



## SUPPLIER PORTAL: FREQUENTLY ASKED QUESTIONS

**1. How do I register as a new supplier?**

- i. Access Google Chrome or Microsoft Edge (this unfortunately does not work in Internet Explorer)
- ii. Enter Supplier registration link: <https://supplierportal.excellerate.tech/Identity/Account/Register>
- iii. You need to register with a unique email address. You can register only once.
- iv. Enter a unique email address and password. Confirm your password, click I am not a robot (reCAPTCHA). If prompted by recapture to select pictures please follow the requirements.
- v. Click register and the system will redirect you to the registration Summary Page.
- vi. Complete all the information in Steps 1 to 8 as well as supply the relevant document attachments, remembering to click the save button on the bottom of each step.
- vii. You do not have to complete the entire form in one sitting. You can return to the portal by entering <https://supplierportal.excellerate.tech/Identity/Account/Login>, enter your email address and password that you registered with and login.
- viii. When you have completed Steps 1 to 8 return to the Summary Page.
- ix. If everything has been completed successfully, each Step on the summary page will have a  against it indicating that it is has been completed in full.
- x. If any of the Steps have a  sign then your information for that step has not been completed correctly and you will need to revisit that step until you get the green light.
- xi. Press the submit button when complete.
- xii. Your application will then be routed to our procurement team to be reviewed.
- xiii. If successful you will receive new login details to login to the main portal.
- xiv. If you are not successful you will receive feedback from our procurement team.

**2. I am having an issue logging in, what can I try?**

Try to login with Google Chrome or Microsoft Edge. The portal unfortunately does not work in Internet Explorer.

**3. What Internet browsers are supported?**

Google Chrome or Microsoft Edge. The portal unfortunately does not work in Internet Explorer.

**4. What if I forgot or am unable to locate the User ID (username)?**

Please contact the Procurement department for assistance.

**5. What if I forgot my password? How do I change/reset my password?**

Please click on the  **Forgot your password?** option on the login screen and follow the prompts.

**6. I have managed to login and completed part of the registration, after which the application freezes. I logged out and in again and am now getting the below error. What do I do?**

supplierportal.excellerate.tech/identity/Account/Login



**This page isn't working**


If the problem continues, contact the site owner.


HTTP ERROR 400

It is likely that your session has timed out. Please login and try again. If the problem persists, please contact Vendor Administration.

**7. After I complete the registration, what happens next?**

Once complete, please return to the Summary Page.

If everything has been completed successfully, each Step on the summary page will have a  against it indicating that it has been completed in full.

If any of the Steps have a  sign then your information for that step has not been completed correctly and you will need to revisit that step until you get the green light.

Ensure you have selected the submit button.

Your application will then be routed to our Vendor Administration team to be vetted.

If successful you will receive new login details to login to the main portal.

If you are not successful you will receive feedback from our procurement team.

**8. I have been waiting for my confirmation of my registration or login. How do the portal notifications work?**

No emails are sent to vendors after registration or when you login.

However, you will be notified when:

- i. a password reset is requested, or
- ii. when your registration application has been approved or rejected.

**9. I get a message to say I'm already registered, what do I do next?**

This means you have already registered. You may now login with your username and password.

Please refer to the other FAQs should you have forgotten your username or password.

**10. How long will my registration last? Will I be notified when it expires?**

Your registration will not expire.

However, please ensure that you keep your documents up to date on the portal to avoid any delays. Our operational teams will not be allowed to utilise non-compliant vendors.

Vendors where the relationship is terminated for any reason will be blocked from the use of the portal at that time.

**11. *Can I have multiple accounts?***

No, only one registration per legal entity is allowed.

**12. *I have one company but many different branches with their own vat numbers, how do I register this structure?***

You will need to register your company once on the portal and branches as “divisions of” your company.

**13. *Can I add additional users from my business?***

No. You have one registered user only.

**14. *Who do I contact if I have questions about certification registration and renewal?***

Please contact our Vendor Administration Department.

**15. *I don't have a website address, what do I fill in?***

The registration application will accept an option of “N/A”.

**16. *I don't see a service category for the services I offer, what do I do?***

Please add your service as an “additional service” in the space provided at the bottom of the section. This is however the exception and not the rule. Please ensure that you have reviewed the options carefully before adding additional services.

**17. *What do I do if the certificates/document required is not applicable to my industry? Or if the portal indicates I should upload a document but I don't know what it is?***

Depending on the service category you select, the portal will require compliance documentation relevant to that category. If you do not recognise a document you are being requested to upload, it is likely that you have selected the incorrect service category for your industry.

In certain circumstances not all industry related documents would be applicable to you in which case you should deselect the “Applicable” checkbox.

Please contact Vendor Administration if your problem persists.

**18. *I don't have any trade references, what do I do?***

Insert Excellerate JHI or CBX as your trade reference.

**19. *I have uploaded my documents but they haven't saved, what do I do next?***

Please try save again. If problems persist, please try exiting and re-entering the portal.

If the problem persists, please contact Vendor Administration.

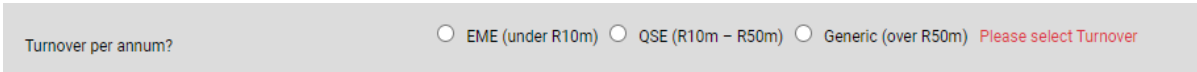
**20. I don't have an updated Letter of Good Standing from the Department of Labour or any other statutory documents?**

We understand that there is a backlog with the issuing of certificates. Your registration will remain in a status of "New" or "Incomplete" until you are able to submit your outstanding documents.

Once received, please upload the certificate/s in order to allow registration to continue.

**21. I have an issue with the BEE step not saving after information is uploaded. What do I do?**

The issue might relate to the turnover level which has not been selected:



Turnover per annum?  EME (under R10m)  QSE (R10m - R50m)  Generic (over R50m) Please select Turnover

Please select the relevant turnover level for your business. Once completed, you can visit the summary page to ensure that the BEE step is complete.

If the problem persists, please contact Vendor Administration.

**22. The page is not opening on type of services in Step 3 "Trade References", how do I proceed?**

Please check that you have added a service in step 1? If not, then no services will be displayed in step 3. The list of services is restricted to those selected from the list in step 1.

**23. I have noticed that the content in step 5 is not the same as the content on the overview page for step 5.**

Please exit and login again.

**24. Since we do not have an ISO certificate, I'm unable to submit the registration. Is an ISO certificate mandatory, or is there another way to submit the registration without it?**

You may register without an ISO certificate, enter "N/A" in the expiry date field and leave the applicable box unchecked.

**25. What if I do not have a BEE certificate?**

Please enter "Not registered" in step 1 and step 5.

**26. If I have questions on the Master Service Agreement, what do I do?**

Please contact the Procurement Department for more guidance.

**27. The portal allows for the registration as either a company or an individual, I am however a partnership. What do I register as?**

Please register as an individual. Your partners should be detailed under step 2.

**28. *The Ownership Structure step only allows for the input of individual shareholders and not entities, what do I do in the instance where the company that I am registering is held by a holding company.***

You need to provide the details of the ultimate beneficial shareholders of your ultimate holding company. Please provide details of your ownership structure as part of your company documentation under step 8. Listed entities should tick the "Listed Entity" tick box in Step1 which will exempt you from completing the shareholding information.

**29. *Will there be individual portal training available?***

There will be training provided on how to use the portal before we ask suppliers to upload quotes and invoices.

In the interim if you are experiencing issues, please contact the Vendor Administration Department.

**30. *How can I get in touch with the Procurement Department or Vendor Administration Department?***

Please email [suppliers.eps@epsgroup.co.za](mailto:suppliers.eps@epsgroup.co.za).