on device and contact system support.
Supplier cannot see tenders	Supplier not invited, wrong search criteria, role missing or tender not published to supplier.	Search with invitation received set appropriately; contact buyer if still not visible.
Cannot submit response	Mandatory requirements missing, validation errors or tender closed.	Run Validate, correct errors and confirm closing deadline.
Cannot see purchase orders	Supplier not Spend Authorised, role missing, no PO issued or wrong supplier site.	Confirm supplier status, role and PO issue with buyer.
Invoice rejected or delayed	PO mismatch, missing receipt, incorrect supplier site, duplicate invoice or missing attachment.	Review invoice details and contact the Bank using the agreed support route.
Profile changes not visible	Change request awaiting approval.	Check submitted status and await Bank approval or respond to clarification request.

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19. Expanded Supplier Portal Capability Explanation

The Supplier Portal landing page is the supplier workspace for Oracle Fusion supplier activities. It provides access to task areas such as Orders, Agreements, Shipments, Contracts and Deliverables, Invoices and Payments, Tenders, Qualifications and Company Profile. The exact tasks visible to a supplier depend on role assignment, supplier status and Bank configuration.

Portal area	Typical capability	Prospective Supplier	Spend Authorised Supplier
Tenders	View active tenders, create and manage responses, send messages and complete sourcing questionnaires	Available through BOE Supplier Bidder role	Available where the supplier remains active for sourcing
Qualifications	Complete questionnaires and view qualification status	Available where requested for registration or sourcing	Available for due diligence and ongoing assurance
Company Profile	Maintain supplier profile, contacts, addresses, products/services and attachments	Limited profile maintenance	Wider profile maintenance subject to approval workflow
Orders	View purchase orders, acknowledge orders and request changes where enabled	Not normally available	Available where order management role is assigned
Shipments	Create ASN, view receipts and returns	Not normally available	Available where goods/shipment functionality and role assignment permit
Invoices and Payments	View invoices, payments and remittance information; invoice creation may be internal-only depending on Bank configuration	Not normally available	Available where finance role is assigned and configuration permits
Contracts and Deliverables	View contracts and update deliverables where enabled	Not normally available	Available where contract roles and contract records exist

20. Glossary

Term	Meaning
ASN	Advance Shipment Notice. A supplier notice providing shipment details before delivery.
DUNS	Dun & Bradstreet unique business identifier used to support supplier identification.
IDCS	Oracle Identity Cloud Service or Oracle identity service used to authenticate external users.

Term	Meaning
MFA / 2FA	Multi-Factor Authentication / Two-Factor Authentication used to verify user identity.
Prospective Supplier	Supplier registered for limited portal activities but not yet fully approved for purchasing or payment.
Spend Authorised	Supplier approved for operational procurement activity, purchase orders and payment subject to controls.
Supplier Site	Oracle record linked to supplier address and business unit usage, such as purchasing or payment.
SRO	Supplier Relationship Owner responsible for business oversight of the supplier relationship.
RFQ / RFI	Request for Quotation / Request for Information used in sourcing activity.
Qualification	Questionnaire-based supplier assurance record used for onboarding, due diligence or contract management.

21. Document Revisions and Version Control

Revision Date	Version Number	By	Revision Details
05/06/26	V1.1	Procurement Ops	Initial Draft

22. Oracle Fusion User Guides

User Guide Title	Subject(s) covered	User Guide Title	Subject(s) covered
Acknowledging Participation in a Tender.pdf	How to provide responses to a tender invite, accept or decline. How to search for Open Tenders and acknowledge Participation.	Entering Bank Account Details.pdf	How a supplier enters their bank details once checks have been carried out, and supplier has been promoted to 'Spend Authorised'.
Managing Deliverables.pdf	How a supplier can view and respond to a deliverable (attaching required documentation to support a tender".	Updating Address Details.pdf	Supplier Portal Tasks Manage Profile edit select address tab edit address Add new address save review changes submit
Previewing Contract Details.pdf	This guide looks at how a supplier can view any draft contracts.	Updating Contact Details.pdf	Supplier Portal Tasks Manage Profile edit select contacts tab edit existing contact details Add new contact details User account section, select request a user account save review changes submit
Responding to a Tender by Spreadsheet.pdf	Submitting a supplier response to a Tender via spreadsheet.	Viewing Current Contracts.pdf	Supplier portal Contracts and deliverables Manage Contracts Select status Active/under amendment search select contract, select preview in PDF select contract documents
Responding to a Tender.pdf	Submitting a supplier response to a Tender directly in to Oracle.	Viewing All Invited Tender.DOCX	supplier portal Tenders View active tenders set invitation received to yes set response submitted to No search
Responding to a Questionnaire.pdf	How to respond to a questionnaire it covers responding and attaching documents and providing supplementary information.	Viewing All Open Tenders.DOCX	Supplier Portal Tenders View active tenders set invitation received to No set response submitted to No Search
Responding to Tender Messages.pdf	How to respond to messages received via a Tender.	Viewing All Messages.pdf	Supplier Portal Worklist Assignment - Any - All Search
Reviewing PO Status.pdf	Supplier portal tasks manage orders search view details order lifecycle view PO lines	Reviewing Purchasing Documents.pdf	Supplier portal tasks manage orders search view PFD actions, view document history view revision history