MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Navigating the Supplier Portal

User Guide for Registered Suppliers

24/11/2025

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Glossary

Weka Term	Description
Contract	A legally binding agreement between the Ministry and a supplier, 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 from a government or internal panel.
Negotiation	In the system, it refers to the RFx/sourcing process.
Open Tender	An advertisement inviting all suppliers 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, confirming the buyer's intention to purchase specific goods or services.
Tender Opportunity	Also known as a ‘contract opportunity, is an opportunity for suppliers to submit their bids or proposals in response to a specific request or invitation from a buyer. It allows suppliers to compete for a contract or project.
Supplier Portal	The module or platform that suppliers 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.
Weka	The name of the Oracle system used by the Ministry for procurement and supplier management processes.

About this guide

Overview

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

The Ministry’s Supplier Portal offers the following functionalities:

- Viewing contracts and agreements that you may have.
- Updating catalogue lists, maintaining item pricing, and descriptions.
- 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. The support team will be happy to assist you.

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. Do you have a RealMe login

Before you begin:

Please ensure you have your RealMe username and password ready.

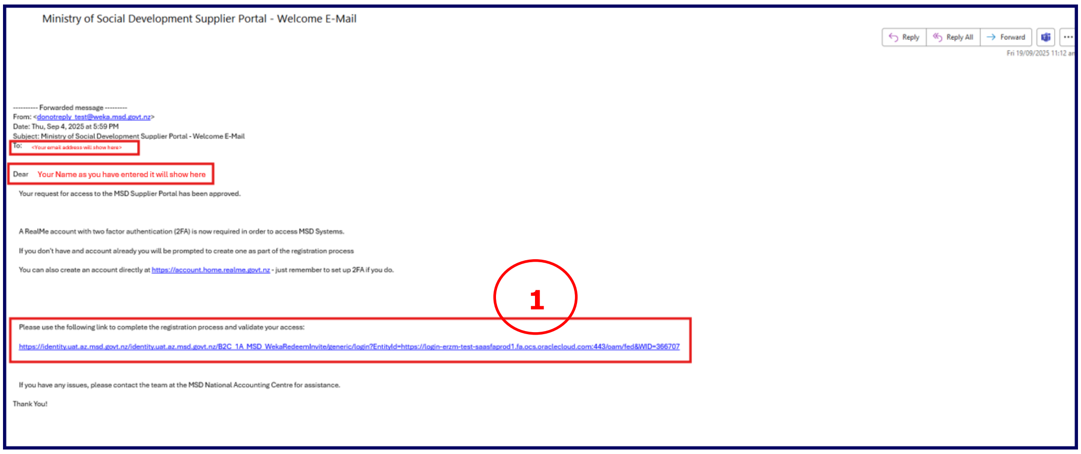
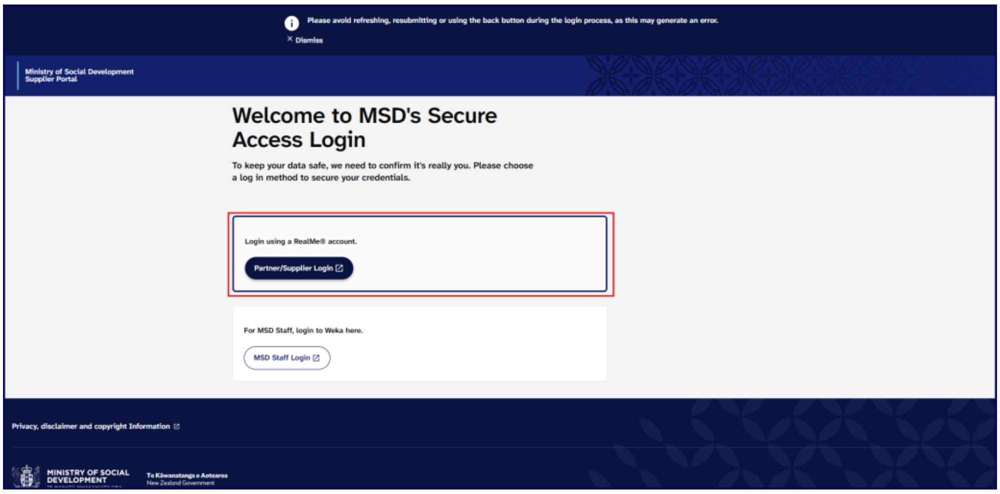
This must be the RealMe account linked to the email address used for your company registration.

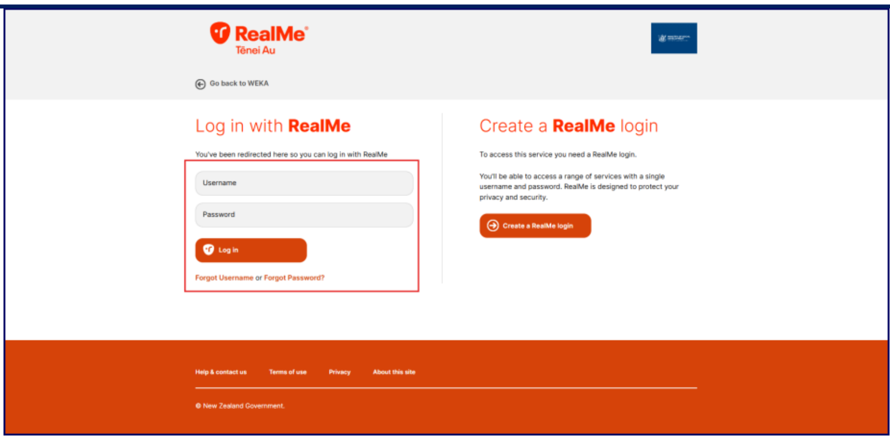
If you don't have a RealMe login, you can create it on the RealMe website.

Please note:

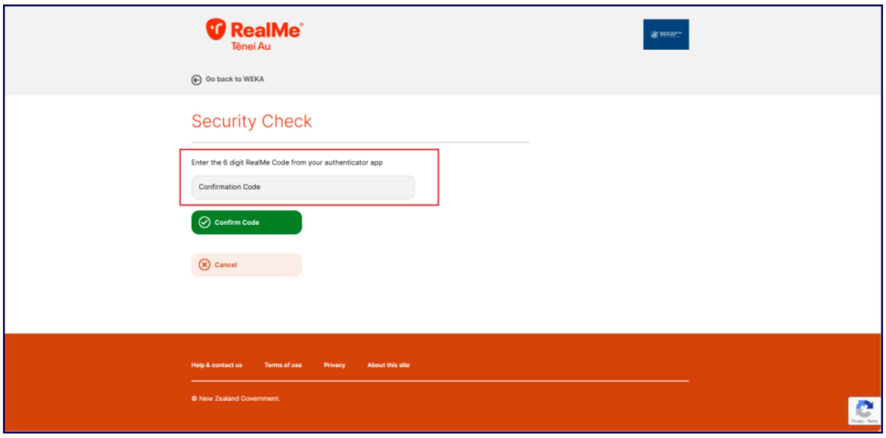
- You only need a **RealMe login**, not a **RealMe verified identity**. The RealMe site shows both options, which can be confusing—just the login is required for portal access.
- In RealMe, **click the "** Log in **" button** to be directed to set up your RealMe login.

2. How to access the supplier portal after you have registered

Step	Action
1.	Check Your Email When you are set up via a supplier registration or have requested access to the Ministry's supplier portal, you will receive a Welcome email.  Click on the link **(1)** provided in the email to complete the supplier portal registration and validation.
2.	You will now have the login page. Click on the  login option. 
3.	You are now redirected to the RealMe login page. Enter your RealMe username and password linked to the email address used for your company registration.

<table>
<tr><td></td><td>
</td></tr>
<tr><td>4.</td><td>You will now receive an MFA security code on your email/mobile.

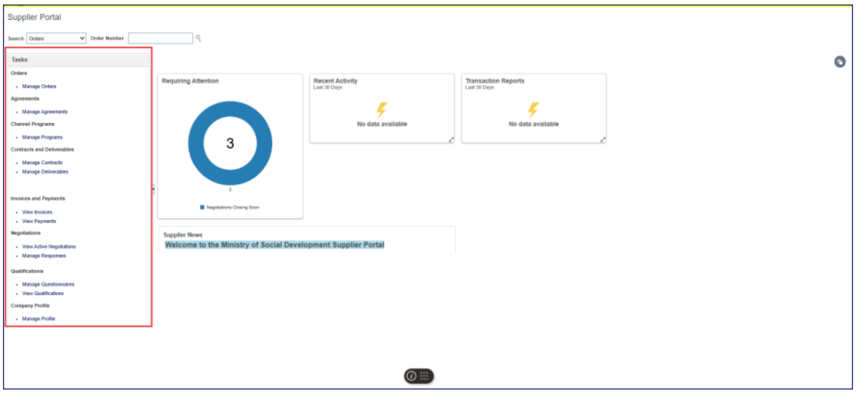
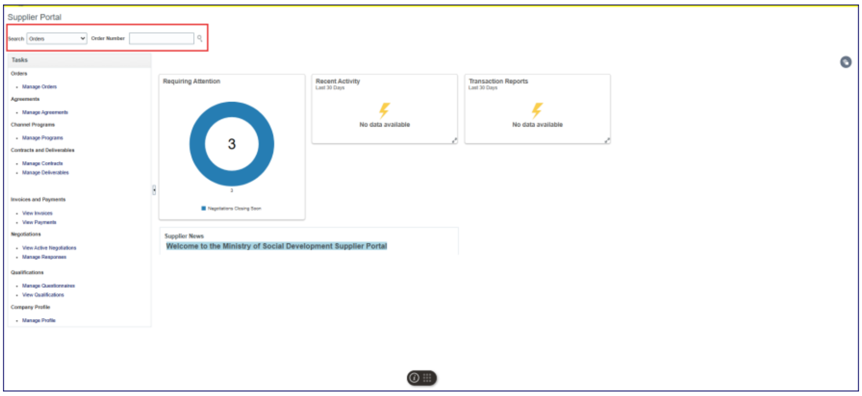
Please note: The MFA code is only available for 30 seconds.


</td></tr>
<tr><td>☑</td><td>You have now successfully accessed the supplier portal.</td></tr>
</table>

3. Your tasks menu

The tasks menu gives you as a supplier user the ability to access tasks that may be required from time to time.

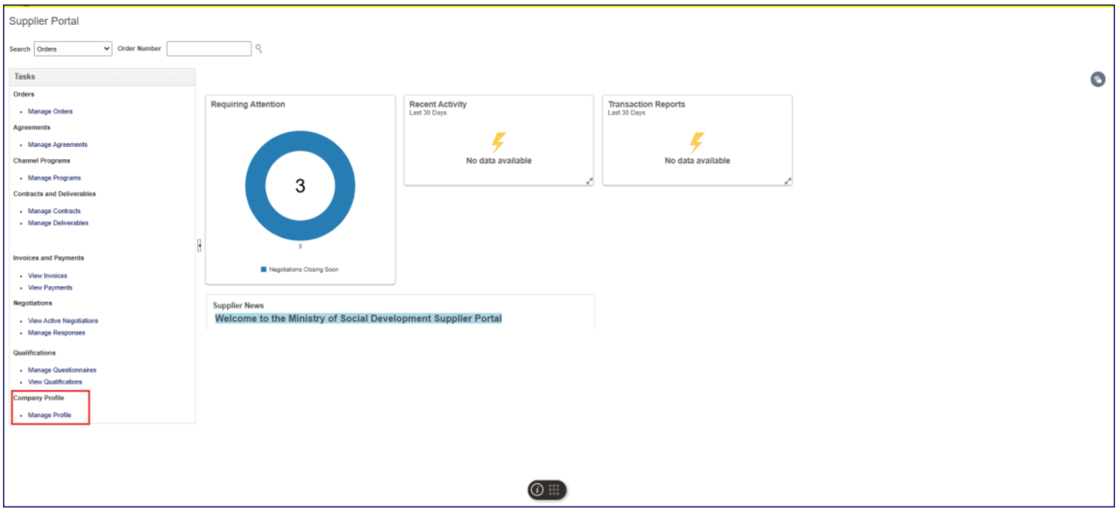
System steps

Step	Action
1.	Click the **Supplier Portal** tile. Refer section 1 for log in steps. 
2.	The available actions are under the **Tasks** menu. 
	Alternatively, the **Search** dropdown box could be used to find the subject you are interested in. Select the area you would like to search then click the search. 

4. How to manage your supplier profile

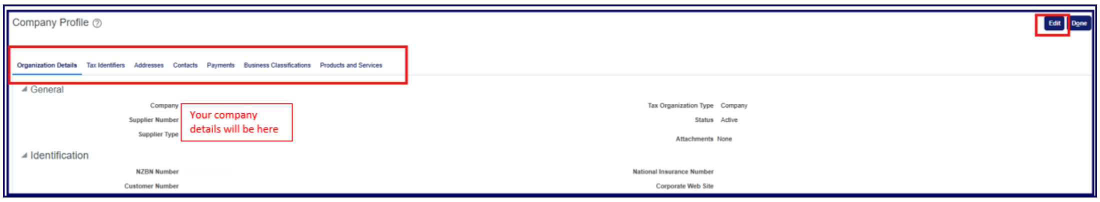
Overview

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, you can follow the system steps outlined below.

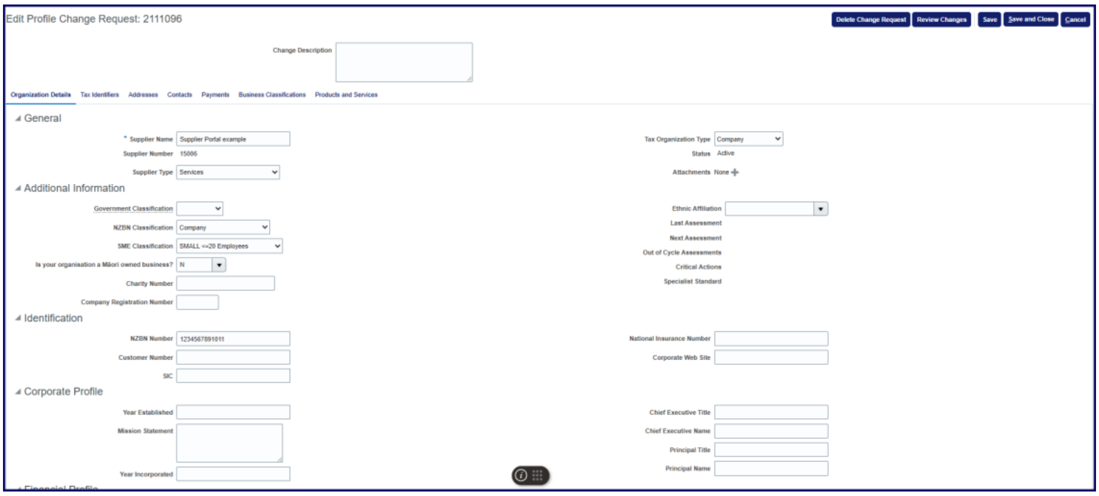
1.	Navigate to the **Manage Profile** option in the Task menu. 
2.	The company profile landing page opens. Here you can view all your details entered at the time of supplier portal registration. Navigate around by selecting the tabs available: Organization Details; Tax Identifiers; Addresses; Contacts; 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 to any of the company profile tabs.

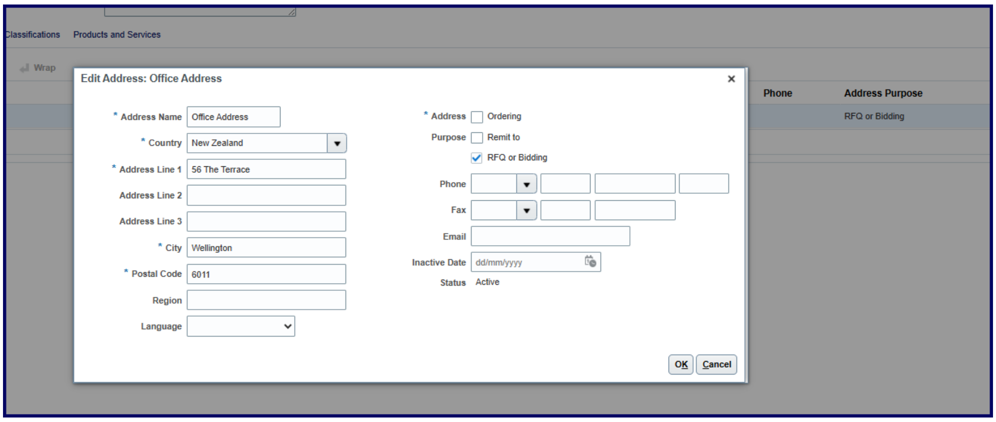


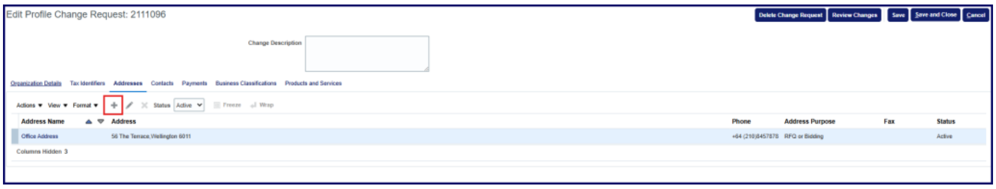
4. Fields can now be edited to make updates as needed



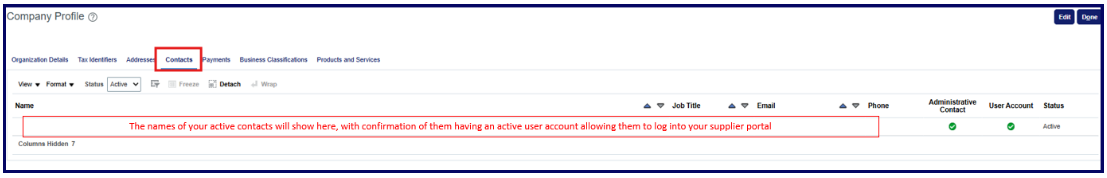
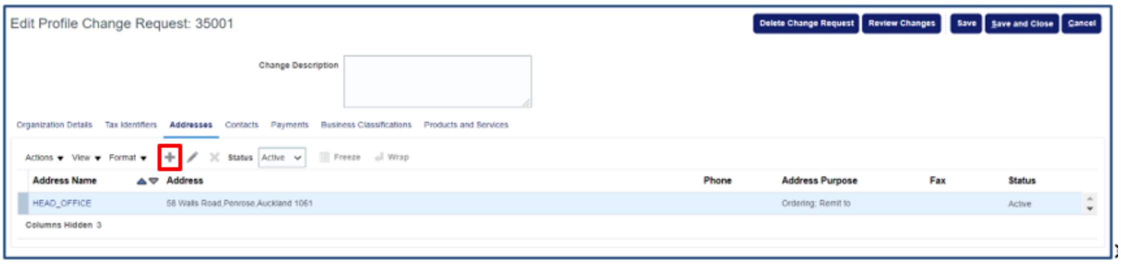
b) How to edit your company address

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

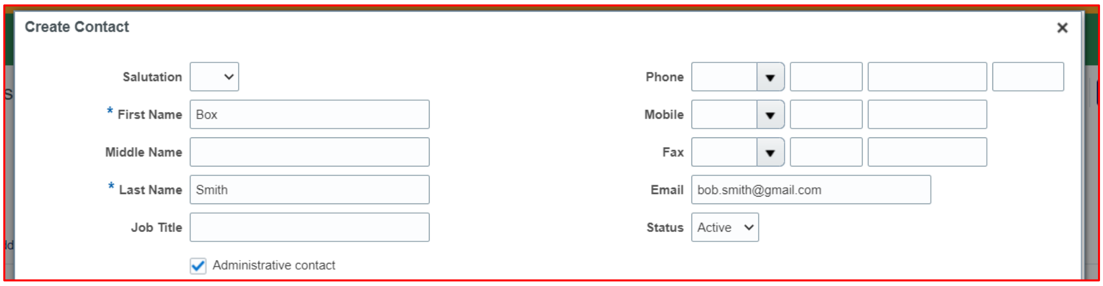
<table>
<tr><td>6.</td><td>Select the pencil icon to edit the address.


Note: Only the address lines and contact details should be updated. All other fields must remain unchanged.</td></tr>
<tr><td>7.</td><td>Select the [Create ‘+’] icon to add additional addresses.

</td></tr>
</table>

c) How to view/add/remove contacts

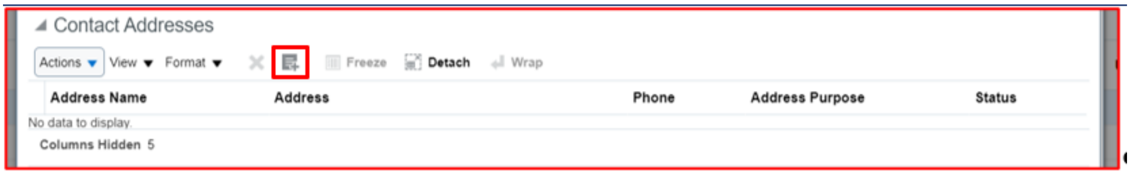
<table>
<tr><td>8.</td><td>Select the Contacts tab at the top to view, add and remove contacts added to your supplier portal.

</td></tr>
<tr><td>9.</td><td>Click the [Create ‘+’] icon.

</td></tr>
<tr><td>10.</td><td>In the “Create Contact” section, complete the required fields denoted with an asterisk (*), such as First Name, Last Name, and Email.</td></tr>
</table>

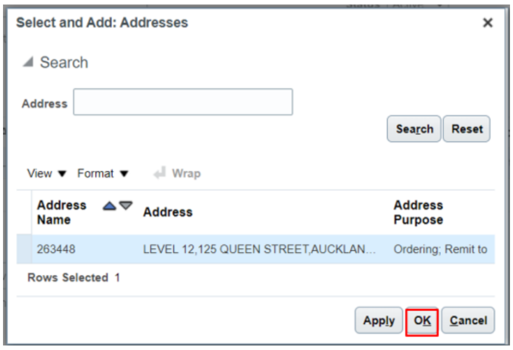
<table>
<tr>
<td></td>
<td>
Ensure the administrative contact tick box is selected. You will also be required to complete the email field.



</td>
</tr>
<tr>
<td>11.</td>
<td>
In the “Contact Addresses” section, associate an address with the contact by:

Clicking the plus ‘+’ [Select and Add] icon.
Result: A Select and Add: Addresses pop-up box will appear.
Select the Address from the list and click OK.

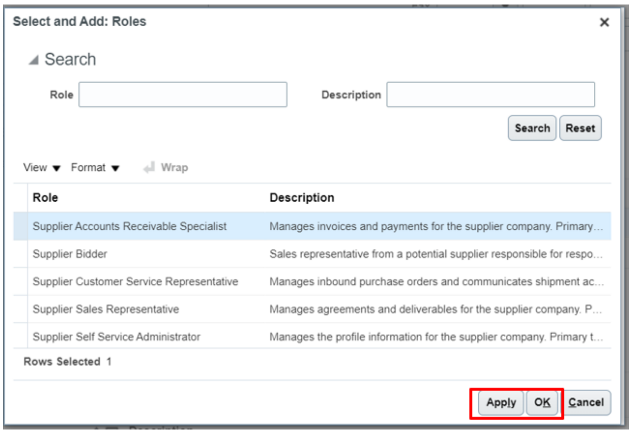




</td>
</tr>
<tr>
<td>12.</td>
<td>
In the “User Account” section, on the “Roles” tab, tick the “Request user account” <u>box if you want this contact</u> to have access to the Supplier Portal.

</td>
</tr>
</table>

<table>
<tr>
<td>13.</td>
<td>
To add specific roles, click the plus '+' Select and Add icon. Select the role you wish to add, click Apply, and then OK.

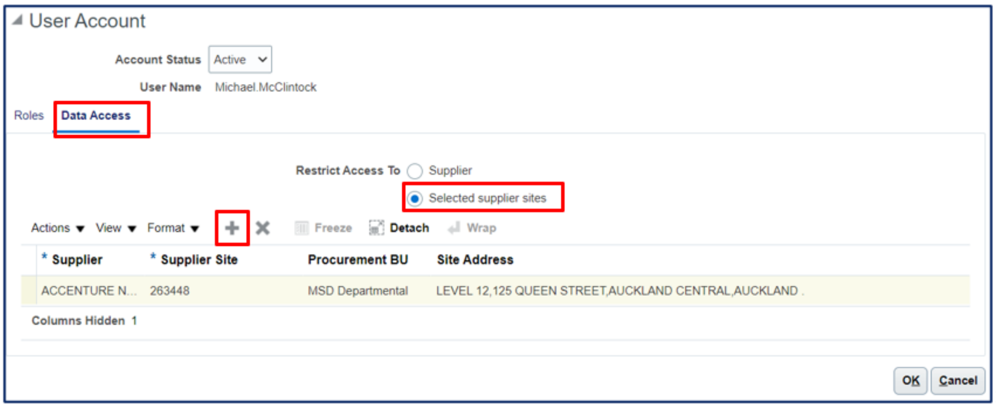


</td>
</tr>
<tr>
<td>14.</td>
<td>
To delete a specific role, click the role, and then click the cross 'X' Delete icon.

</td>
</tr>
</table>

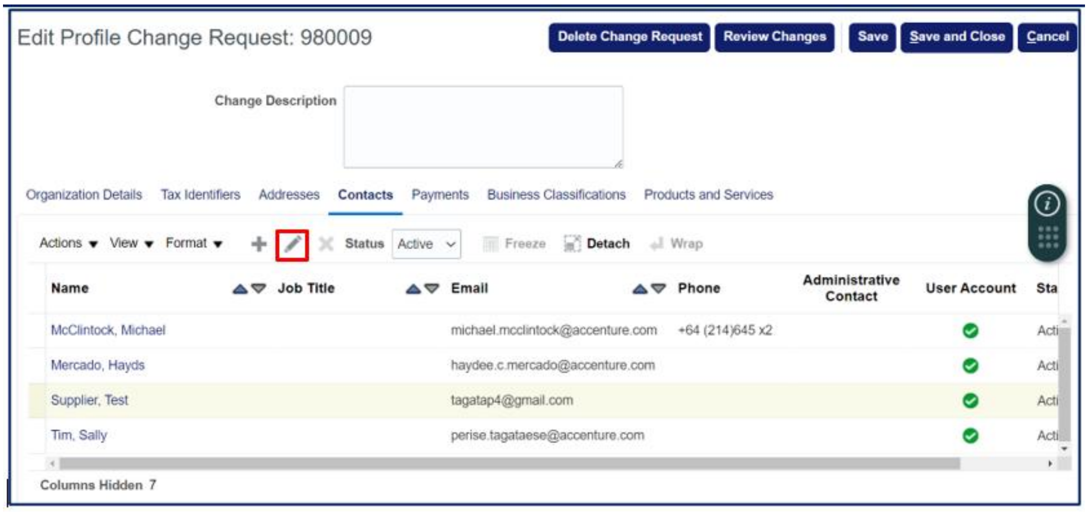
15. You can set a supplier contact to have access to either the whole supplier or just specific sites.

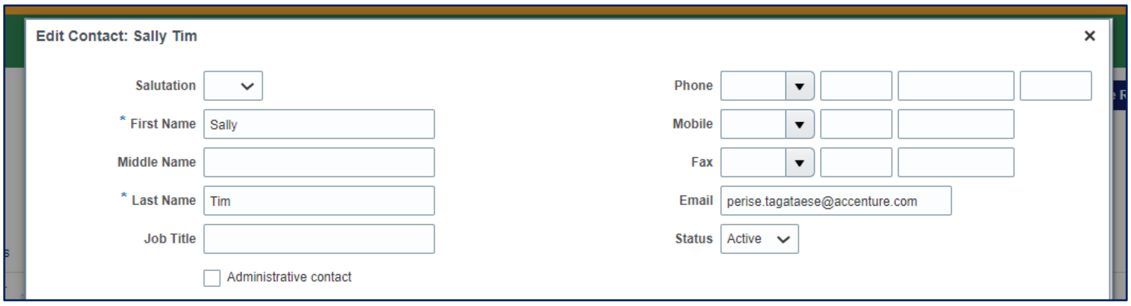
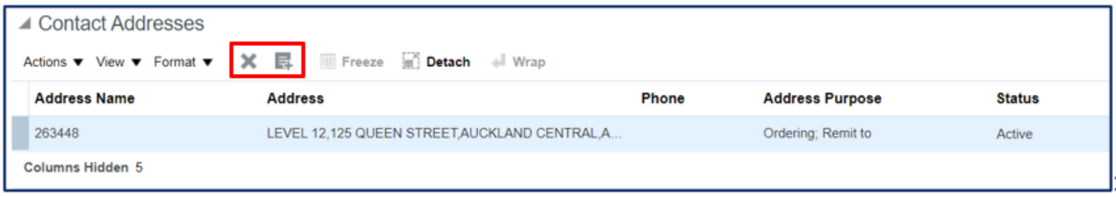
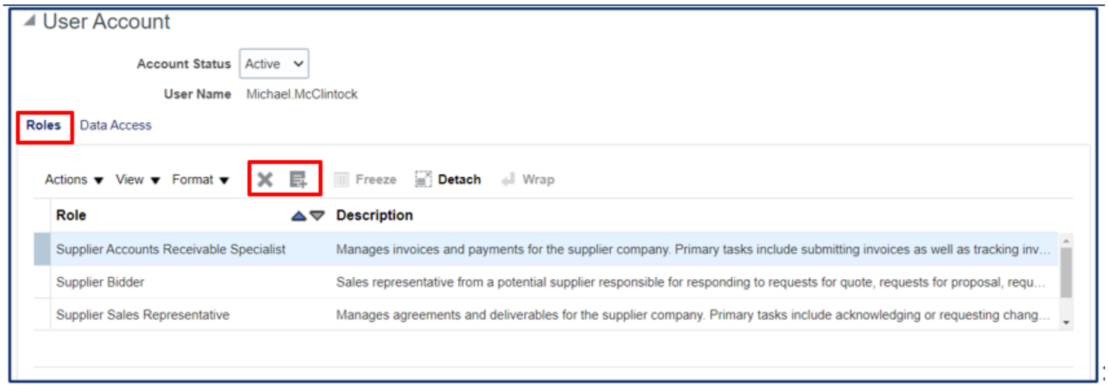
To give a contact access to a particular site(s), click the “**Data Access**” tab. Tick the box “**Selected supplier sites**” under the **Restricted Access** field, and click the plus (Add) icon to select the Supplier Site(s) you want to give the contact access to. Once you have made the necessary updates,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

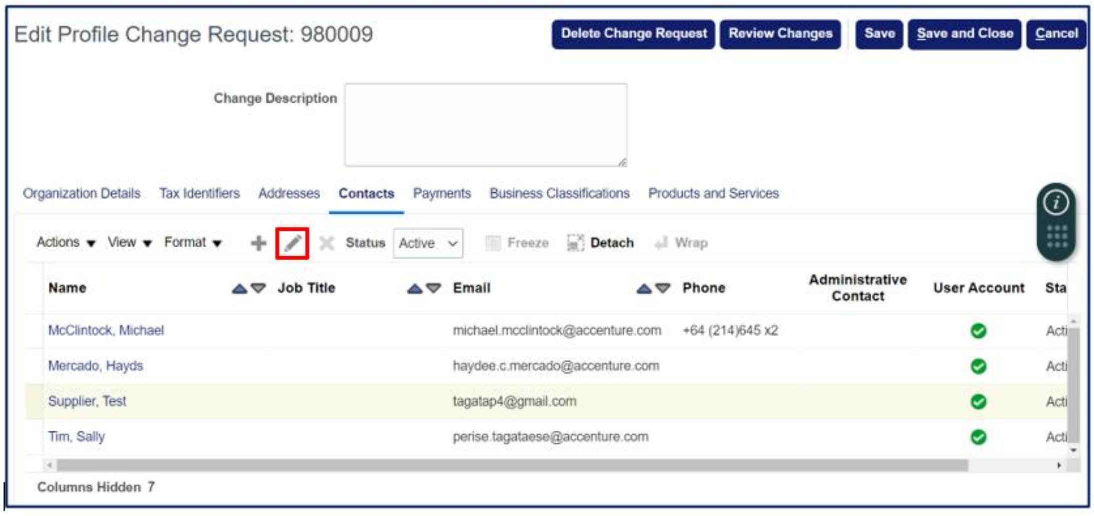
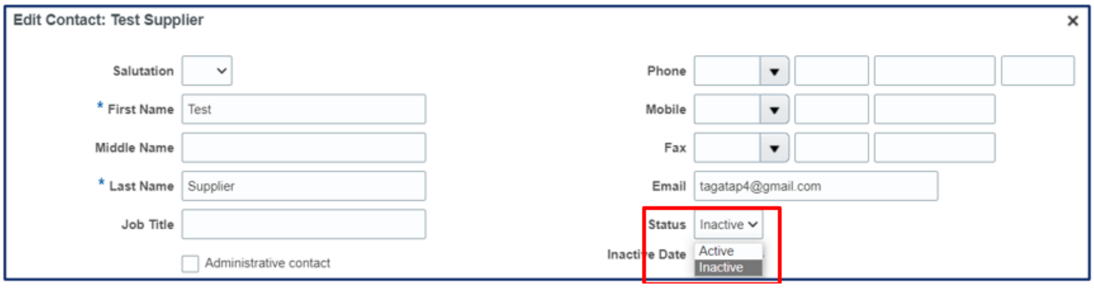
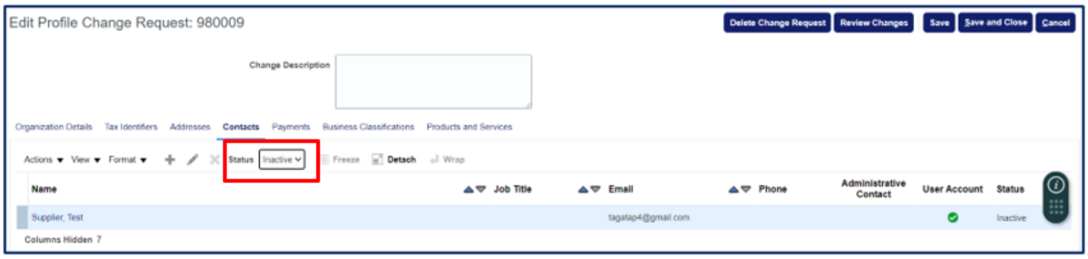


16. Click **OK** once you have finished adding a new contact.

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



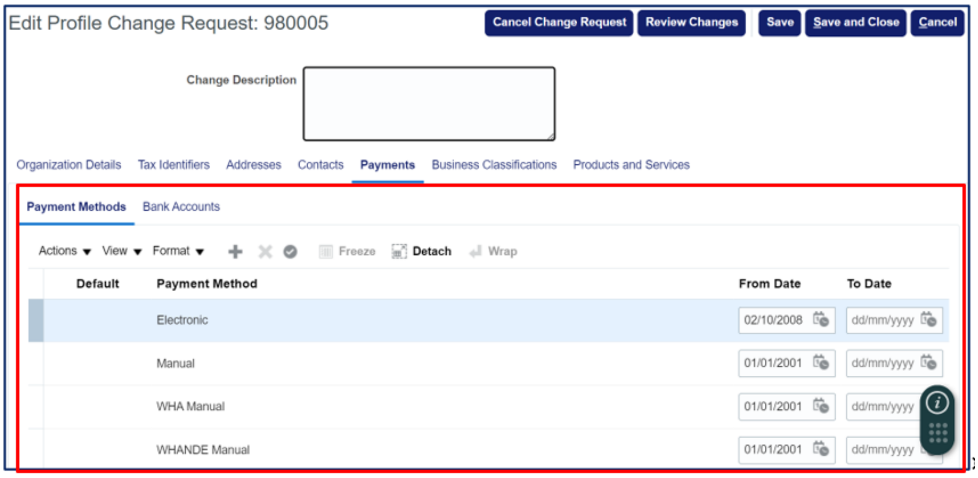
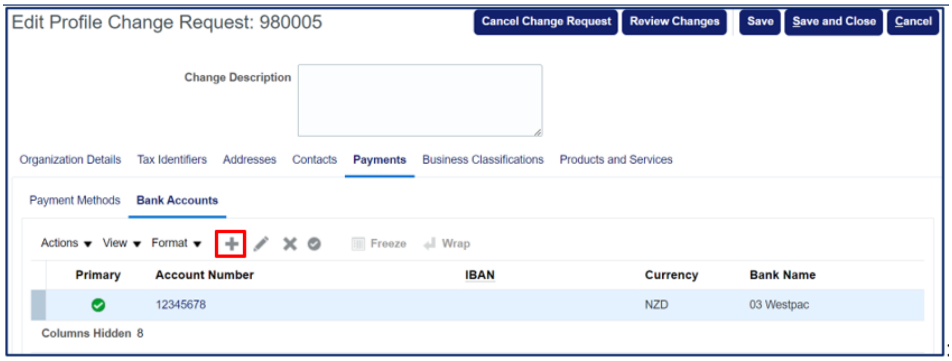
18.	In the "**Contact**" section, update the required fields denoted with an asterisk, such as **First Name, Last Name,** and **Email**. If this contact is an **administrative contact**, tick the box. An email is required for all administrative contacts. 
19.	In the "**Contact Address"** section, you can update the address associated with the contact by either adding or deleting an address. 
20.	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. 
21.	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.
22.	Once you have made the necessary updates, click **OK**.

<table>
<tr><td>23.</td><td>To make a contact inactive, highlight the contact you want to make inactive, then click the pencil Edit icon.

</td></tr>
<tr><td>24.</td><td>In the "Contact details" section, click "Inactive" from the status dropdown box.

</td></tr>
<tr><td>25.</td><td>The contact will be moved to the "Inactive Contacts" section by selecting "Inactive" from the status dropdown box on the Contacts tab.

</td></tr>
<tr><td>☑</td><td>This completes the section.</td></tr>
</table>

d) How to update the payments tab

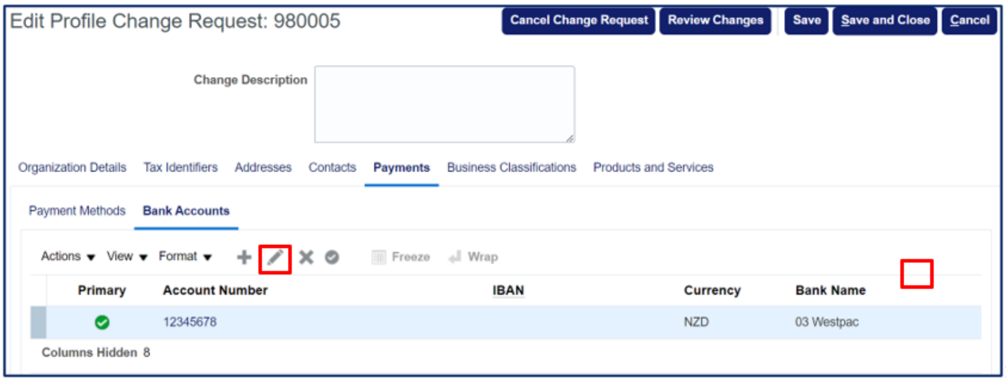
This tab is relevant for suppliers who currently have an active contract with the Ministry. If your bank account details on our system have changed or need to be updated, please use this section to provide the correct information.

System steps

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>Click on Edit located in the top right corner, then click the Payments tab.</td></tr>
<tr><td>2.</td><td>Review and update Payment Methods if necessary.

</td></tr>
<tr><td>3.</td><td>Click the next tab Bank Accounts to review and update bank account details.</td></tr>
<tr><td>4.</td><td>Click the Add plus icon if a new bank account needs to be added

</td></tr>
<tr><td>5.</td><td>Enter your bank account details, then click OK to save.</td></tr>
</table>

<table>
<tr><td>6.</td><td>

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



</td></tr>
<tr><td>7.</td><td>

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

</td></tr>
<tr><td>8.</td><td>

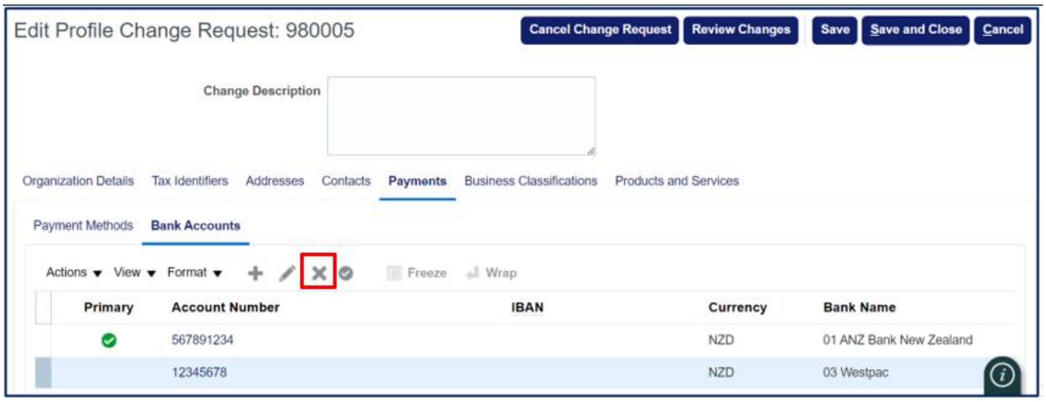
To select a bank account as the primary bank account, click the tick **Primary** icon.

A green tick will appear next to the primary bank account.

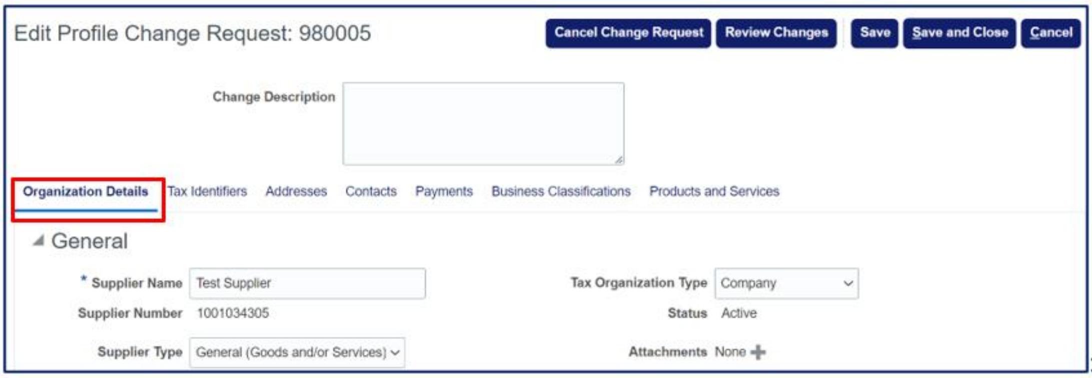
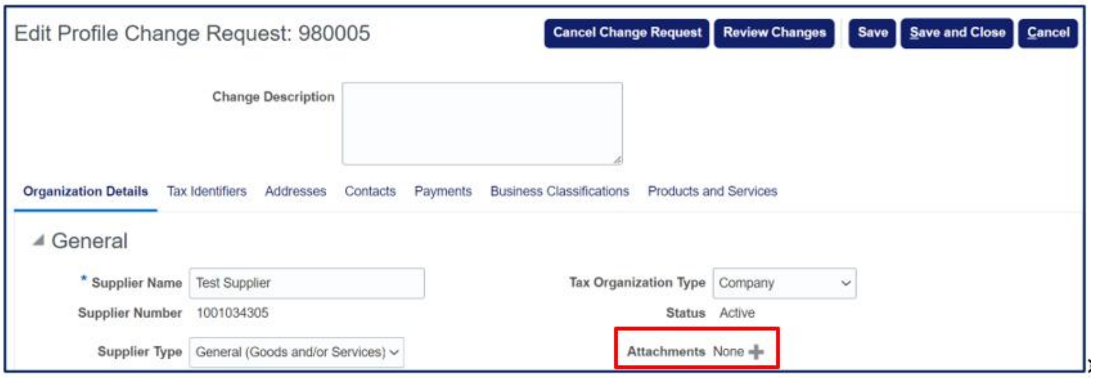
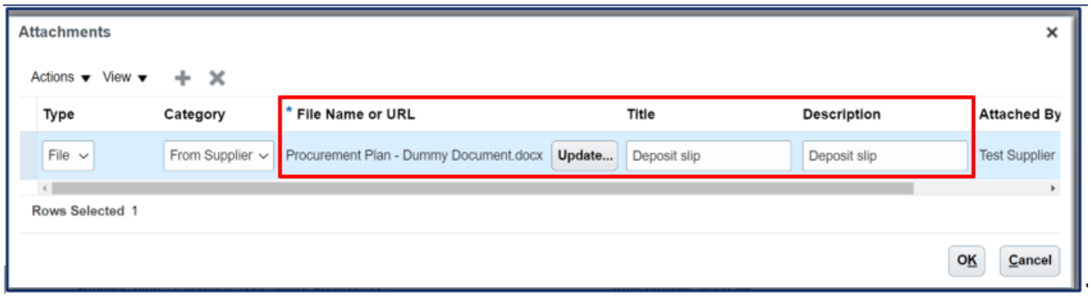
</td></tr>
<tr><td>9.</td><td>

To delete a bank account, highlight the bank account you want to delete then select the cross '**X**'-Delete icon.

You <u>cannot delete</u> a primary bank account.

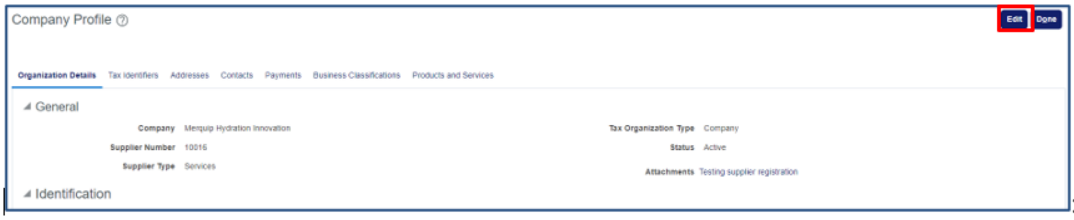


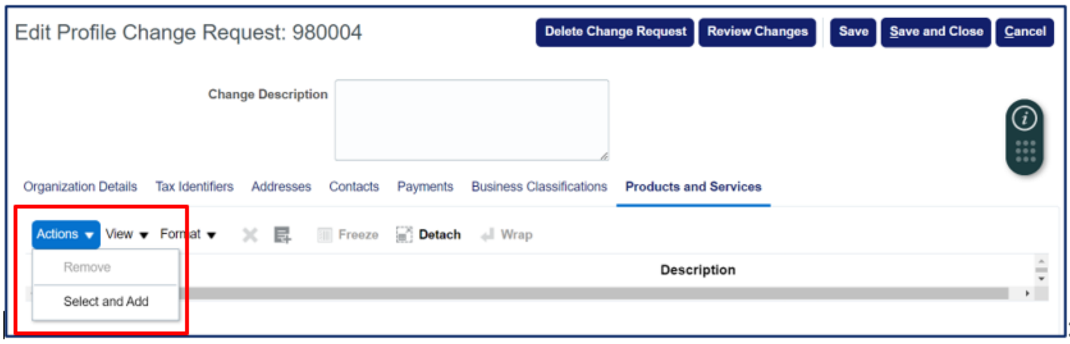
</td></tr>
</table>

<table>
<tr><td></td><td>If you are adding or amending a bank account, you will need to attach a deposit slip or evidence of your bank account</td></tr>
<tr><td>10.</td><td>To attach a deposit slip, go to the Organization Details tab.

</td></tr>
<tr><td>11.</td><td>Click on the plus '+' icon next to Attachments.

</td></tr>
<tr><td>12.</td><td>Choose the file you want to attach, update the Title and Description fields, and click OK to complete the attachment.

</td></tr>
<tr><td>☑</td><td>This completes the section.</td></tr>
</table>

e) How to update the products and services tab

System steps

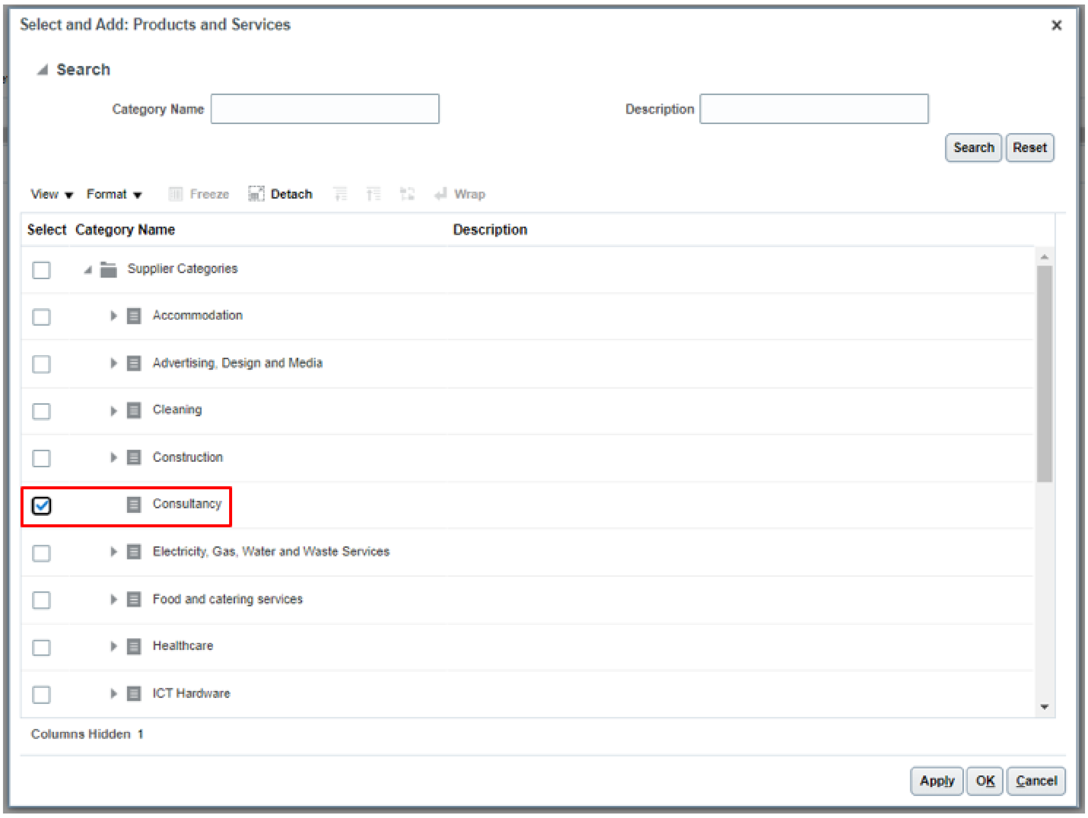
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>On the company profile page click on edit located in the top right corner, then click the products and services tab.


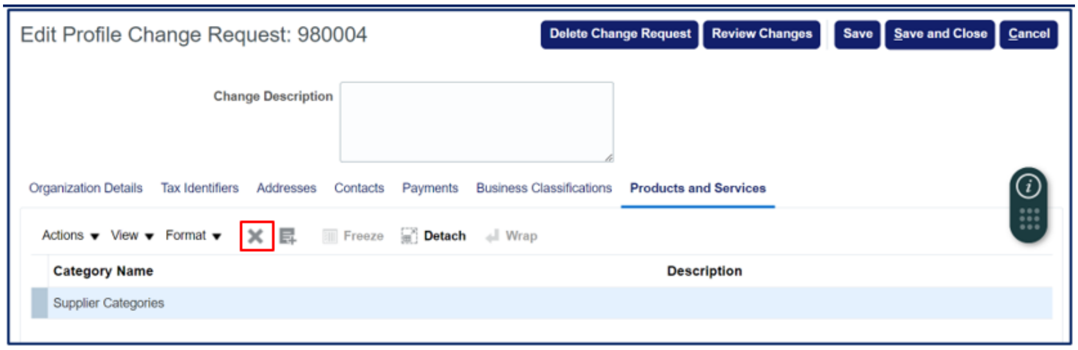
</td></tr>
<tr><td>2.</td><td>Click on Actions then choose Select and Add.


</td></tr>
<tr><td>3.</td><td>Expand the goods and services by clicking the sidewards arrow next to Supplier Categories to expand.


</td></tr>
</table>

<table>
<tr><td>4.</td><td>Select the relevant categories that represent the products or services your company offers.

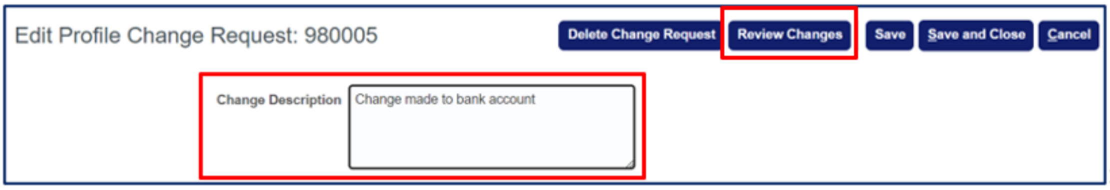
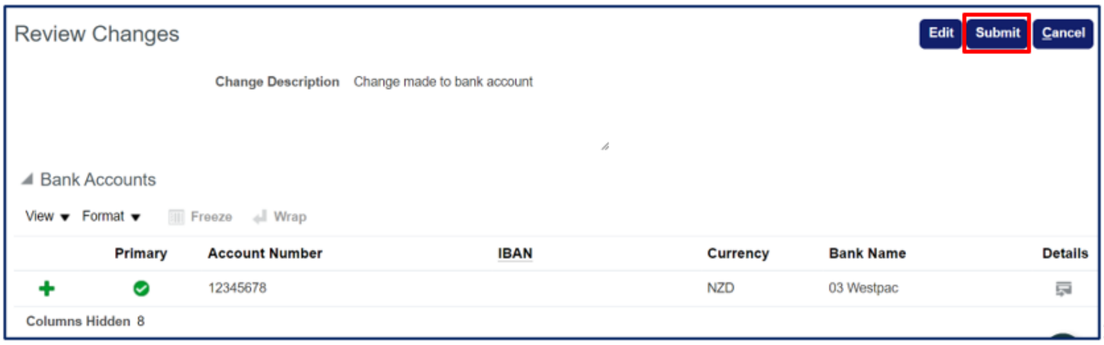

</td></tr>
<tr><td>5.</td><td>Click OK to confirm your selection.</td></tr>
<tr><td>6.</td><td>To delete products and services, highlight the line item, then click the cross 'X'-delete icon.


</td></tr>
<tr><td>☑</td><td>This completes the section.</td></tr>
</table>

f) How to submit changes for approval

System steps

Please make sure to submit any changes you've made—your updates will not take effect until this step is completed.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>When all changes are complete, provide a brief description of the changes you have made in the Change Description field.

</td></tr>
<tr><td>2.</td><td>Click on Review Changes to view a list of all the changes you have made, click Submit.

</td></tr>
<tr><td></td><td>Note: Changes made to your organization's profile through the Supplier Portal will be submitted for the Ministry of Social Development's approval. Only approved changes will be reflected in the Supplier Portal.
For urgent changes, please contact NAC_Suppliers@msd.govt.nz.</td></tr>
<tr><td></td><td>You can edit or cancel the change request at any time by selecting the appropriate options in the top right-hand corner.

</td></tr>
<tr><td>3.</td><td>Click Done to return to the Supplier Portal homepage.</td></tr>
</table>

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 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 receipts

This gives you as a supplier user the ability to view purchase orders that have been receipted by the Ministry. Purchase orders may be fully receipted or partially receipted based on its scheduled payments. The supplier customer service representative role is required to complete the steps.

System steps

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>Search for your receipt under the task menu or search facility.</td></tr>
<tr><td>2.</td><td>To view a specific receipt, click on the Receipt number hyperlink.</td></tr>
<tr><td>3.</td><td>The Receipt page opens. You have the option to click on View Transaction History located in the top-right corner. This will allow you to see any previous updates made to the purchase order associated with the receipt.

</td></tr>
</table>

4.	If you're done viewing the receipt and want to return to the previous page, click on **Done**.
	This completes the section.

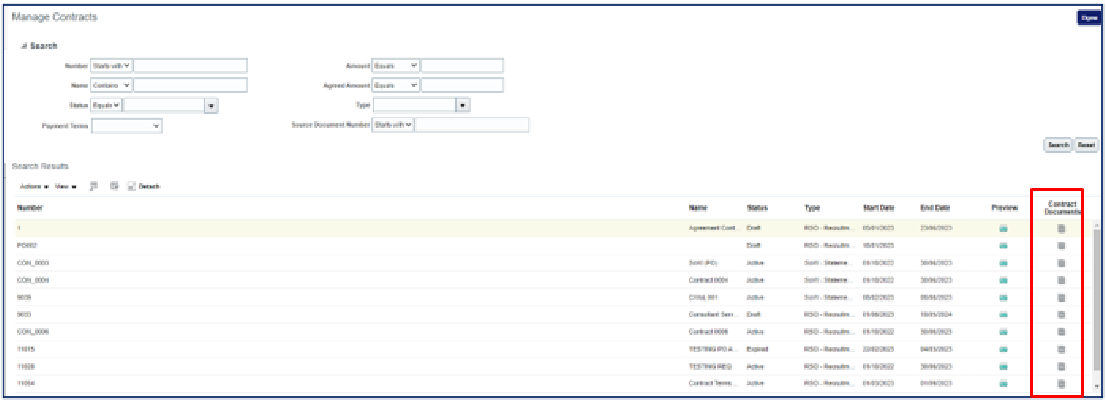
6. How to manage contracts

Overview

The Manage Contracts page allows suppliers with active contracts with the Ministry to access their contracts. Your (supplier) customer service representative role is required to complete the steps.

See Section 8.1.4 for a full list of supplier roles and their description.

System steps

Step	Action
1.	Search for your contract under the sub menu item **Contracts and Deliverables** in the task menu or search facility.
2.	To view and download a contract, click on the document icon in the contract documents column. 
	This completes the section.

7. How to view invoices

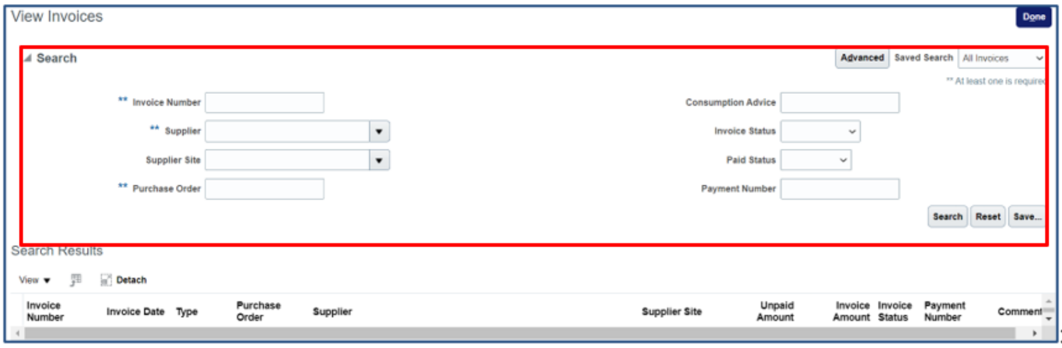
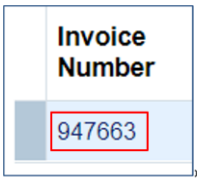
Overview

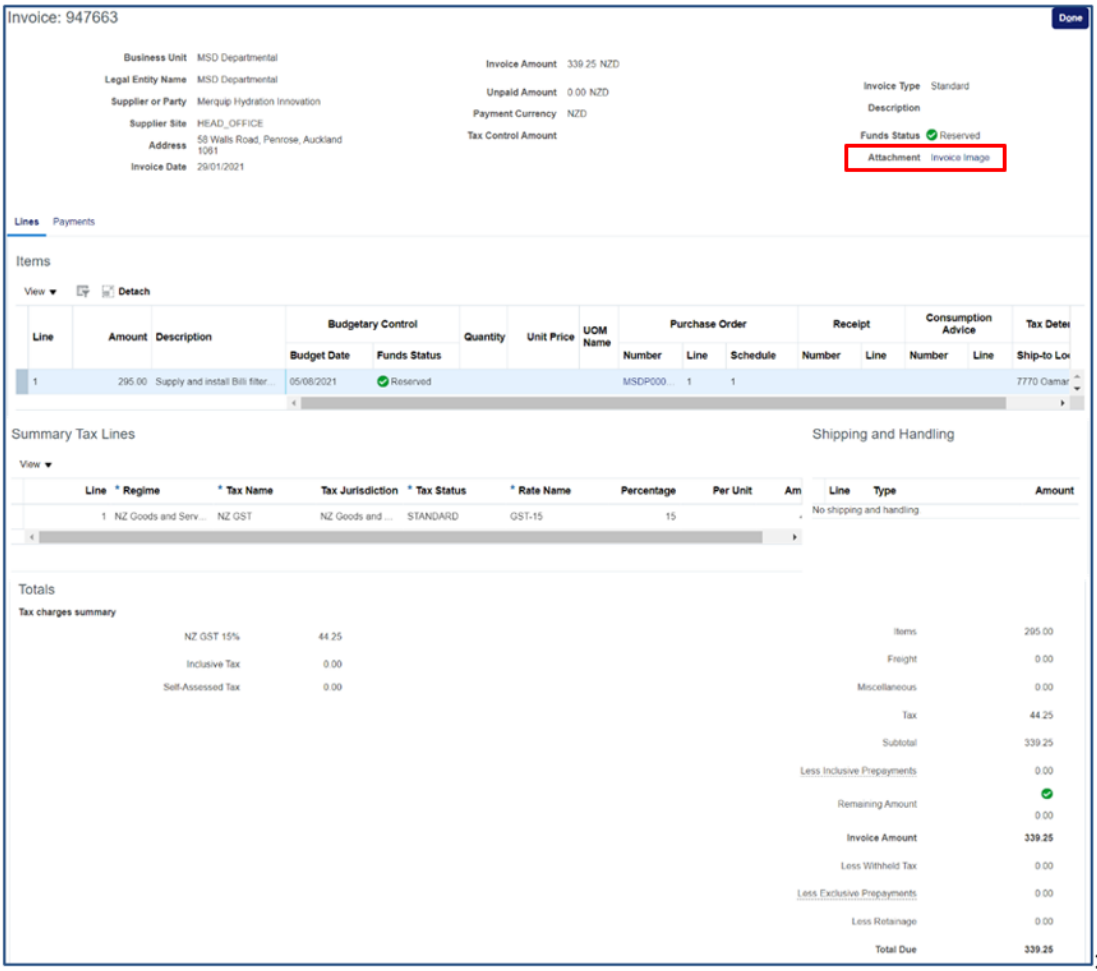
To view invoices associated with purchase orders in the supplier portal, follow the steps below. The required roles to complete the steps are:

- Supplier Accounts Receivable
- MSD Self Service Procurement View Invoice

See Section 8.1.4 for a full list of supplier roles and their description.

System steps

Step	Action
1.	Scroll to **Invoices and Payments** and click on **View Invoices** or Search for your invoice under task menu.
2.	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. Result: A list of invoices assoicated with a PO that match your search criteria will appear under the **Search Results** section. 
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. 
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.



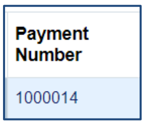
☑ This completes the section.

8. How to view payments

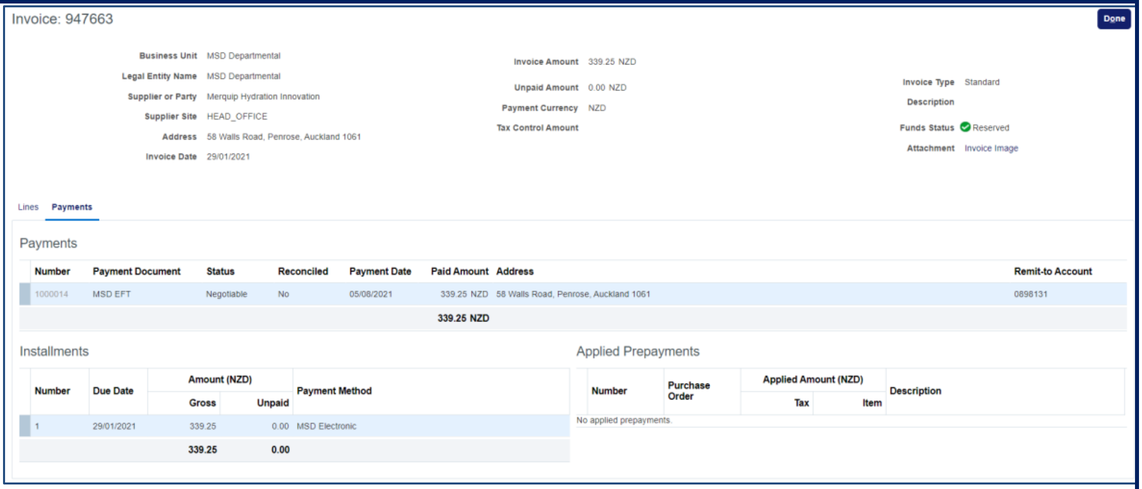
Overview

As a supplier, you can easily view your invoices that have been paid by the Ministry. This includes payments made through purchase orders or by directly clicking on individual invoices. The supplier customer service representative 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)	To view a specific payment, click on the **Payment Number.** This will open a landing page displaying the details of the selected payment. 
c)	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. 
d)	Additionally, within the Payment Number view, you can click on the **Invoice Number** hyperlink to gain more detailed payment information for a specific invoice. 

<table>
<tr><td></td><td>



To navigate back to the Payments landing page, simply click **Done**.
</td></tr>
<tr><td>e)</td><td>

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

</td></tr>
<tr><td>☑</td><td>This completes the section.</td></tr>
</table>

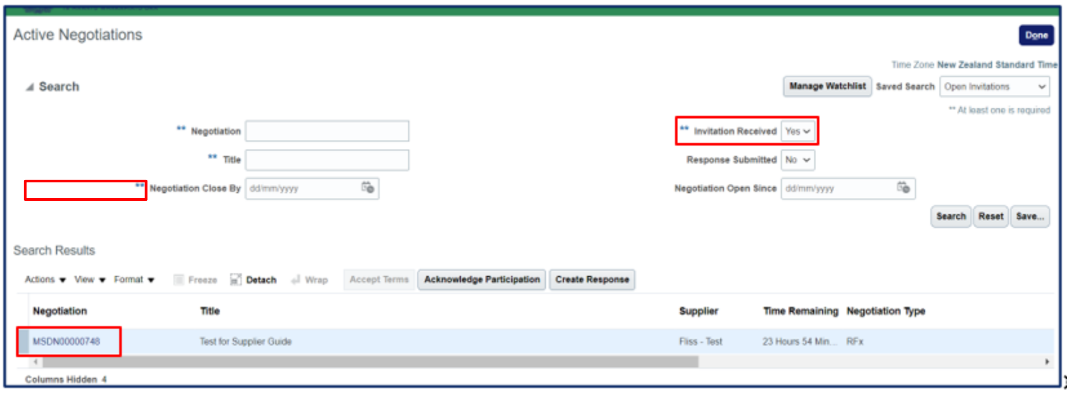
9. How to view active negotiations

Overview

This section illustrates how to view active open and closed negotiations, also known as 'tender opportunities', with the Ministry. Supplier bidder and supplier sales representative roles are required to complete the steps.

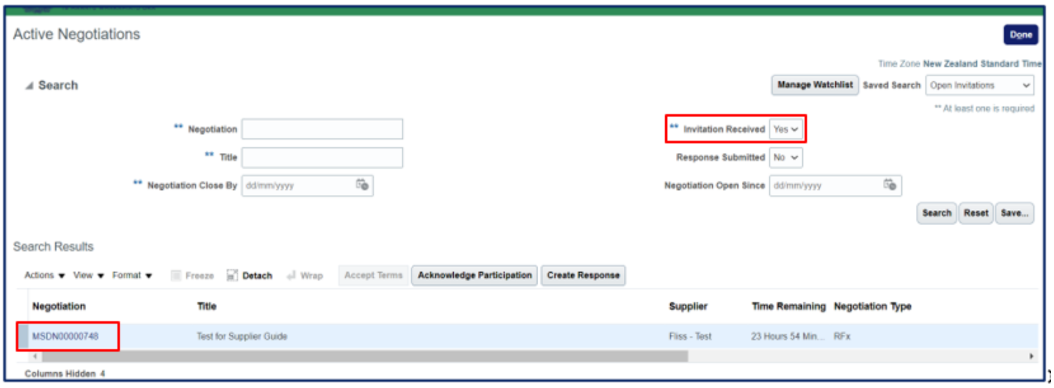
a) How to view an active Closed tender

System steps

Step	Action
1.	Under **Tasks**, scroll to **Negotiations** and click on **View Active Negotiations**.
	Select the specific negotiation you want to access by clicking on the negotiation number hyperlink. Make sure the field "Invitation Received" is showing "**Yes**" for the selected negotiation. 
	This completes the section.

b) How to view an active Open tender

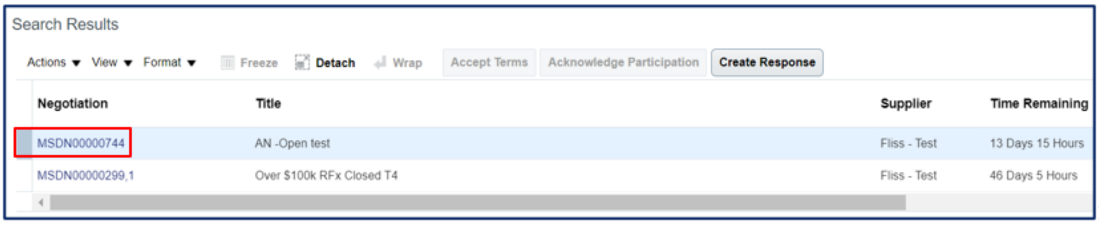
System steps

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

<table>
<tr><td>2.</td><td>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.


</td></tr>
<tr><td>3.</td><td>Review each open tender by clicking on the respective Negotiation hyperlink.


</td></tr>
<tr><td>☑</td><td>This completes the section.</td></tr>
</table>

10. How to manage responses

Overview

Previous responses to tenders can be viewed before and after the response date. The supplier bidder and supplier sales representative roles are required to complete the steps. You can follow the system steps outlined below.

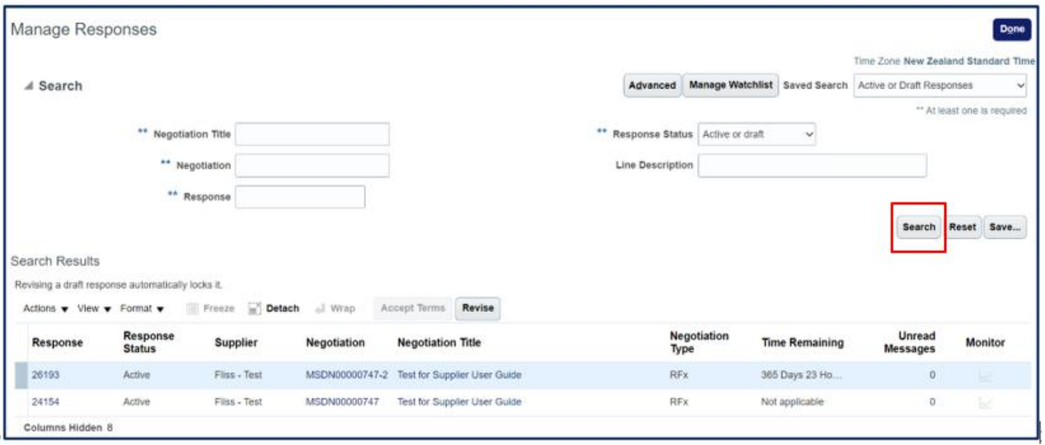
a) How to revise draft responses before the tender close date

System steps

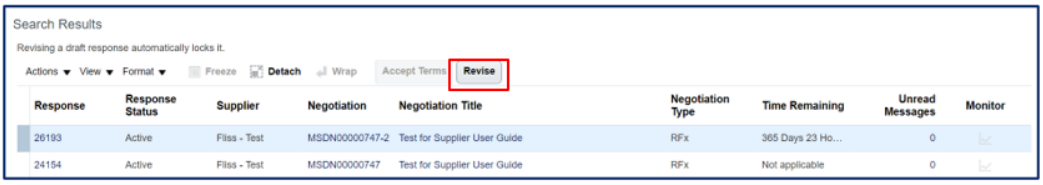
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>Under Tasks, scroll to Negotiations and click on Manage Responses.

</td></tr>
<tr><td>2.</td><td>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.



</td></tr>
<tr><td>3.</td><td>Select the response line item to be updated, then click the Revise button.



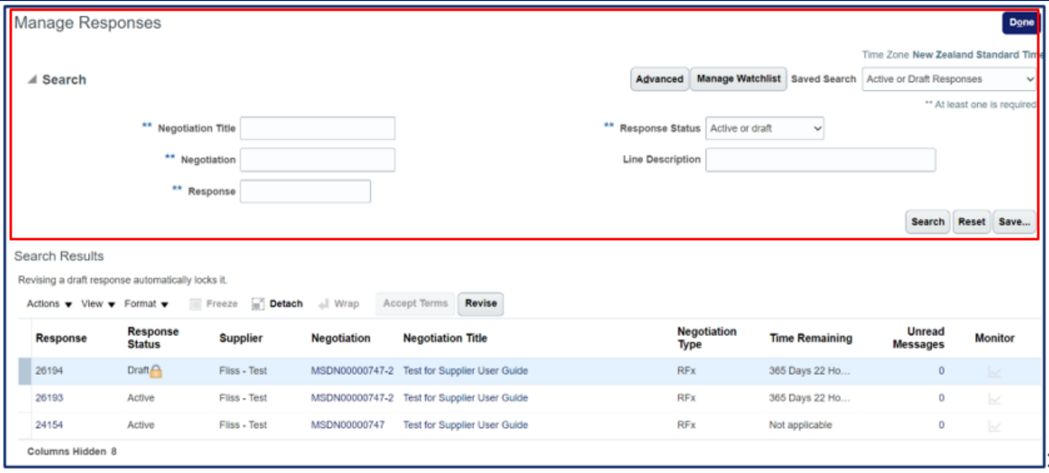
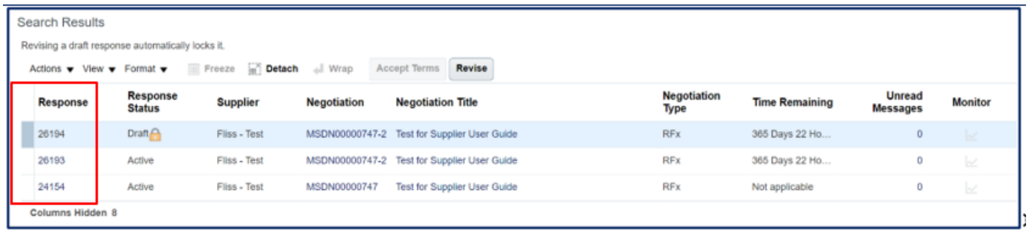
</td></tr>
</table>

	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**.  
	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.

<table>
<tr><td></td><td>
</td></tr>
<tr><td>4.</td><td>Review the Response and Response Status by clicking on the Response number hyperlink.

</td></tr>
<tr><td>☑</td><td>This completes the section.</td></tr>
</table>

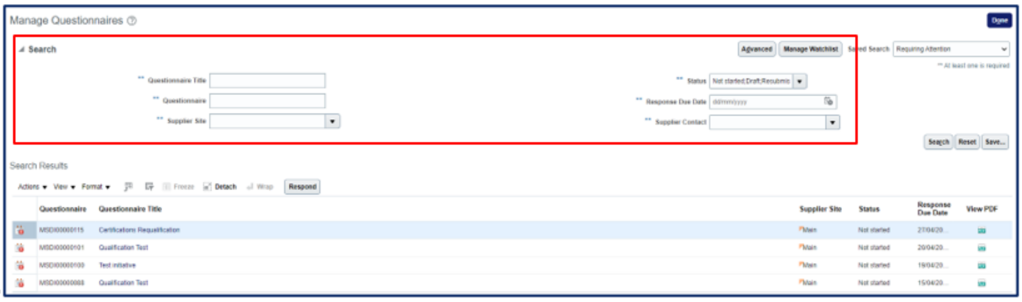
11. How to manage questionnaires

Overview

Supplier questionnaires can be viewed before and after the response date. The supplier sales representative role is required to complete the steps. You can follow the system steps outlined below.

a) How to view questionnaires

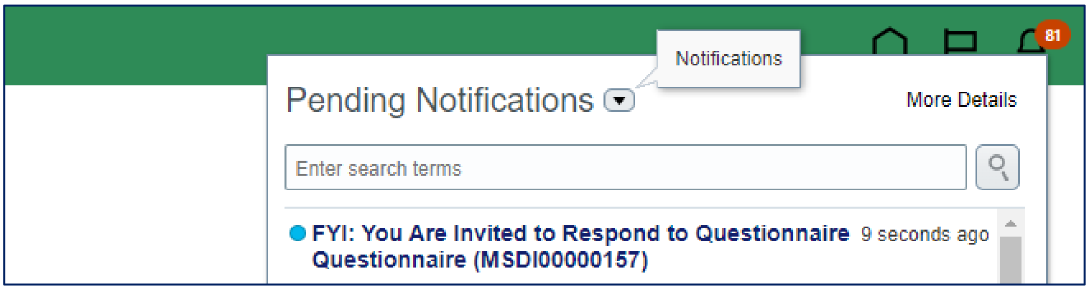
System steps

Step	Action
1.	Under **Tasks**, scroll to **Qualifications** and click on **Manage Questionnaires**. The **Manage Questionnaires** landing page will appear.
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 questionnaires under **Search Results** based on your search criteria. 
	This completes the section.

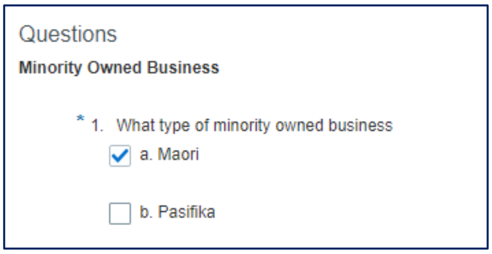
b) How to respond to a questionnaire

System steps

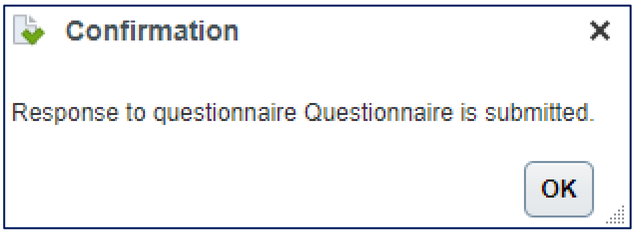
Step	Action
	When you are invited by the Ministry to submit a response to a questionnaire, the supplier contact selected by the Ministry will receive a FYI notification.

<table>
<tr><td>1.</td><td>View the Questionnaire Invitation by clicking on the notification

</td></tr>
<tr><td>2.</td><td>To respond to the questionnaire, under Tasks, scroll to Qualifications and click on Manage Questionnaires.</td></tr>
<tr><td>3.</td><td>In the Manage Questionnaires page, click on the questionnaire title hyperlink or select the line and click ‘Respond’

</td></tr>
<tr><td>4.</td><td>Respond to the Questionnaire Questions by ticking the correct answer and/or attaching required documents.
See an example of a questionnaire.

Questions will vary depending on what the Ministry is requiring from its suppliers.</td></tr>
<tr><td>5.</td><td>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.</td></tr>
</table>

<table>
<tr><td>6.</td><td>Click OK on the Confirmation pop-up after submitting

</td></tr>
<tr><td></td><td>This completes the section.</td></tr>
</table>