

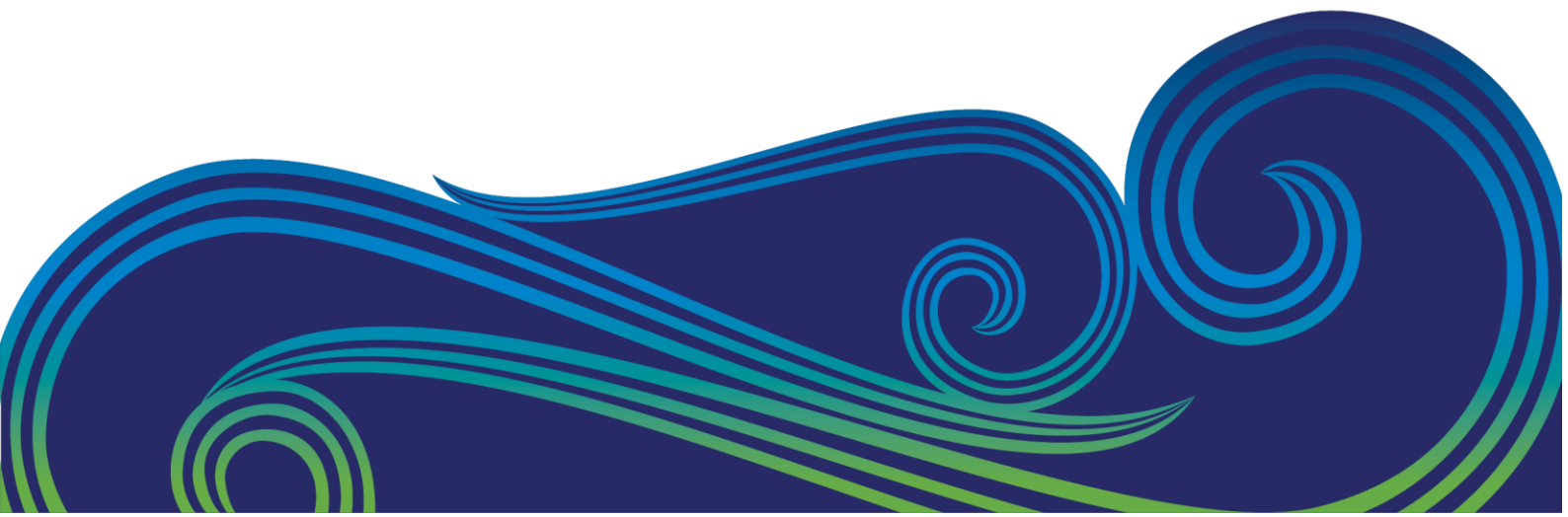


**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Navigating the Supplier/Partner Portal

User Guide for Registered Suppliers/Partners

December 2025



Contents

Glossary	3
About this guide	4
Overview 4	
Icons used in this guide	4
1. How to access the supplier/partner portal after you have registered	5
2. Your tasks menu.....	7
3. Roles and descriptions required for users and task	8
4. How to manage your supplier/partner profile.....	9
a) How to edit your company details	10
b) How to edit your company addresses	10
c) How to view/add/remove contacts	11
d) How to update the payments tab	17
e) How to update the products and services tab	20
f) How to submit changes for approval	22
5. How to view contract details	24
6. How to access a purchase order number.....	26
7. How to respond to Contract Reporting (Questionnaire)	28
a) How to view questionnaires.....	28
b) How to respond to a questionnaire.....	29
8. How to view invoices.....	31
9. How to view payments	33
10. How to view active negotiations.....	34
a) How to view an active Closed tender	35
b) How to view an active Open tender	35
11. How to manage responses to negotiations.	36
a) How to revise draft responses before the tender close date.....	37
b) How to review responses	38

Glossary

Weka Term	Description
Contract	A legally binding agreement between the Ministry and a supplier/partner, specifying the terms and conditions for the provision of goods or services.
Closed Tender	A competitive procurement process limited to a pre-selected group of known suppliers/partners from a government or internal panel.
Negotiation	In the system, it refers to the RFX/sourcing process.
Open Tender	An advertisement inviting all suppliers/partners to participate in the tender process. All open tenders will be advertised on GETS (Government Electronic Tenders Service) where suppliers will be directed to submit their responses in the system.
Purchase Order (PO)	A formal document issued by the buyer to the supplier/partner, confirming the buyer's intention to purchase specific goods or services.
Questionnaire/ Reporting	Reports for eligible contracts, known as questionnaires in the portal, can be submitted by completing the required fields and uploading supporting documents directly in the portal.
Tender Opportunity	Also known as a 'contract opportunity, is an opportunity for suppliers/partners to submit their bids or proposals in response to a specific request or invitation from a buyer.
Supplier/Partner portal	The module or platform that suppliers/partners use to manage their procure-to-pay interactions with the Ministry, including accessing tender opportunities, submitting responses, managing contracts, as well as viewing purchase orders, receipts, invoices, and payments. In the system this appears only as Supplier Portal.

About this guide

Overview

Welcome to the Ministry of Social Development's (the Ministry) user guide for navigating the Supplier/Partner portal. This guide will help you effectively use the portal to access various features and perform important tasks.

The Ministry's Supplier/Partner portal offers the following functionalities:

- Viewing contracts and agreements you have with the Ministry.
- Accessing and reviewing purchase orders issued to you.
- Checking the status of invoices you have submitted for payment.
- Viewing and accessing tenders that the Ministry has in the market.

If you encounter any difficulties or have any questions, please do not hesitate to contact NAC_Suppliers@msd.govt.nz

Icons used in this guide

The user guide may use the following icons:



Further information

References to additional sources of information for further details.



Tip

Provides a helpful piece of information or suggestion.



Important point

Highlights important information or areas that require caution.

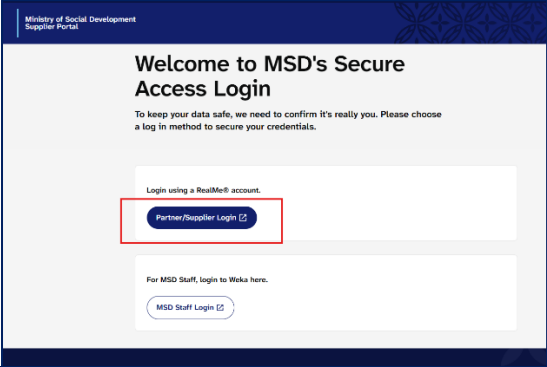
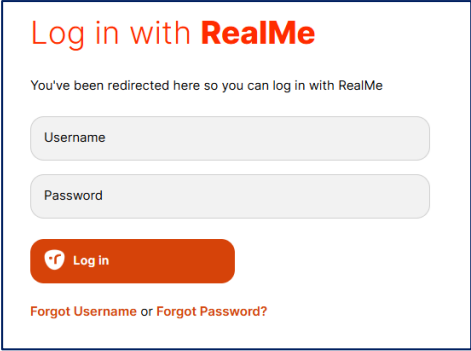



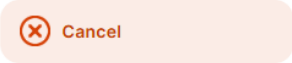


Section Completed

Indicates section is complete

1. How to access the supplier/partner portal after you have registered

If you are yet to register as a supplier/partner and create a portal account, please first view the 'How to Register as a Supplier' user guide.

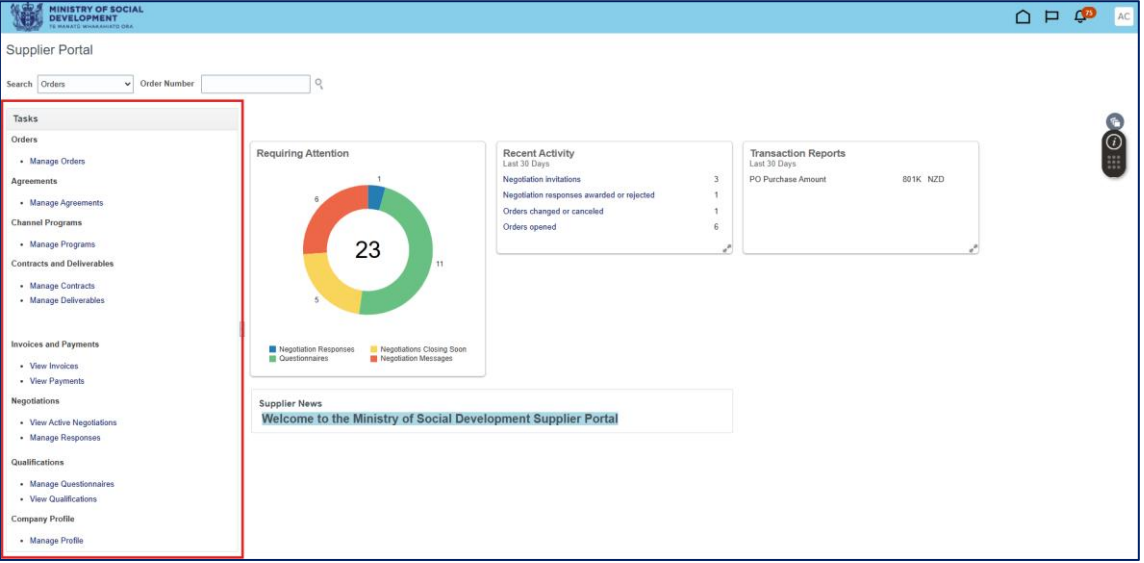

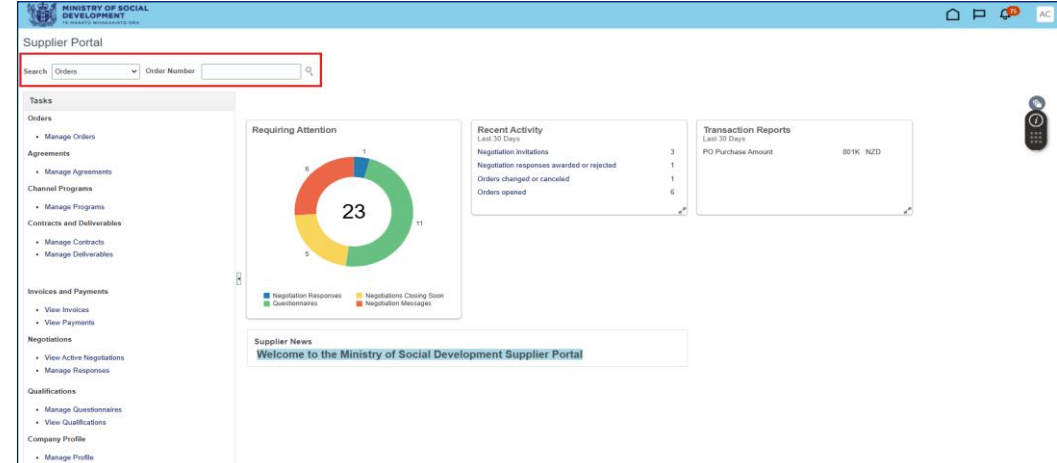
Step	Action
1.	<p>Visit the link for the supplier/partner portal and click Partner/Supplier Login.</p> 
2.	 <p>Enter your RealMe username and password, Then, click the Log in button. Note: If you do not have a RealMe account, please visit the Help – RealMe for step-by-step guidance on setting up your login.</p> <p>For help registering as a supplier or partner in MSD’s supplier/partner portal, please refer to our instructional videos and user guides available here: https://www.msd.govt.nz/what-we-can-do/providers/social-sector-partner-changes/resource-guide.html</p>

3.	<p>Security Check</p> <p>Enter the 6 digit RealMe Code from your authenticator app</p> <p>Confirmation Code</p> <p> Confirm Code</p> <p> Cancel</p>	<p>Enter multi-factor authentication code from the RealMe code generator or text message, then click 'Confirm Code'.</p> <p>Note: If you need support with this task, please visit the Help - RealMe for guidance.</p>
4.	<p>After logging in, click on the 'Supplier Portal' tile.</p> <p></p> <p>Supplier Portal</p> <p>You will then have access to the portal home page and task bar.</p>	
5.		<p>You have now successfully accessed the supplier portal.</p>

2. Your tasks menu

The tasks menu gives users the ability to access tasks that may be required from time to time.

System steps

Step	Action
1.	Log into the application and click the Supplier Portal tile. Refer to section 1 for log in steps.
2.	<p>The available actions are under the Tasks menu.</p> 
	<p>Alternatively, the Search drop down box can be used to find the subject you are interested in. Select what area you would like to search then click the Search.</p> 

3. Roles and descriptions required for users and task

System steps

Follow these steps to update the Contacts tab.



There are five roles available that can be added or removed from each contact. The first four roles shown in the table below are added by default.

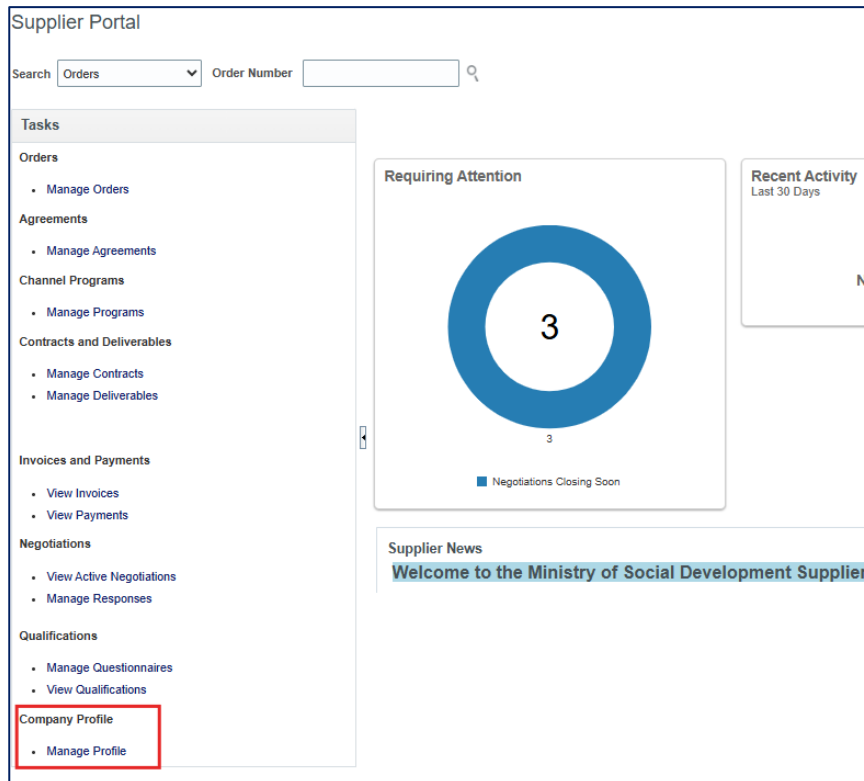
Role	Description
Supplier Accounts Receivable Specialist	Manages invoices and payments for the supplier/partner. Primary tasks include submitting invoices as well as tracking invoice and payment status.
Supplier Bidder	Sales representative responsible for responding to requests for proposal, quote, information, and auctions.
Supplier Sales Representative	Manages agreements and deliverables for the supplier company. Primary tasks include acknowledging or requesting changes to agreements in addition to adding catalogue line items with customer-specific pricing and terms. Updates contract deliverables that are assigned to the supplier party and updates progress on contract deliverables for which the supplier is responsible.
Supplier Self Service Administrator	Manages the profile information for the supplier company. Primary tasks include updating supplier profile information and requesting user accounts to grant employees access to the supplier application.
Supplier Customer Service Representative	Manages inbound purchase orders and communicates shipment activities. Primary tasks include tracking, acknowledging, or requesting changes to new orders. Communicates order schedules are ready to be shipped by submitting advance shipment notices and monitors the receipt activities performed by the organisation.
MSD Self-Service Procurement View Invoice	This role allows contacts to view supplier invoices from the portal

4. How to manage your supplier/partner profile

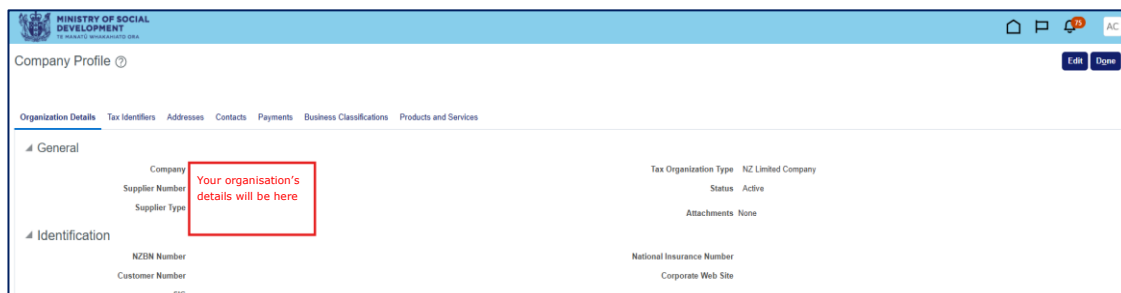
Overview

In this section, you will learn how to manage your organisation's details by editing information, adding new contacts, addresses, bank accounts, and additional administrators. The supplier self-service administrator and supplier accounts receivable roles are required to complete the steps, outlined below.

1. Navigate to the **Manage Profile** option in the Task menu.

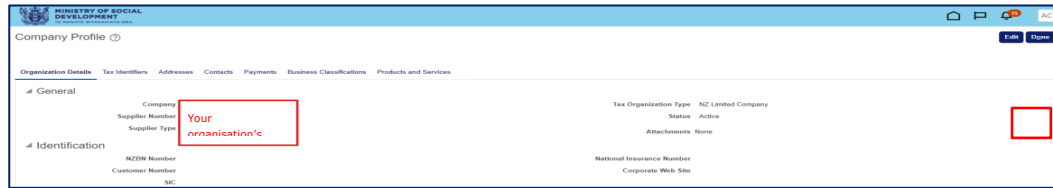



2. The company profile landing page will open. Here you can view all your details entered at the time of supplier/partner portal registration. Navigate by selecting the tabs available: Organisation Details, Tax Identifiers, Addresses, Contacts, Payments, Business Classifications and Products and Services.



a) How to edit your company details

3.



Click the  button at the top of the screen to initiate changes in any of the company profile tabs.

4.

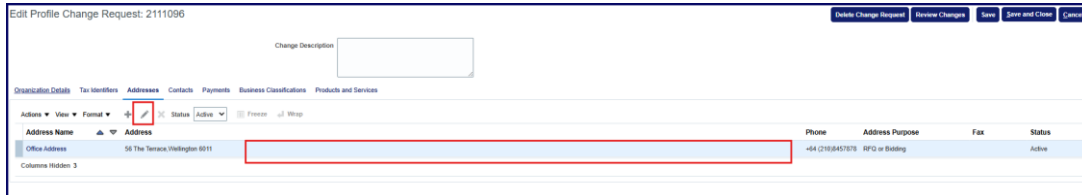
Fields in each tab can now be edited as needed.

Note: Changes can be saved at any point, but all changes need to be reviewed and submitted before they can be approved by MSDs National Accounting Centre (NAC). This step is shown in [step f](#) of the 'how to manage your supplier profile' section of this user guide.

b) How to edit your company addresses

5.

Select the company address by clicking on the blank space after your company address. You will notice the line is blue.



6. Select the pencil icon to edit the address.

Note: Only the address lines and contact details should be updated. All other fields must remain unchanged.

7. Select the **Create** icon to add additional addresses.

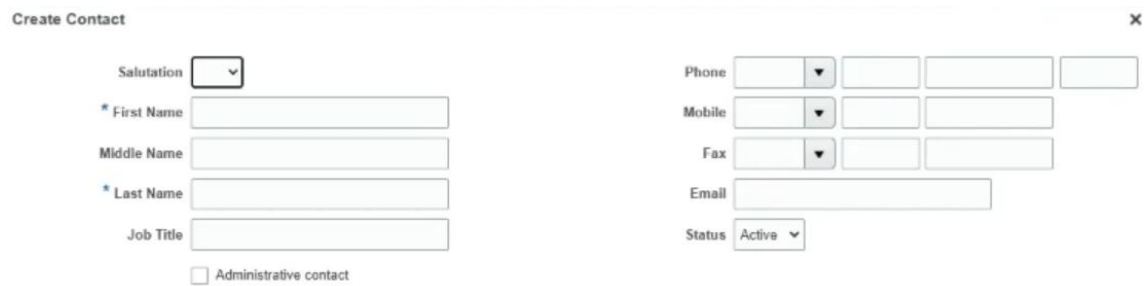
c) How to view/add/remove contacts

8. Select the **contacts** tab at the top to view, add or remove contacts in your portal account.

9. To add a new contact, click the plus '+' **Create** icon.

10. In the '**Contact Details**' section, complete the required fields marked with an asterisk (*), such as **First Name**, **Last Name**, and **Email**.

Ensure the **administrative contact** tick box is selected. You will also need to complete the email field.



Create Contact

Salutation

* First Name

Middle Name

* Last Name

Job Title

Administrative contact

Phone

Mobile

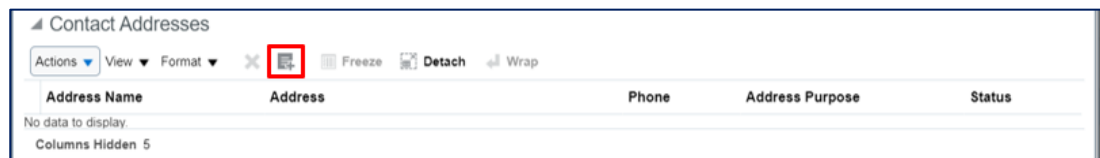
Fax

Email

Status

11. In the '**Contact Address**' section, associate an address with the contact by:

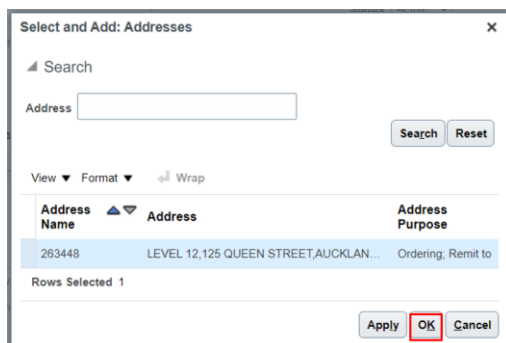
- Clicking the plus **Select and Add** icon. A **Select and Add: Addresses** pop-up box will appear.
- Select the **Address** from the list and click **OK**.



Contact Addresses

Actions View Format X Freeze Detach Wrap

Address Name	Address	Phone	Address Purpose	Status
No data to display.				
Columns Hidden 5				



Select and Add: Addresses

Search

Address

Search Reset

View Format Wrap

Address Name	Address	Address Purpose
263448	LEVEL 12,125 QUEEN STREET,AUCKLAN...	Ordering; Remit to

Rows Selected 1

Apply OK Cancel

12. In the '**User Account**' section, on the '**Roles**' tab, tick the '**Request user account**' box if you want this contact to have access to the portal. The contact will then receive an email with instructions on how they can create their own Supplier/Partner portal account.



User Account

Request user account

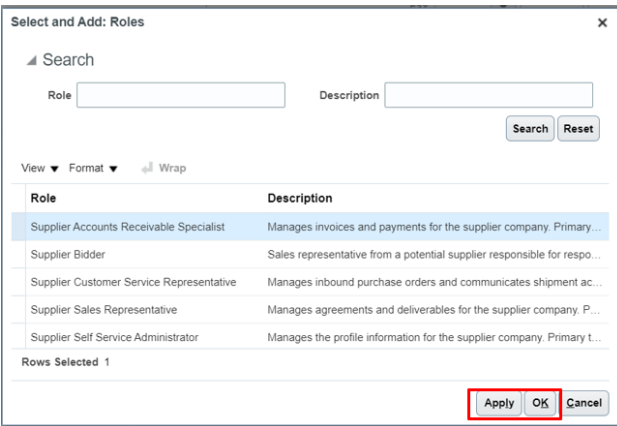
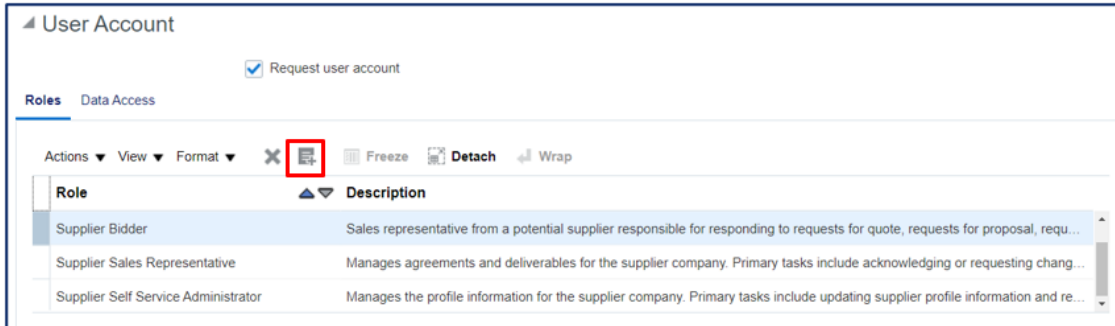
Roles Data Access

Actions View Format X Freeze Detach Wrap

Role	Description
Supplier Bidder	Sales representative from a potential supplier responsible for responding to requests for quote, requests for proposal, requ...
Supplier Sales Representative	Manages agreements and deliverables for the supplier company. Primary tasks include acknowledging or requesting chang...
Supplier Self Service Administrator	Manages the profile information for the supplier company. Primary tasks include updating supplier profile information and re...

13.

To **add** specific roles, click the plus '+' icon, **Select and Add: Roles** icon. Select the role you wish to add, click **Apply**, and then **OK**.



14.

To **delete** a specific role, click the role, and then click the **cross** icon.



15.

You can set a supplier/partner contact to have access to either the whole supplier record or just specific sites.

To give a contact access to particular site(s), click the **'Data Access'** tab. Tick the box **'Selected supplier sites'** under the **Restricted Access** field, and click the **plus '+'** icon to select the Supplier Site(s) you want to give the contact access to. Once you have made the necessary updates, click **OK**.

User Account

Account Status: Active

User Name: Michael McClintock

Roles: **Data Access**

Restrict Access To: Supplier **Selected supplier sites**

Actions: View, Format, **+**, Freeze, Detach, Wrap

* Supplier	* Supplier Site	Procurement BU	Site Address
ACCENTURE N...	263448	MSD Departmental	LEVEL 12,125 QUEEN STREET,AUCKLAND CENTRAL,AUCKLAND .

Columns Hidden 1

OK Cancel

16.

To edit an existing contact, highlight the contact you want to edit, then click the pencil **Edit** icon.

Edit Profile Change Request: 980009

Change Description: [Text Area]

Organization Details | Tax Identifiers | Addresses | **Contacts** | Payments | Business Classifications | Products and Services

Actions: View, Format, **+**, **✎**, Status: Active, Freeze, Detach, Wrap

Name	Job Title	Email	Phone	Administrative Contact	User Account	Sta
McClintock, Michael		michael.mcclintock@accenture.com	+64 (214)645 x2		✓	Acti
Mercado, Hayds		haydee.c.mercado@accenture.com			✓	Acti
Supplier, Test		tagatap4@gmail.com			✓	Acti
Tim, Sally		perise.tagataese@accenture.com			✓	Acti

Columns Hidden 7

17. In the '**Contact**' section, update the required fields marked with an asterisk (*), such as **First Name**, **Last Name**, and **Email**.

If this contact is an **administrative contact**, tick the box. An email is required for all administrative contacts.

18. In the '**Contact Address**' section, you can update the address associated with the contact by either adding or deleting an address.

Address Name	Address	Phone	Address Purpose	Status
263448	LEVEL 12, 125 QUEEN STREET, AUCKLAND CENTRAL, A...		Ordering, Remit to	Active

19. In the '**User Account**' section on the '**Roles**' tab, you can update the roles associated with the contact by either adding or deleting a role.

Role	Description
Supplier Accounts Receivable Specialist	Manages invoices and payments for the supplier company. Primary tasks include submitting invoices as well as tracking inv...
Supplier Bidder	Sales representative from a potential supplier responsible for responding to requests for quote, requests for proposal, requ...
Supplier Sales Representative	Manages agreements and deliverables for the supplier company. Primary tasks include acknowledging or requesting chang...

20. In the '**User Account**' section on the '**Data Access**' tab, you can change the access the contact has to sites.
To give access to specific sites, follow the same process as described in **step 6** of this section.

21. Once you have made the necessary updates, click **OK**.

22. To deactivate a contact, highlight the contact you want to deactivate, then click the pencil **Edit** icon.

Edit Profile Change Request: 980009

Change Description

Organization Details Tax Identifiers Addresses **Contacts** Payments Business Classifications Products and Services

Actions View Format + [Edit] Status Active Freeze Detach Wrap

Name	Job Title	Email	Phone	Administrative Contact	User Account	Status
McClintock, Michael		michael.mcclintock@accenture.com	+64 (214)645 x2		✓	Active
Mercado, Hayds		haydee.c.mercado@accenture.com			✓	Active
Supplier, Test		tagatap4@gmail.com			✓	Active
Tim, Sally		perise.tagataese@accenture.com			✓	Active

Columns Hidden 7

23. In the '**Contact details**' section, click '**Inactive**' from the **status** dropdown box.

Edit Contact: Test Supplier

Salutation

* First Name Test

Middle Name

* Last Name Supplier

Job Title

Administrative contact

Phone

Mobile

Fax

Email tagatap4@gmail.com

Status Inactive

Inactive Date Active Inactive

24. Selecting '**Inactive**' from the status dropdown box will move the contact the '**Inactive Contacts**' section

Edit Profile Change Request: 980009

Change Description

Organization Details Tax Identifiers Addresses **Contacts** Payments Business Classifications Products and Services

Actions View Format + [Edit] **Status Inactive** Freeze Detach Wrap

Name	Job Title	Email	Phone	Administrative Contact	User Account	Status
Supplier, Test		tagatap4@gmail.com			✓	Inactive

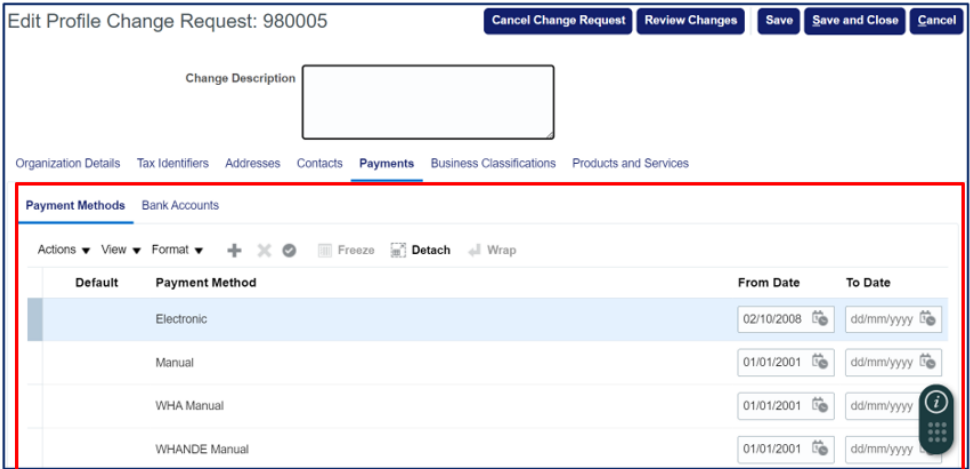
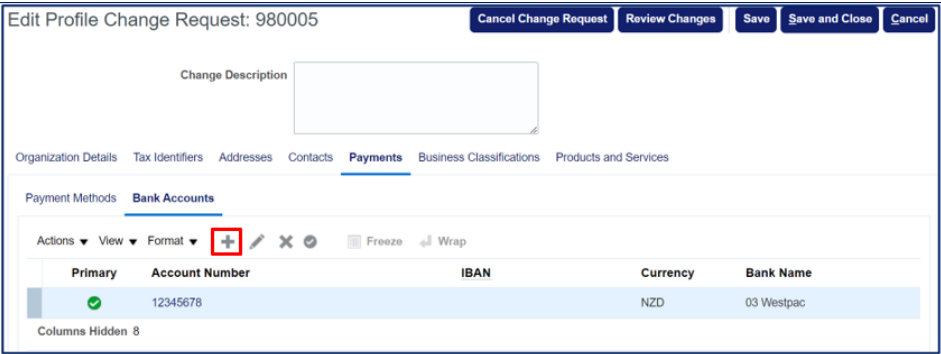
Columns Hidden 7



This completes the section.

d) How to update the payments tab

System steps

Step	Action
1.	Click on Edit located in the top right corner, then click the Payments tab.
2.	Review and update Payment Methods if necessary. 
3.	Click the next tab, Bank Accounts , to review and update bank account details.
4.	Click the plus '+' icon if a new bank account is to be added. 
5.	Enter your bank account details, then click OK to save.

6. To edit bank account details, highlight the bank account you want to edit and click the pencil **Edit** icon.

Edit Profile Change Request: 980005

Cancel Change Request Review Changes Save Save and Close Cancel

Change Description

Organization Details Tax Identifiers Addresses Contacts **Payments** Business Classifications Products and Services

Payment Methods **Bank Accounts**

Actions View Format + [Edit] [Delete] [Refresh] Freeze Wrap

Primary	Account Number	IBAN	Currency	Bank Name
<input checked="" type="checkbox"/>	12345678		NZD	03 Westpac

Columns Hidden 8

7. Modify the bank account details and click **OK** to save.

8. To select a bank account as the primary bank account, click the tick **Primary** icon.
- A green tick will appear next to the primary bank account.

Edit Profile Change Request: 980005

Cancel Change Request Review Changes Save Save and Close Cancel

Change Description

Organization Details Tax Identifiers Addresses Contacts **Payments** Business Classifications Products and Services

Payment Methods **Bank Accounts**

Actions View Format + [Edit] [Delete] [Refresh] Freeze Wrap

Primary	Account Number	IBAN	Currency	Bank Name
<input checked="" type="checkbox"/>	567891234		NZD	01 ANZ Bank New Zealand
<input type="checkbox"/>	12345678		NZD	03 Westpac

9. To delete a bank account, highlight the bank account you want to delete then select the **Cross** icon.

You cannot delete a primary bank account.

Edit Profile Change Request: 980005

Cancel Change Request Review Changes Save Save and Close Cancel

Change Description

Organization Details Tax Identifiers Addresses Contacts **Payments** Business Classifications Products and Services

Payment Methods **Bank Accounts**

Actions View Format + [Edit] [Delete] [Refresh] Freeze Wrap

Primary	Account Number	IBAN	Currency	Bank Name
<input checked="" type="checkbox"/>	567891234		NZD	01 ANZ Bank New Zealand
<input type="checkbox"/>	12345678		NZD	03 Westpac



Note: If you are adding or amending a bank account, you will need to attach a deposit slip or evidence of your bank account

10. To attach a deposit slip, go to the **Organisational Details** tab.

Edit Profile Change Request: 980005

Change Description

Organization Details Tax Identifiers Addresses Contacts Payments Business Classifications Products and Services

General

* Supplier Name Test Supplier Tax Organization Type Company

Supplier Number 1001034305 Status Active

Supplier Type General (Goods and/or Services) Attachments None

11. Click on the **plus '+'** icon next to **Attachments**.

Edit Profile Change Request: 980005

Change Description

Organization Details Tax Identifiers Addresses Contacts Payments Business Classifications Products and Services

General

* Supplier Name Test Supplier Tax Organization Type Company

Supplier Number 1001034305 Status Active

Supplier Type General (Goods and/or Services) Attachments None

12. Choose the file you want to attach, update the **Title** and **Description** fields, and click OK to complete the attachment.

Attachments

Actions View + X

Type	Category	* File Name or URL	Title	Description	Attached By
File	From Supplier	Procurement Plan - Dummy Document.docx	Update... Deposit slip	Deposit slip	Test Supplier

Rows Selected 1

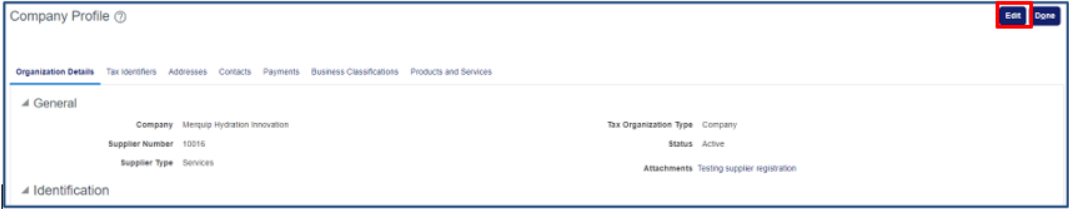
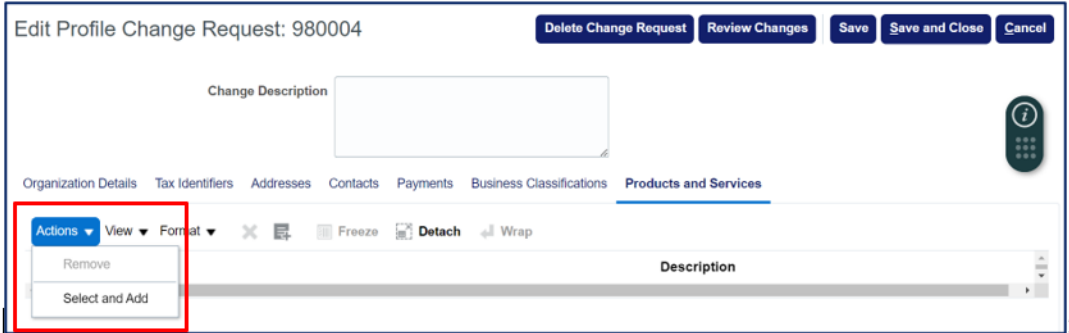
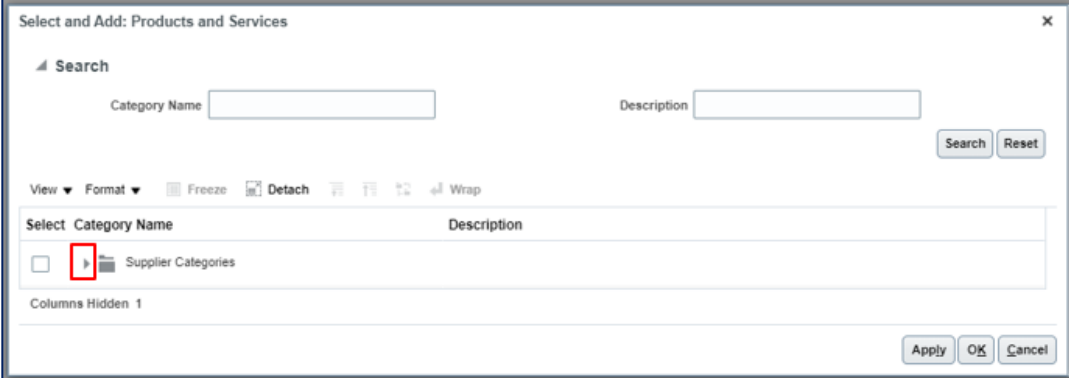
OK Cancel



This completes the section.

e) How to update the products and services tab

System steps

Step	Action
1.	<p>On the company profile page click on edit located in the top right corner, then click the products and services tab.</p> <p>Note: Completion of this section is not required.</p> 
2.	<p>Click on Actions then choose Select and Add.</p> 
3.	<p>Expand the goods and services by clicking the sideways arrow next to Supplier Categories to expand.</p> 

4. Select the relevant categories that represent the products or services your company offers.

The screenshot shows a dialog box titled "Select and Add: Products and Services". It has a search bar with "Category Name" and "Description" fields, and "Search" and "Reset" buttons. Below the search bar are menu options: "View", "Format", "Freeze", "Detach", and "Wrap". The main area is a table with columns "Select", "Category Name", and "Description". The "Consultancy" row is selected, indicated by a red box around the checkbox. Other categories listed include "Supplier Categories", "Accommodation", "Advertising, Design and Media", "Cleaning", "Construction", "Electricity, Gas, Water and Waste Services", "Food and catering services", "Healthcare", and "ICT Hardware". At the bottom, there are "Apply", "OK", and "Cancel" buttons.

5. Click **OK** to confirm your selection.

6. To **delete** products and services, highlight the line item, then click the cross-delete icon.

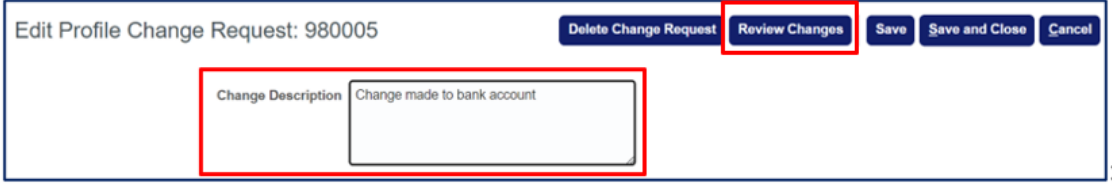
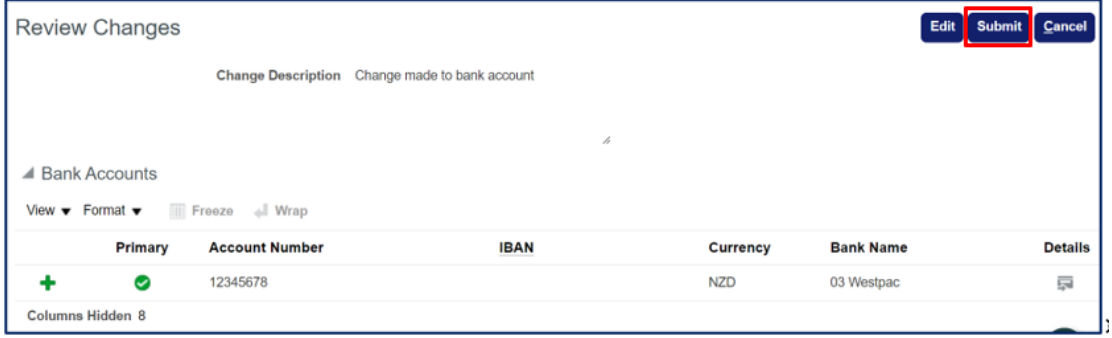



The screenshot shows the "Edit Profile Change Request: 980004" form. At the top, there are buttons for "Delete Change Request", "Review Changes", "Save", "Save and Close", and "Cancel". Below is a "Change Description" text area. The form has several tabs: "Organization Details", "Tax Identifiers", "Addresses", "Contacts", "Payments", "Business Classifications", and "Products and Services". The "Products and Services" tab is active. Below the tabs is a table with columns "Category Name" and "Description". The "Supplier Categories" row is highlighted. Above the table is a menu with "Actions", "View", "Format", "Freeze", "Detach", and "Wrap". A red box highlights the cross-delete icon in the "Actions" menu.



This completes the section.

f) How to submit changes for approval

System steps

Step	Action												
1.	<p>When all the changes are complete, provide a brief description of the changes you have made in the Change Description field.</p> 												
2.	<p>Click on Review Changes to view a list of all the changes you have made, click Submit.</p>  <table border="1"> <thead> <tr> <th>Primary</th> <th>Account Number</th> <th>IBAN</th> <th>Currency</th> <th>Bank Name</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>+</td> <td>✓</td> <td>12345678</td> <td>NZD</td> <td>03 Westpac</td> <td></td> </tr> </tbody> </table>	Primary	Account Number	IBAN	Currency	Bank Name	Details	+	✓	12345678	NZD	03 Westpac	
Primary	Account Number	IBAN	Currency	Bank Name	Details								
+	✓	12345678	NZD	03 Westpac									
	<p>Note: Changes made to your organisation's profile through the Supplier/Partner portal will be submitted for the Ministry of Social Development's approval. Only approved changes will be reflected in the portal.</p> <p>For urgent changes, please contact NAC_Suppliers@msd.govt.nz</p>												
	<p>You can edit or cancel the change request at any time by selecting the appropriate options in the top right-hand corner.</p> 												
3.	<p>Click Done to return to the Supplier/Partner portal homepage.</p>												



Congratulations! You have successfully submitted your changes for approval.

What's next?

You will receive a notification regarding the status of your changes. You will be notified both within the application and via email for the following scenarios:

- **Approved:** Your changes have been approved and will be reflected in the Supplier/Partner portal.
- **Cancelled:** Your changes have been cancelled and will not be implemented.
- **Information Requested:** MSD requires more information regarding the changes you have made. Please provide the necessary information to proceed.

If you have any further questions or concerns, please reach out to the support team at NAC_Suppliers@msd.govt.nz

5. How to view contract details

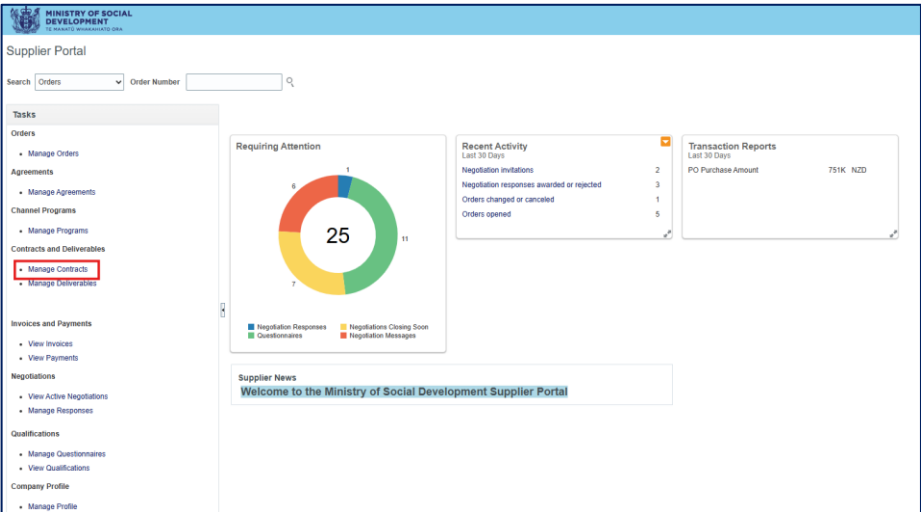
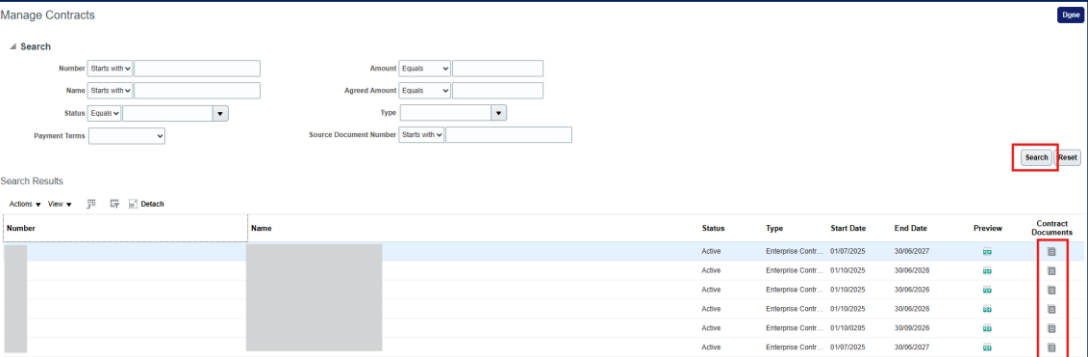
Overview

The Manage Contracts page allows suppliers/partners with active contracts with the Ministry to view their primary contract documents.



Note: Only documentation for contracts made active after 24 November 2025 will be visible in the Supplier/Partner

System steps

Step	Action
1.	<p>The task menu on the left-hand side offers a list of activities suppliers/partners can complete. Under the heading 'Contracts and Deliverables', click the 'Manage Contracts' button.</p> 
2.	<p>Click the 'Search' button. Active contracts will now be listed. To view and download a copy of the contract, click on the document icon in the contract documents column.</p> 



3.	<p>A link to a copy of the Primary Contract Document will be visible at the top of the screen. Click to download.</p> <div data-bbox="252 327 874 477" style="border: 1px solid black; padding: 5px;"><p>Contract Documents</p><p>Primary Contract Document .pdf</p></div>
<input checked="" type="checkbox"/>	<p>This completes the section.</p>

6. How to access a purchase order number

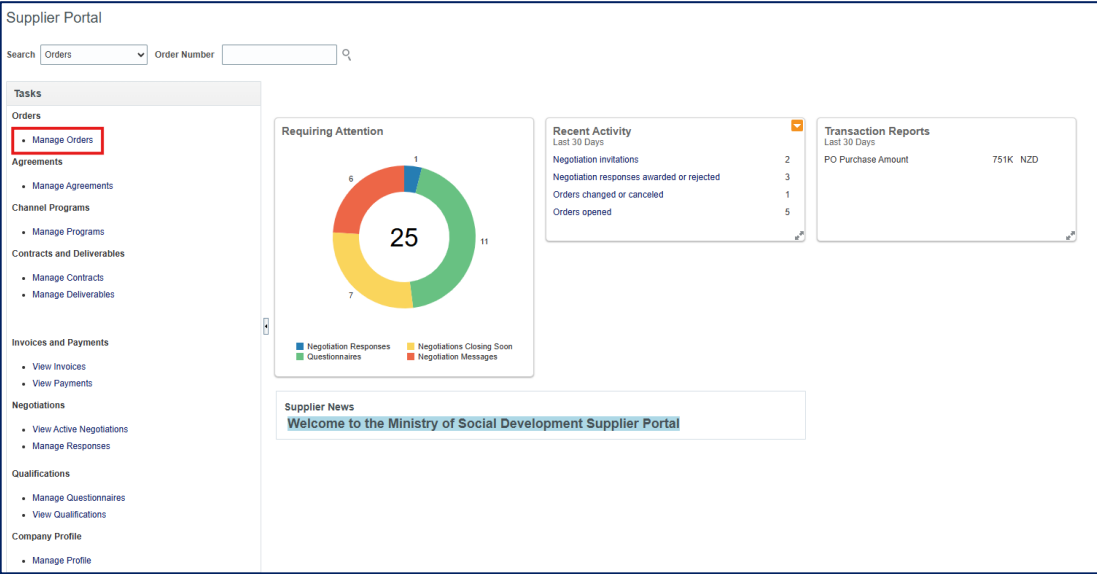
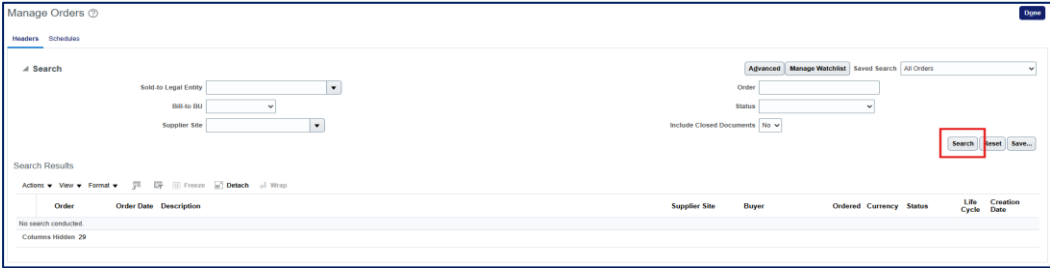
Overview

To view purchase orders in the supplier/partner portal, follow the steps below. The required roles to complete the steps are:

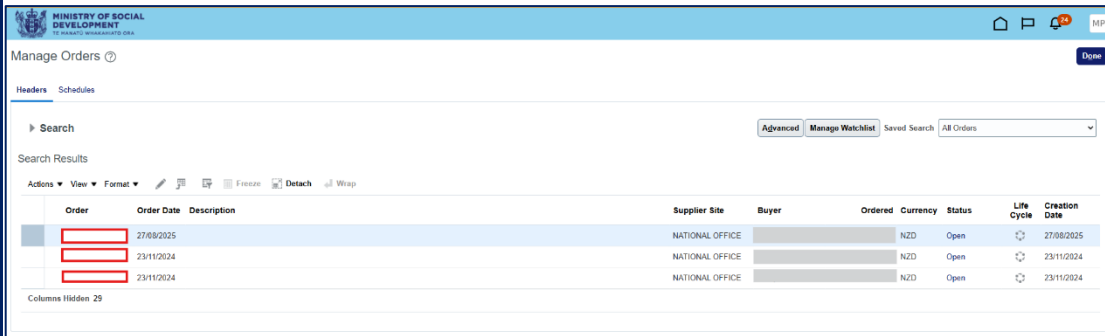
- Supplier Accounts Receivable
- MSD Self Service Procurement View Invoice

See [Section 3](#) for a full list of supplier roles and their description.

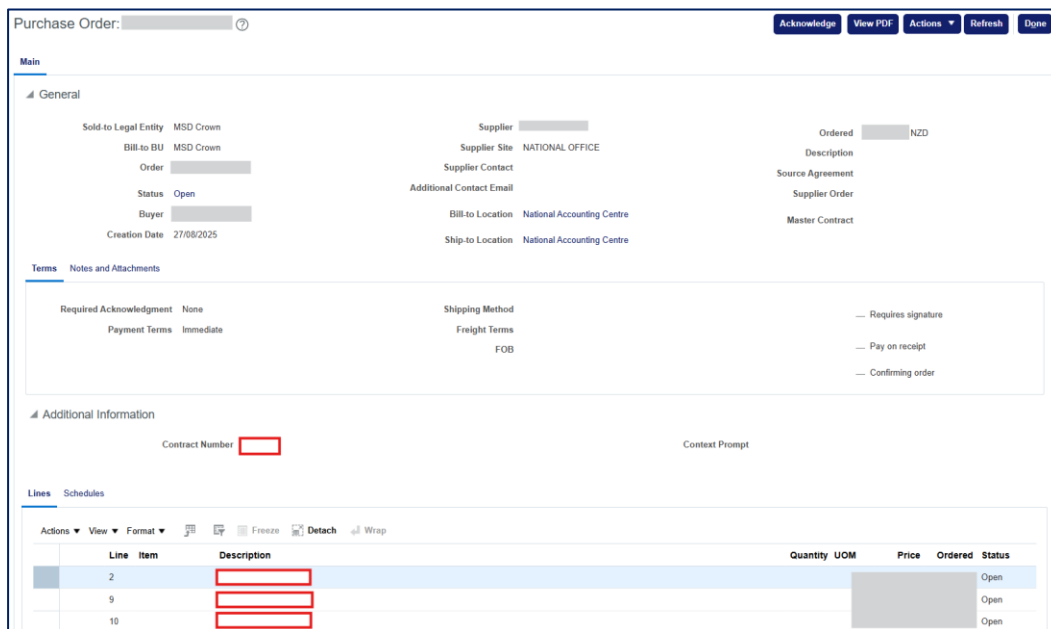
System steps

Step	Action
1.	<p>Navigate to the Manage Orders option in the Task menu.</p> 
2.	<p>In the Search section you can search by Purchase Order. Then click on the Search button – alternatively, clicking the Search button will show all Purchase Orders associated with an organisation.</p> 

3. To view a **Purchase Order**, click on the **Order number**.



This will open and display the details of the selected **Purchase Order** in the **Purchase Order** landing page. This page gives you the **Contract Number** associated to the **Purchase Order**, and the information about each line associated with the **Purchase Order**.



This information can also be accessed in PDF form by clicking the **“View PDF”** button.



This completes the section.

7. How to respond to Contract Reporting (Questionnaire)

Overview

Note: This section applies only to social service partners.

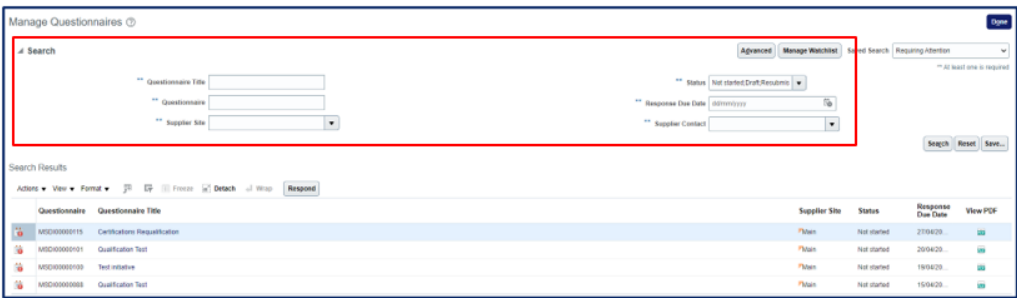

For eligible contracts, Questionnaires can be used to provide contract reporting through the portal. Supplier questionnaires can be viewed before and after the response date. Please note that Questionnaires need to be generated by MSD before they will be visible in the portal. The Supplier Sales Representative role is required to complete the steps outlined below.



Note: The ability for partners to send reporting via email will remain, especially in cases where reporting has client information in it. **Client information must not be included in reporting submitted through the portal.**


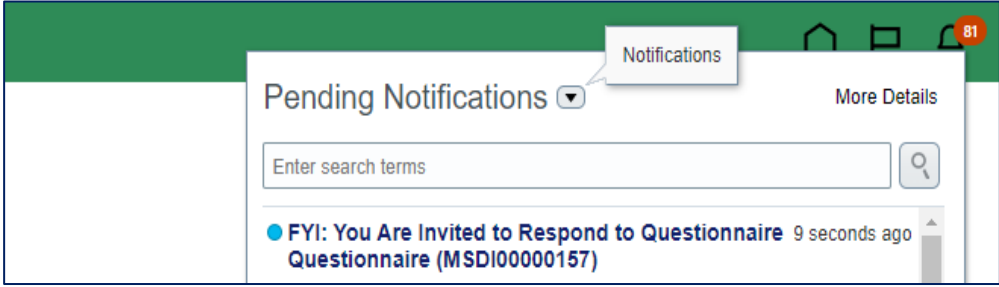
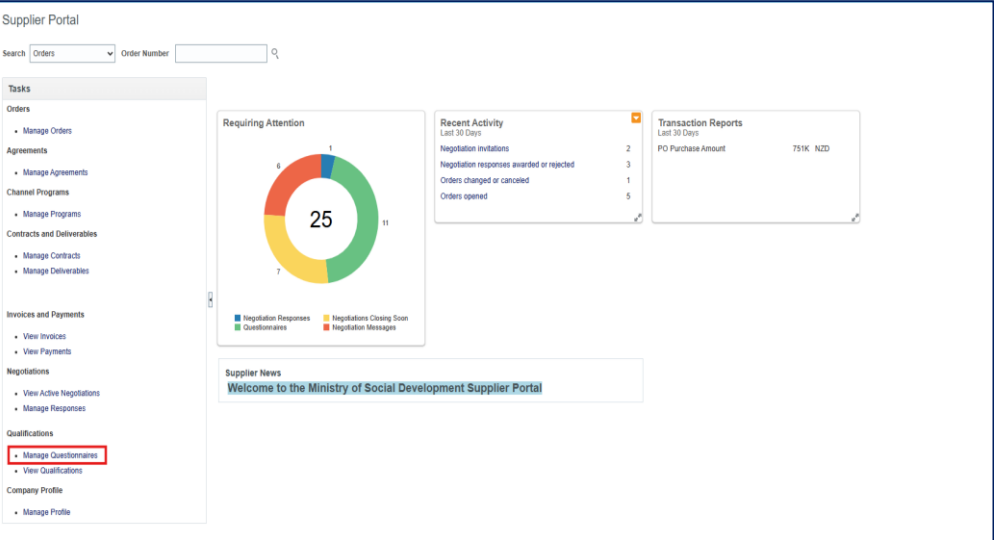
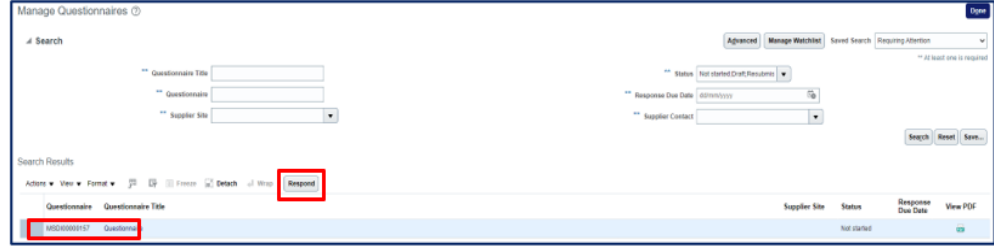
a) How to view questionnaires

System steps

Step	Action
1.	<p>Under Tasks, scroll to Qualifications and click on Manage Questionnaires.</p> <p>The Manage Questionnaires landing page will appear.</p>
2.	<p>Complete the relevant search fields to narrow down your search for specific questionnaires.</p> <p>Once you have entered the relevant search criteria, click on the Search button.</p> <p>The system will display a list of questionnaires under Search Results based on your search criteria.</p> 
	<p>This completes the section.</p>

b) How to respond to a questionnaire

System steps

Step	Action
	<p>The questionnaire can only be completed by the Supplier Sales Representative role.</p>
1.	<p>View the Questionnaire Invitation by clicking on the notification.</p> 
2.	<p>To respond to the questionnaire, under Tasks, scroll to Qualifications and click on Manage Questionnaires.</p> 
3.	<p>In the Manage Questionnaires page, click on the questionnaire title hyperlink or select the line and click 'Respond'.</p> 

4. Respond to the questionnaire **Questions** by ticking the correct answers, entering text into text boxes and/or attaching documents as required. Here's an example of a questionnaire.

Questions will vary depending on what the Ministry is requiring from its suppliers/partners.

5. To attach a document, select '**a. I've attached documents or supporting material**' and click the **plus '+'** icon.

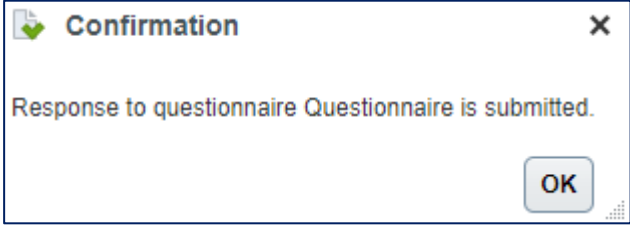

6. Click '**Actions**', then '**Add**'.

7. Click '**Choose File**' to upload your document, then '**OK**' once all documents are uploaded.

Tip: if a link needs to be provided, you can change the '**Type**' of attachment to '**URL**' and upload the link.

8. Once all sections are answered, you can '**Submit**' your answers, or you can '**Save and Close**' if you would like to come back and review later.



9.	<p>Click OK on the confirmation pop-up after submitting</p> 
	This completes the section.

8. How to view invoices

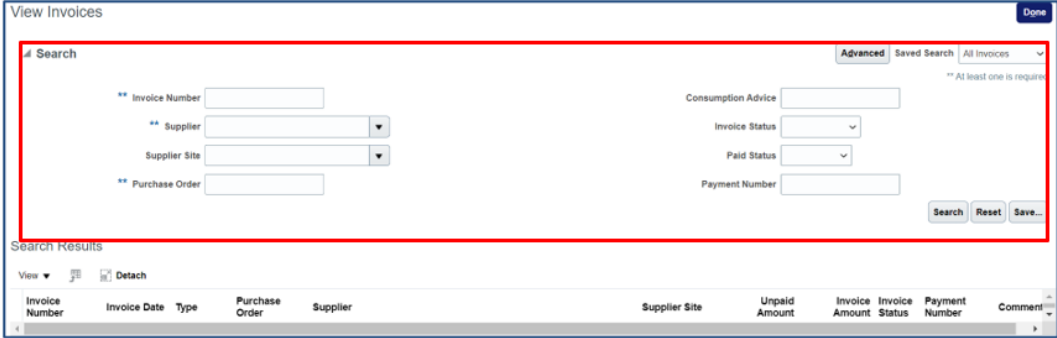
Overview

To view invoices associated with purchase orders in the Supplier/Partner portal, follow the steps below. The required roles to complete the steps are:

- Supplier Accounts Receivable
- MSD Self-Service Procurement View Invoice

See [Section 3](#) for a full list of supplier roles and their descriptions.

System steps

Step	Action
1.	Search for your invoice under task menu or search facility.
2.	<p>In the Search section, complete at least one of the asterisk-marked fields such as Invoice Number, Supplier, or Purchase Order. Then click on the Search button.</p> <p>A list of invoices associated with a PO that match your search criteria will appear under the Search Results section.</p> 
3.	To view a specific invoice, click on the Invoice number . This will open and display the details of the selected invoice in the invoice landing page.

Invoice Number

947663

4. If you want to view the invoice that was sent to the Ministry, navigate to the **Attachments** section and click on the hyperlink associated with the invoice. From there, click on the '**Invoice Image**' to view the invoice document.

Invoice: 947663 Done

Business Unit	MSD Departmental	Invoice Amount	339.25 NZD	Invoice Type	Standard
Legal Entity Name	MSD Departmental	Unpaid Amount	0.00 NZD	Description	
Supplier or Party	Merquip Hydration Innovation	Payment Currency	NZD	Funds Status	Reserved
Supplier Site	HEAD_OFFICE	Tax Control Amount		Attachment	Invoice Image
Address	59 Walls Road, Penrose, Auckland 1091				
Invoice Date	29/01/2021				

Lines Payments

Items

View Detach

Line	Amount	Description	Budgetary Control		Quantity	Unit Price	UCM Name	Purchase Order			Receipt		Consumption Advice		Tax Det
			Budget Date	Funds Status				Number	Line	Schedule	Number	Line	Number	Line	
1	295.00	Supply and install Bill filter...	05/06/2021	Reserved			MSDP000	1	1						7770 Camar

Summary Tax Lines

View Shipping and Handling

Line	Regime	Tax Name	Tax Jurisdiction	Tax Status	Rate Name	Percentage	Per Unit	Am	Line	Type	Amount
1	NZ Goods and Serv...	NZ GST	NZ Goods and ...	STANDARD	GST-15	15				No shipping and handling	

Totals

Tax charges summary												
	NZ GST 15%	44.25							Items		295.00	
	Inclusive Tax	0.00							Freight		0.00	
	Self-Assessed Tax	0.00							Miscellaneous		0.00	
									Tax		44.25	
									Subtotal		339.25	
									Less Inclusive Prepayments		0.00	
									Remaining Amount		0.00	
									Invoice Amount		339.25	
									Less Withheld Tax		0.00	
									Less Exclusive Prepayments		0.00	
									Less Retainage		0.00	
									Total Due		339.25	



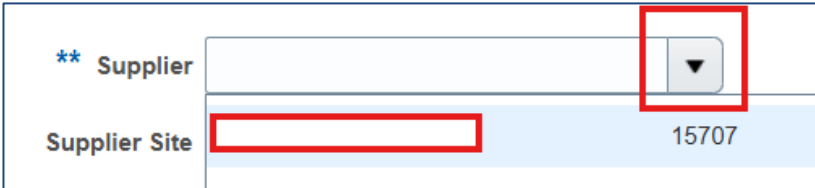
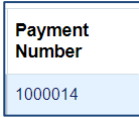
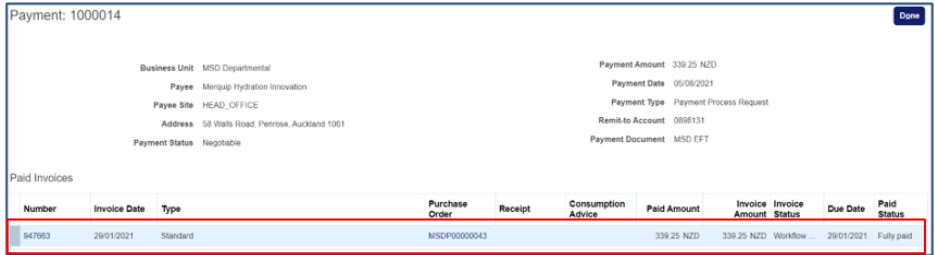
This completes the section.

9. How to view payments

Overview

As a supplier/partner, you can easily view your invoices paid by the Ministry. This includes payments made through purchase orders or by directly clicking on individual invoices. The Supplier Accounts Receivable Specialist role is required to complete the steps.

System steps

Step	Action
a)	Under the Tasks menu, scroll to Invoices and Payments and click on View Payments .
b)	In the Search section, complete at least one of the asterisk-marked fields such as Payment Number or Supplier and click on the Search button. To return all invoices, click the drop-down arrow next to the Supplier field, select your supplier name, and then click the Search button.
	
c)	To view a specific payment, click on the Payment Number . This will open a landing page displaying the details of the selected payment.
	
d)	On the Payment Number view, you can easily access key information such as the invoice number, invoice date, invoice type, purchase order, receipt, paid amount, invoice amount, invoice status, due date and paid status.
	
e)	Additionally, within the Payment Number view, you can click on the Invoice Number hyperlink to gain more detailed payment information for a specific invoice.



Paid Invoices

Number
947663

Invoice: 947663 **Done**

Business Unit: MSD Departmental	Invoice Amount: 339.25 NZD	Invoice Type: Standard
Legal Entity Name: MSD Departmental	Unpaid Amount: 0.00 NZD	Description:
Supplier or Party: Merquip Hydration Innovation	Payment Currency: NZD	Funds Status: ✔ Reserved
Supplier Site: HEAD_OFFICE	Tax Control Amount:	Attachment: Invoice Image
Address: 58 Walls Road, Penrose, Auckland 1061		
Invoice Date: 29/01/2021		

Lines **Payments**

Payments

Number	Payment Document	Status	Reconciled	Payment Date	Paid Amount	Address	Remit-to Account
1000014	MSD EFT	Negotiable	No	05/08/2021	339.25 NZD	58 Walls Road, Penrose, Auckland 1061	0898131
					339.25 NZD		

Installments

Number	Due Date	Amount (NZD)		Payment Method	Applied Prepayments		
		Gross	Unpaid		Number	Purchase Order	Applied Amount (NZD)
1	29/01/2021	339.25	0.00	MSD Electronic	No applied prepayments.		
		339.25	0.00				

To navigate back to the Payments landing page, simply click **Done**.

f) In the Payment Number view, if you wish to review the **Purchase Order** associated with the payment, click on the Purchase Order hyperlink.

Payment: 1000014 **Done**

Business Unit: MSD Departmental	Payment Amount: 339.25 NZD
Payee: Merquip Hydration Innovation	Payment Date: 05/08/2021
Payee Site: HEAD_OFFICE	Payment Type: Payment Process Request
Address: 58 Walls Road, Penrose, Auckland 1061	Remit-to Account: 0898131
Payment Status: Negotiable	Payment Document: MSD EFT

Paid Invoices

Number	Invoice Date	Type	Purchase Order	Receipt	Consumption Advice	Paid Amount	Invoice Amount	Invoice Status	Due Date	Paid Status
947663	29/01/2021	Standard	MSDP0000043			339.25 NZD	339.25 NZD	Workflow	29/01/2021	Fully paid



This completes the section.

10. How to view active negotiations

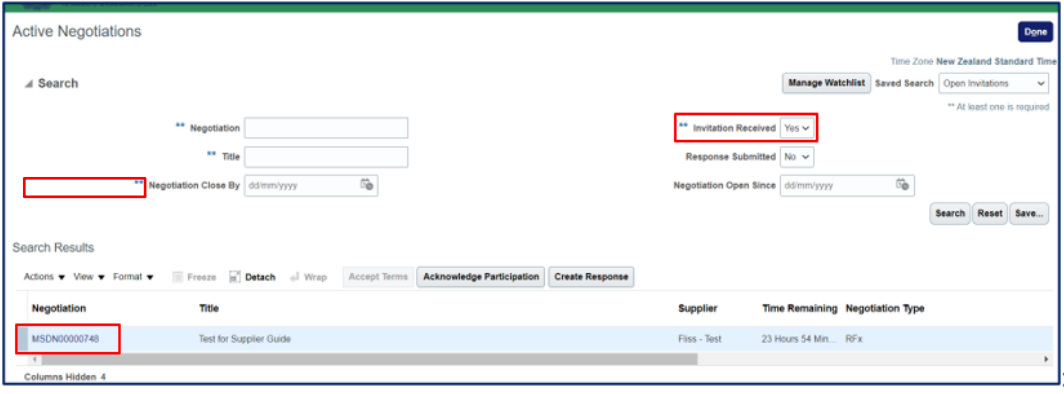
Overview

This section illustrates how to view active open and closed negotiations, also known as 'tender opportunities', with the Ministry. The Supplier Bidder and Supplier Sales Representative roles are required to complete the steps.

For guidance on Accessing and Responding to Tender Opportunities, visit the 'Accessing and Responding to Tenders' user guides.

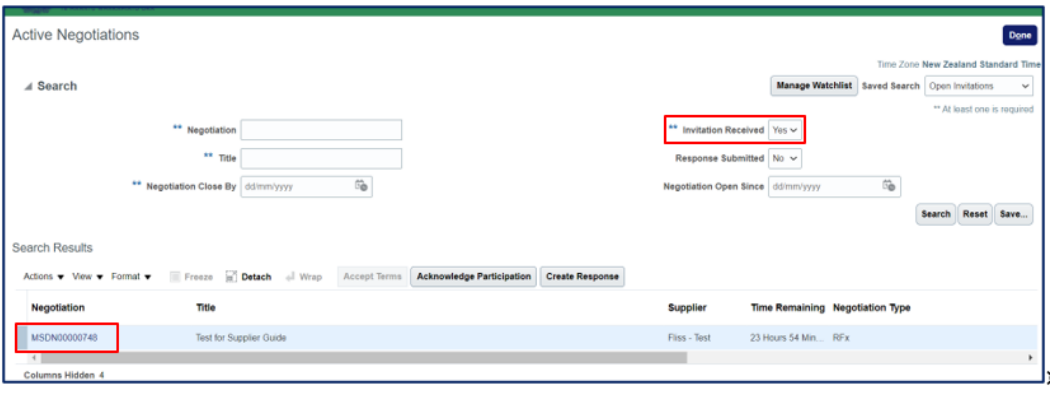
a) How to view an active Closed tender

System steps

Step	Action
1.	Under Tasks , scroll to Negotiations and click on View Active Negotiations .
	<p>Select the specific negotiation you want to access by clicking on the negotiation number hyperlink.</p> <p>Make sure the field 'Invitation Received' is showing 'Yes' for the selected negotiation.</p> 
<input checked="" type="checkbox"/>	This completes the section.

b) How to view an active Open tender


System steps

Step	Action
1.	Under Tasks , scroll to Negotiations and click on View Active Negotiations .
	

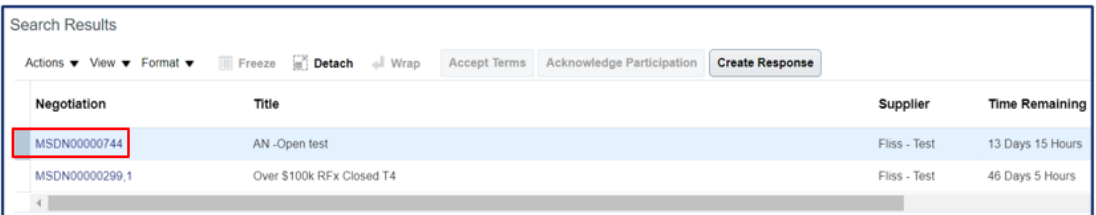


2. On the **Active Negotiations** landing page, select '**No**' in the **Invitation Received** dropdown box, and then click on the **Search** button.


The **Search Results** section will display a list of active open tenders.



3. Review each open tender by clicking on the respective Negotiation hyperlink.



Negotiation	Title	Supplier	Time Remaining
MSDN00000744	AN -Open test	Fliss - Test	13 Days 15 Hours
MSDN00000299,1	Over \$100k RFX Closed T4	Fliss - Test	46 Days 5 Hours

4.  This completes the section.


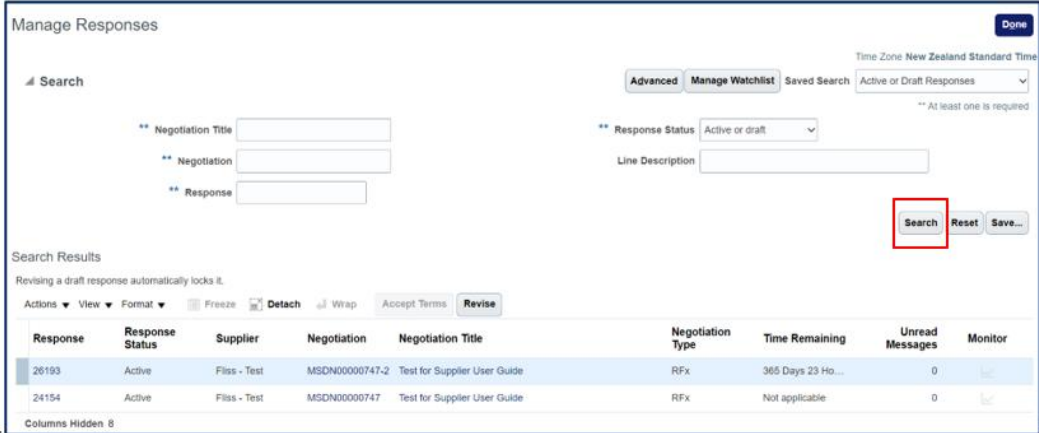
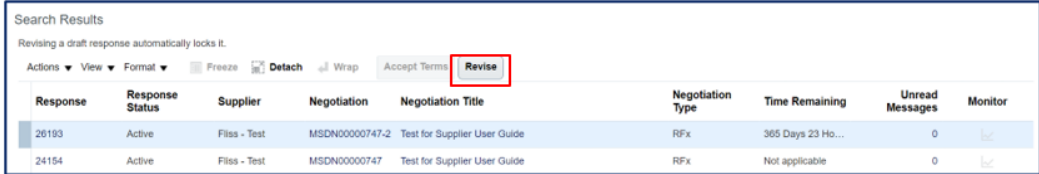
11. How to manage responses to negotiations.

Overview

Previous responses to tenders can be viewed before and after the response date. The supplier bidder is required to complete the steps outlined below.

a) How to revise draft responses before the tender close date

System steps

Step	Action																											
1.	<p>Under Tasks, scroll to Negotiations and click on Manage Responses.</p>  <p>The screenshot shows the Supplier Portal interface. On the left, there is a 'Tasks' sidebar with a 'Manage Responses' link highlighted in red. The main area features a 'Requiring Attention' donut chart with a total of 16 items, a 'Recent Activity' table, and a 'Transaction Reports' table. At the bottom, there is a 'Supplier News' section for the Ministry of Social Development.</p>																											
2.	<p>Complete the relevant search fields to narrow down your search for specific tenders you have responded to.</p> <p>Once you have entered the relevant search criteria, click on the Search button.</p>  <p>The screenshot shows the 'Manage Responses' search interface. It includes search fields for Negotiation Title, Negotiation, and Response, along with a dropdown for Response Status. The 'Search' button is highlighted with a red box. Below the search fields, there is a table of search results.</p> <table border="1" data-bbox="272 1563 1315 1675"> <thead> <tr> <th>Response</th> <th>Response Status</th> <th>Supplier</th> <th>Negotiation</th> <th>Negotiation Title</th> <th>Negotiation Type</th> <th>Time Remaining</th> <th>Unread Messages</th> <th>Monitor</th> </tr> </thead> <tbody> <tr> <td>26193</td> <td>Active</td> <td>Flls - Test</td> <td>MSDN00000747-2</td> <td>Test for Supplier User Guide</td> <td>RFx</td> <td>365 Days 23 Ho...</td> <td>0</td> <td></td> </tr> <tr> <td>24154</td> <td>Active</td> <td>Flls - Test</td> <td>MSDN00000747</td> <td>Test for Supplier User Guide</td> <td>RFx</td> <td>Not applicable</td> <td>0</td> <td></td> </tr> </tbody> </table>	Response	Response Status	Supplier	Negotiation	Negotiation Title	Negotiation Type	Time Remaining	Unread Messages	Monitor	26193	Active	Flls - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 23 Ho...	0		24154	Active	Flls - Test	MSDN00000747	Test for Supplier User Guide	RFx	Not applicable	0	
Response	Response Status	Supplier	Negotiation	Negotiation Title	Negotiation Type	Time Remaining	Unread Messages	Monitor																				
26193	Active	Flls - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 23 Ho...	0																					
24154	Active	Flls - Test	MSDN00000747	Test for Supplier User Guide	RFx	Not applicable	0																					
3.	<p>Select the response line item to be updated, then click the Revise button.</p>  <p>The screenshot shows the 'Search Results' table from the previous step. The 'Revise' button in the table's action bar is highlighted with a red box.</p> <table border="1" data-bbox="272 1854 1315 1944"> <thead> <tr> <th>Response</th> <th>Response Status</th> <th>Supplier</th> <th>Negotiation</th> <th>Negotiation Title</th> <th>Negotiation Type</th> <th>Time Remaining</th> <th>Unread Messages</th> <th>Monitor</th> </tr> </thead> <tbody> <tr> <td>26193</td> <td>Active</td> <td>Flls - Test</td> <td>MSDN00000747-2</td> <td>Test for Supplier User Guide</td> <td>RFx</td> <td>365 Days 23 Ho...</td> <td>0</td> <td></td> </tr> <tr> <td>24154</td> <td>Active</td> <td>Flls - Test</td> <td>MSDN00000747</td> <td>Test for Supplier User Guide</td> <td>RFx</td> <td>Not applicable</td> <td>0</td> <td></td> </tr> </tbody> </table>	Response	Response Status	Supplier	Negotiation	Negotiation Title	Negotiation Type	Time Remaining	Unread Messages	Monitor	26193	Active	Flls - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 23 Ho...	0		24154	Active	Flls - Test	MSDN00000747	Test for Supplier User Guide	RFx	Not applicable	0	
Response	Response Status	Supplier	Negotiation	Negotiation Title	Negotiation Type	Time Remaining	Unread Messages	Monitor																				
26193	Active	Flls - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 23 Ho...	0																					
24154	Active	Flls - Test	MSDN00000747	Test for Supplier User Guide	RFx	Not applicable	0																					



To revise a **draft** response, make sure that the **Response Status** is not locked.

To unlock a response, select the response then click **Actions** then **Unlock Draft**.

Search Results
Revising a draft response automatically locks it.

Actions View Format Freeze Detach Wrap Accept Terms Revise

Response	Response Status	Supplier	Negotiation	Negotiation Title	Negotiation Type	Time Remaining	Unread Messages	Monitor
26194	Draft	Filis - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 22 Ho...	0	
26193	Active	Filis - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 22 Ho...	0	
24154	Active	Filis - Test	MSDN00000747	Test for Supplier User Guide	RFx	Not applicable	0	

Columns Hidden 8

Search Results
Revising a draft response automatically locks it.

Actions View Format Freeze Detach Wrap Accept Terms Revise

Response	Response Status	Supplier	Negotiation	Negotiation Title	Negotiation Type	Time Remaining	Unread Messages	Monitor
26194	Draft	Filis - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 22 Ho...	0	
26193	Active	Filis - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 22 Ho...	0	
24154	Active	Filis - Test	MSDN00000747	Test for Supplier User Guide	RFx	Not applicable	0	

Columns Hidden 8

4. Once all sections are answered, you can **'Submit'** your answers, or you can **'Save and Close'** if you would like to come back and review later. Click **OK** on the Confirmation pop-up after submitting.



This completes the section.

b) How to review responses

System steps

Step	Action
1.	Under Tasks , scroll to Negotiations and click on Manage Responses .
2.	Complete the relevant search fields to narrow down your search for specific tenders you have responded to. Once you have entered the relevant search criteria, click on the Search button. The system will display a list of negotiations based on your search criteria.

Manage Responses Done

Time Zone New Zealand Standard Time

Advanced Manage Watchlist Saved Search Active or Draft Responses

Search

** Negotiation Title

** Negotiation

** Response

** Response Status Active or draft

Line Description

Search Reset Save...

Search Results

Revising a draft response automatically locks it.

Actions View Format Freeze Detach Wrap Accept Terms Revise

Response	Response Status	Supplier	Negotiation	Negotiation Title	Negotiation Type	Time Remaining	Unread Messages	Monitor
26194	Draft	Filss - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 22 Ho...	0	
26193	Active	Filss - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 22 Ho...	0	
24154	Active	Filss - Test	MSDN00000747	Test for Supplier User Guide	RFx	Not applicable	0	

Columns Hidden 8

4. Review the Response and Response Status by clicking on the Response number hyperlink.

Search Results

Revising a draft response automatically locks it.

Actions View Format Freeze Detach Wrap Accept Terms Revise

Response	Response Status	Supplier	Negotiation	Negotiation Title	Negotiation Type	Time Remaining	Unread Messages	Monitor
26194	Draft	Filss - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 22 Ho...	0	
26193	Active	Filss - Test	MSDN00000747-2	Test for Supplier User Guide	RFx	365 Days 22 Ho...	0	
24154	Active	Filss - Test	MSDN00000747	Test for Supplier User Guide	RFx	Not applicable	0	

Columns Hidden 8



This completes the section.