MINISTRY OF SOCIAL DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA

Navigating the Supplier/Partner Portal

User Guide for Registered Suppliers/Partners

October 2025

Contents

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

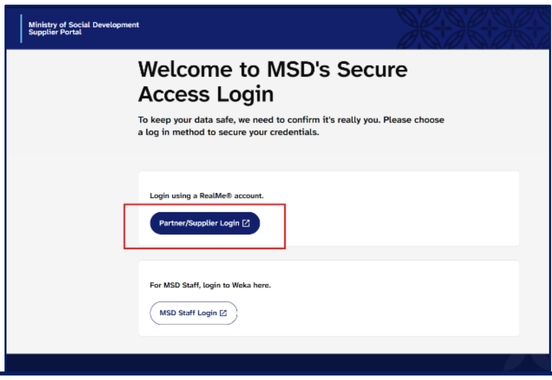
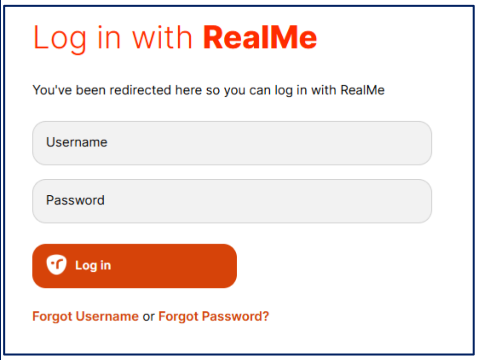
Highlights important information or areas that require caution.

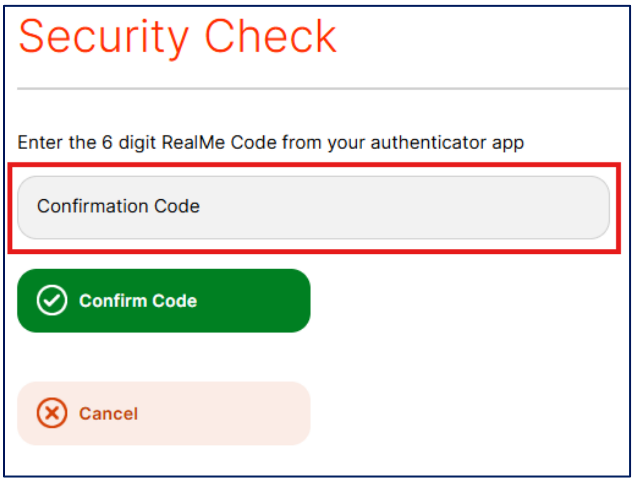
Section Completed

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.

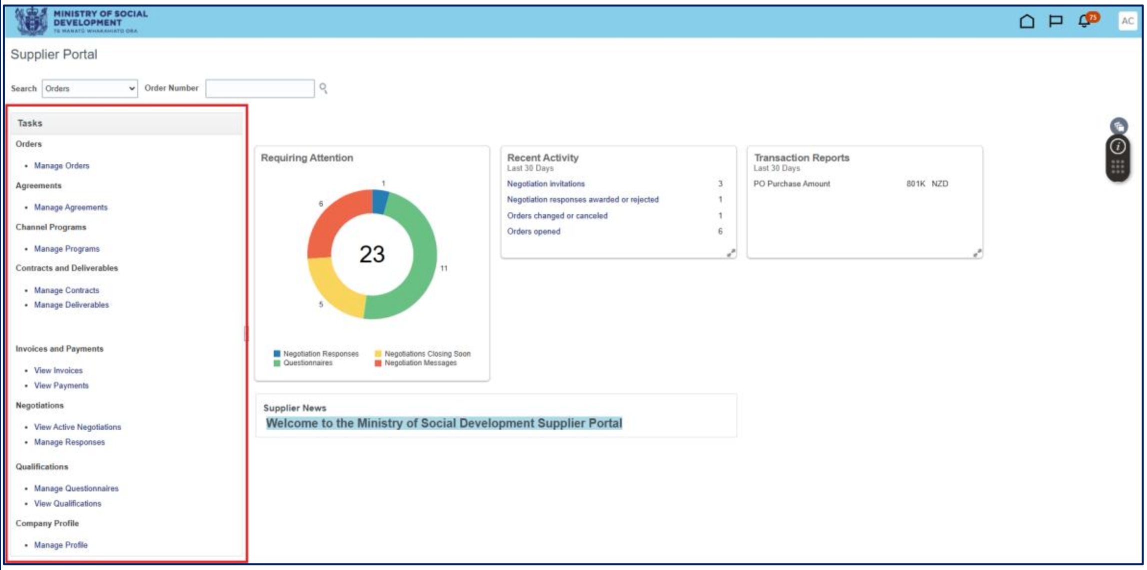
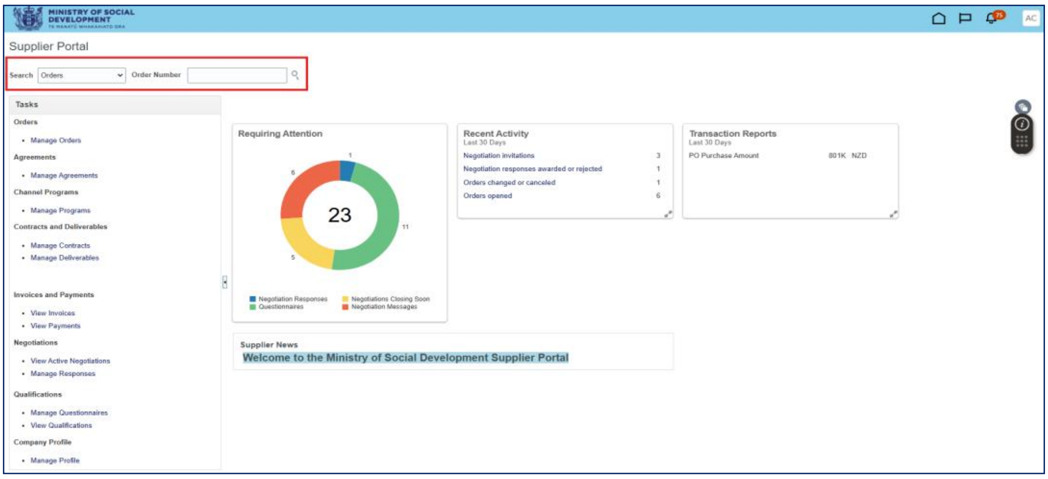
Step	Action
1.	Visit the link for the supplier/partner portal and click Partner/Supplier Login. 
2.	 Enter your RealMe username and password, Then, click the **Log in** button. **Note:** If you do not have a RealMe account, please visit the Help – RealMe for step-by-step guidance on setting up your login. 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

3.	 Enter multi-factor authentication code from the RealMe code generator or text message, then click '**Confirm Code'**. **Note:** If you need support with this task, please visit the [Help – RealMe] for guidance.
4.	After logging in, click on the '**Supplier Portal'** tile.  You will then have access to the portal home page and task bar.
5.	You have now successfully accessed the supplier portal.

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.	The available actions are under the **Tasks** menu. 
	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.** 

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.

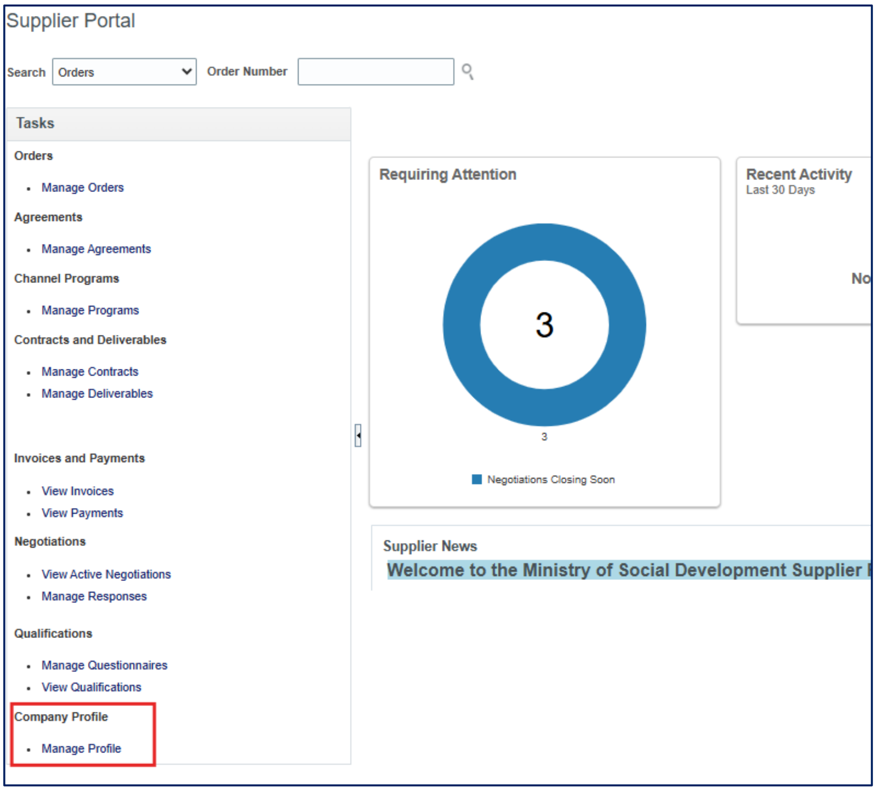
Role	Description
Supplier Accounts Receivable Specialist	Manages **invoices and payments** for the supplier/partner. Primary tasks include submitting invoices as well as tracking invoice and payment status.
Supplier Bidder	Sales representative responsible for **responding to requests for proposal, quote, 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.

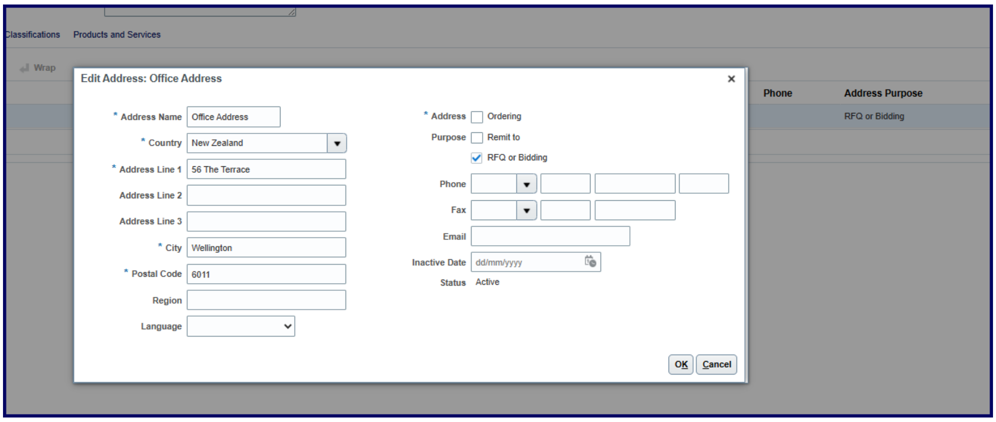
a) How to edit your company details

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.

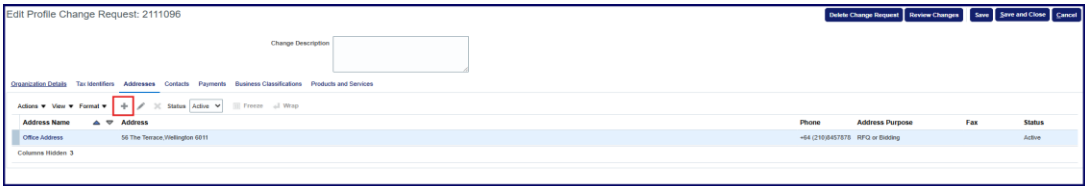
b) How to edit your company addresses

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

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

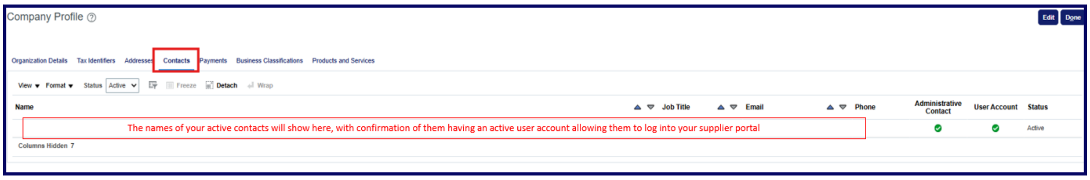


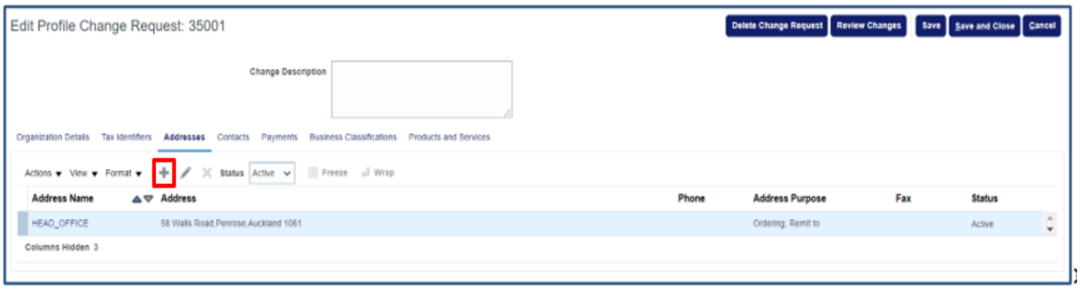
Note: Only the address lines and contact details should be updated. All other fields must remain unchanged.</td></tr>
<tr><td>7.</td><td>Select the Create icon to add additional addresses.


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

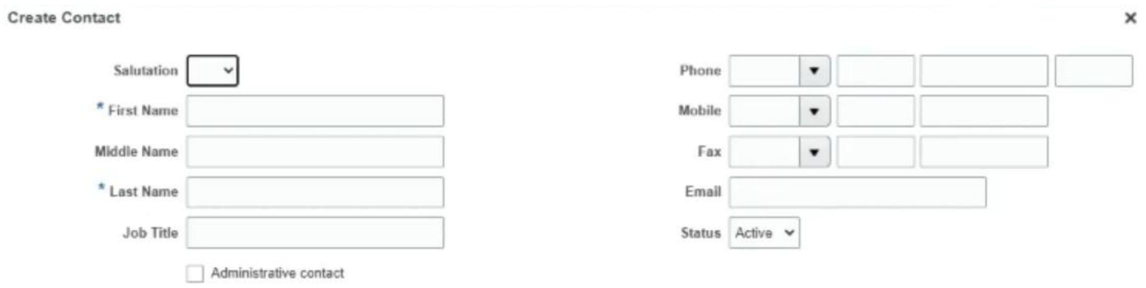
c) How to view/add/remove contacts

<table>
<tr><td>8.</td><td>Select the contacts tab at the top to view, add or remove contacts in your portal account.


</td></tr>
<tr><td>9.</td><td>To add a new contact, click the plus '+' Create icon.

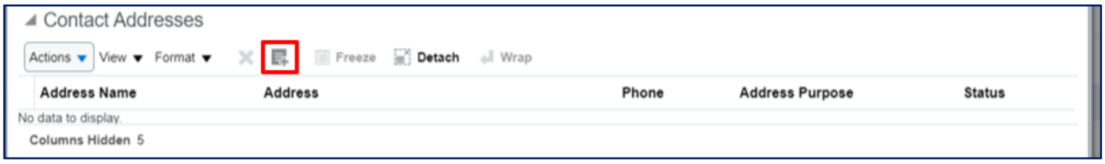

</td></tr>
<tr><td>10.</td><td>In the 'Contact Details' section, complete the required fields marked with an asterisk (*), such as First Name, Last Name, and Email.</td></tr>
</table>

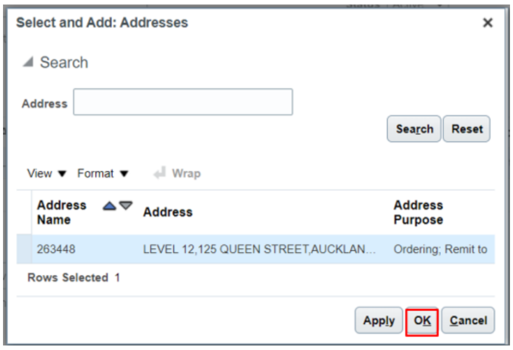
Ensure the **administrative contact** tick box is selected. You will also need to complete the email field.



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

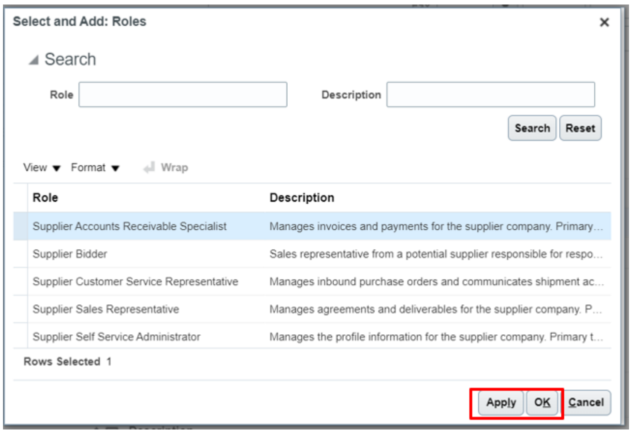
- Clicking the plus **Select and Add** icon. A **Select and Add**: **Addresses** pop-up box will appear.
- Select the **Address** from the list and click **OK**.





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.

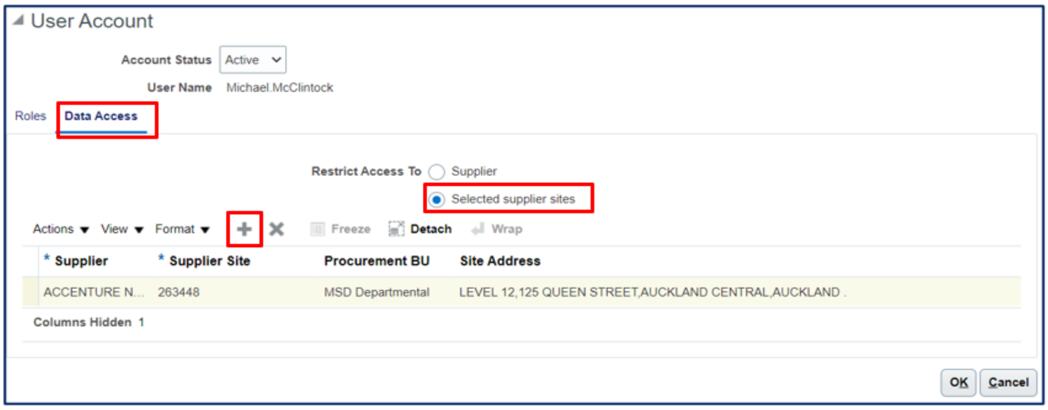
13. To **add** specific roles, click the plus **'+'** icon, **Select and Add: Roles** icon. Select the role you wish to add, click **Apply**, and then **OK**.



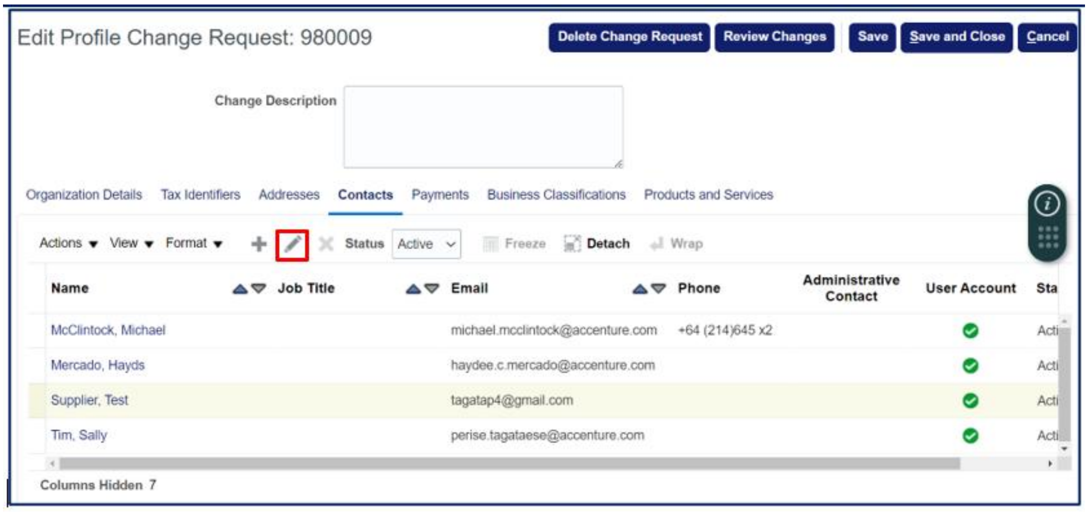
14. To **delete** a specific role, click the role, and then click the **cross** icon.

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**.

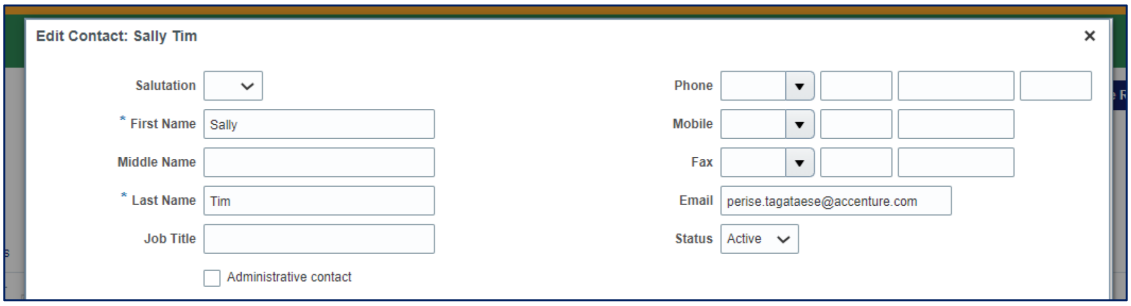
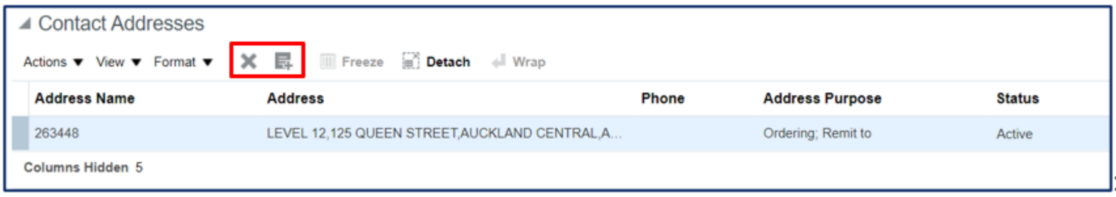
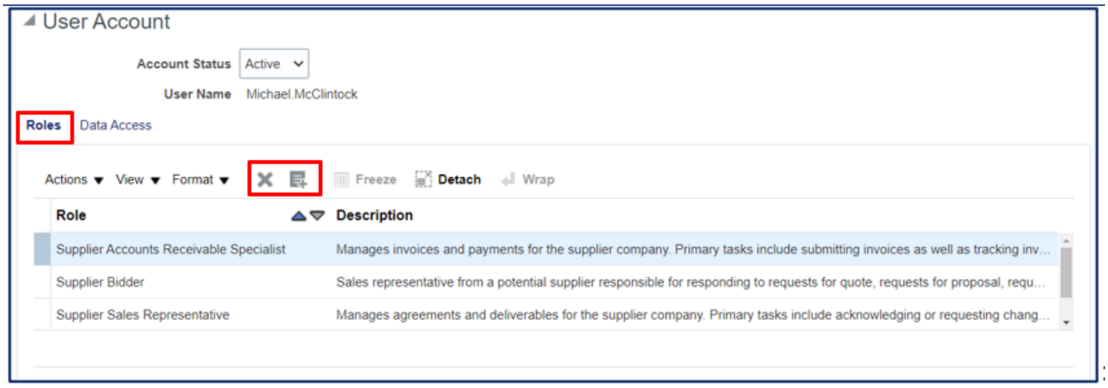


16. To edit an existing contact, highlight the contact you want to edit, then click the pencil **Edit** icon.

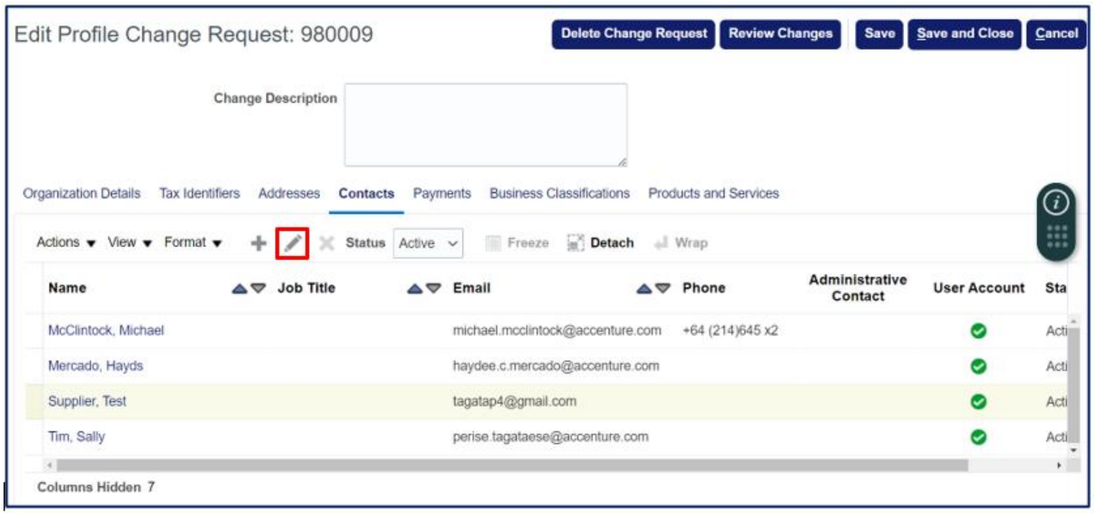


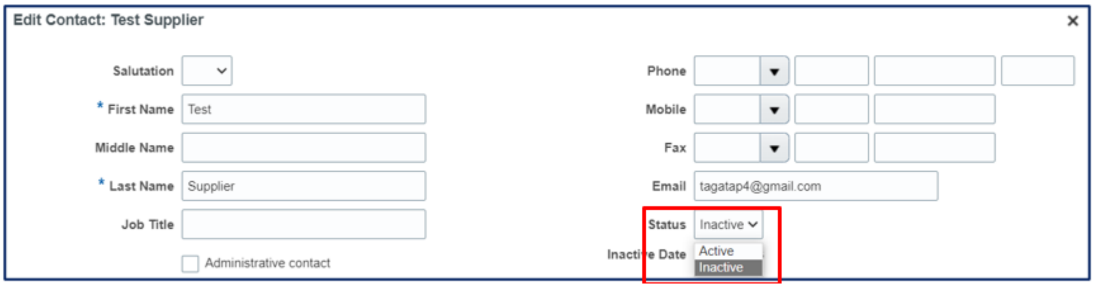
<table>
<tr><td>17.</td><td>In the ‘Contact’ section, update the required fields marked with an asterisk (*), such as First Name, Last Name, and Email.

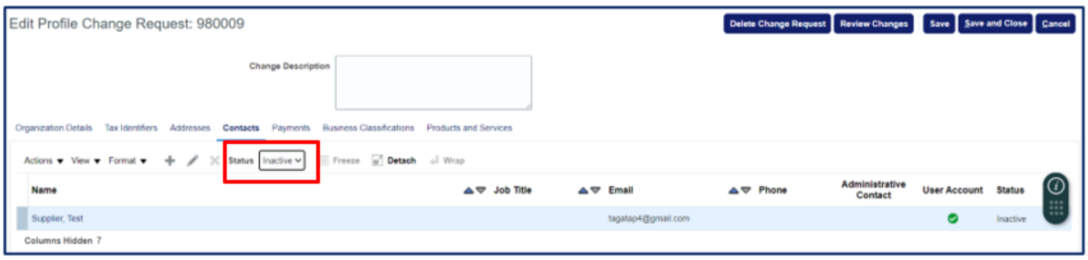
If this contact is an administrative contact, tick the box. An email is required for all administrative contacts.


</td></tr>
<tr><td>18.</td><td>In the ‘Contact Address’ section, you can update the address associated with the contact by either adding or deleting an address.

</td></tr>
<tr><td>19.</td><td>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.

</td></tr>
<tr><td>20.</td><td>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.</td></tr>
<tr><td>21.</td><td>Once you have made the necessary updates, click OK.</td></tr>
</table>

<table>
<tr><td>22.</td><td>To inactivate a contact, highlight the contact you want to inactivate, then click the pencil Edit icon.


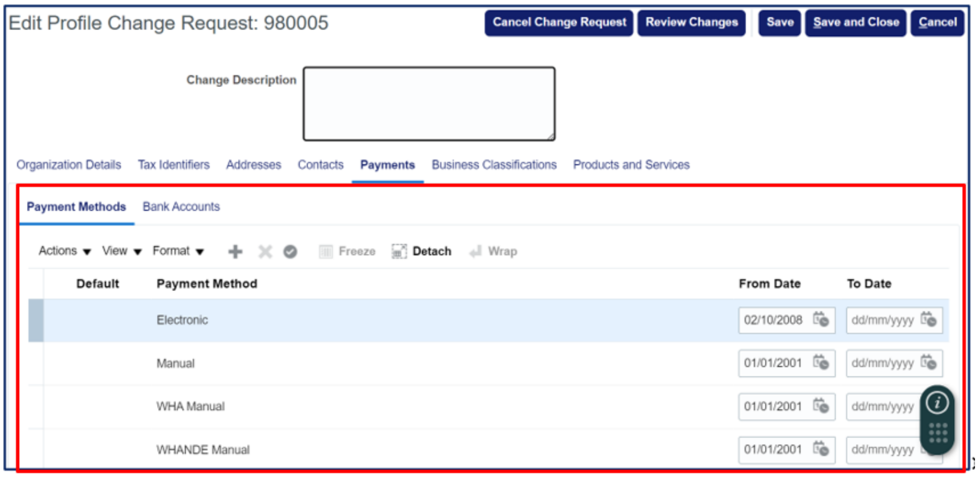
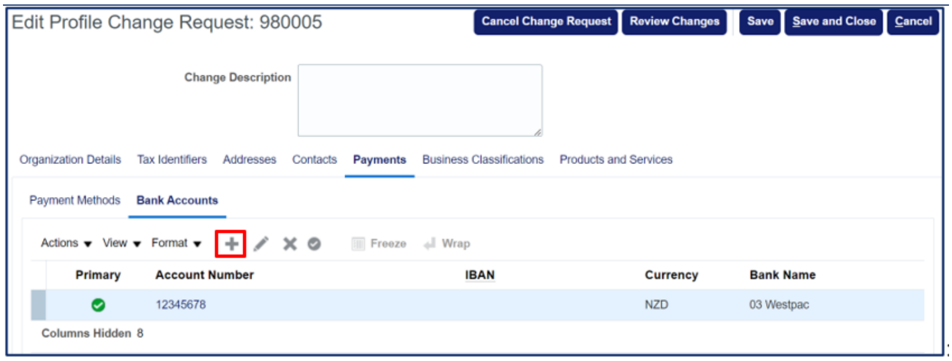
</td></tr>
<tr><td>23.</td><td>In the ‘Contact details’ section, click ‘Inactive’ from the status dropdown box.


</td></tr>
<tr><td>24.</td><td>Selecting ‘Inactive’ from the status dropdown box will move the contact the ‘Inactive Contacts’ section


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

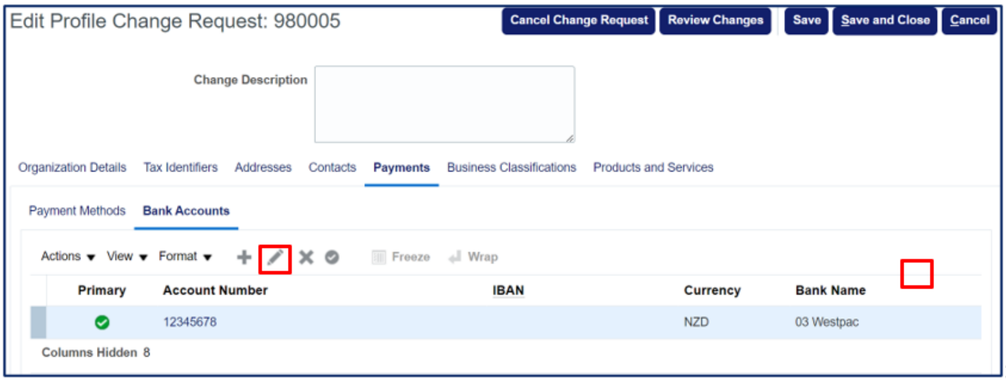
d) How to update the payments tab

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.

<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>

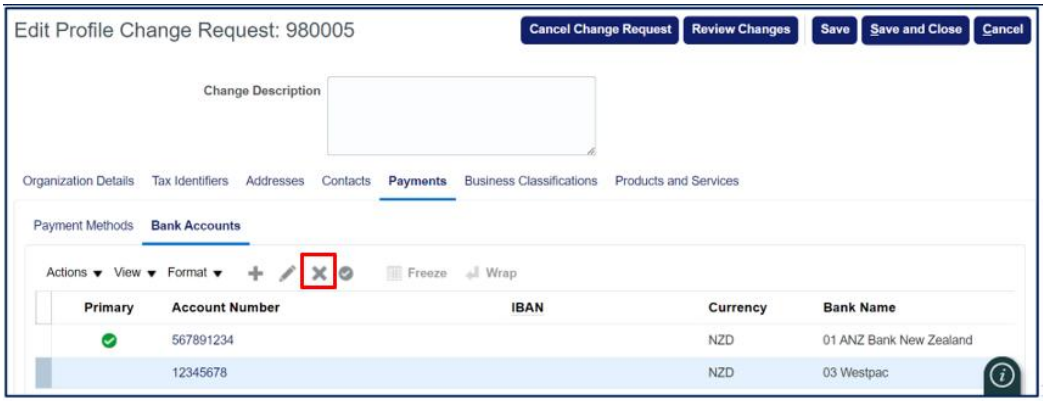
To select a bank account as the primary bank account, click the tick **Primary** icon.

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

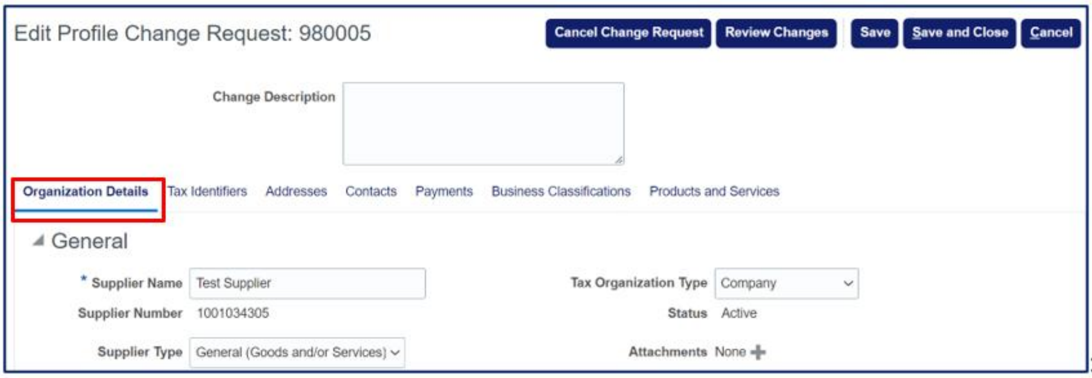
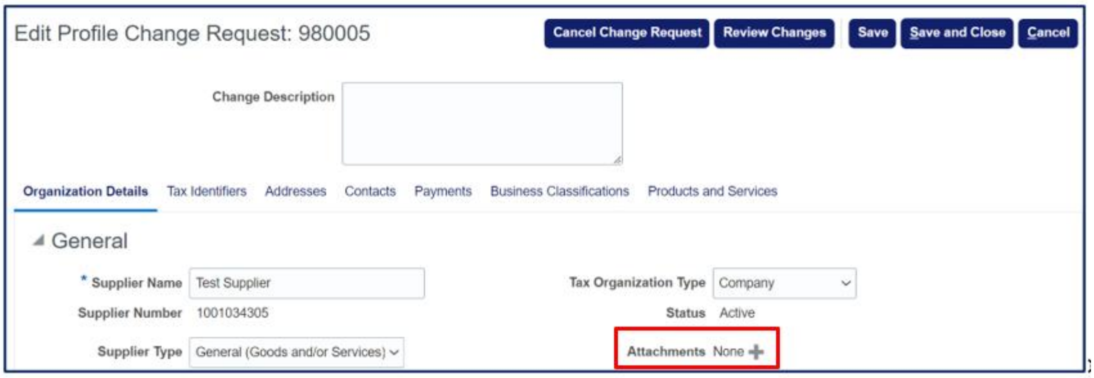
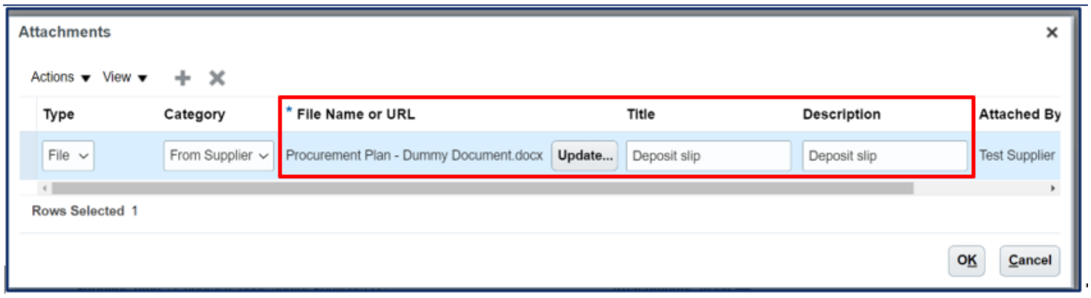
</td>
</tr>
<tr>
<td>9.</td>
<td>

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

You cannot delete a primary bank account.



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

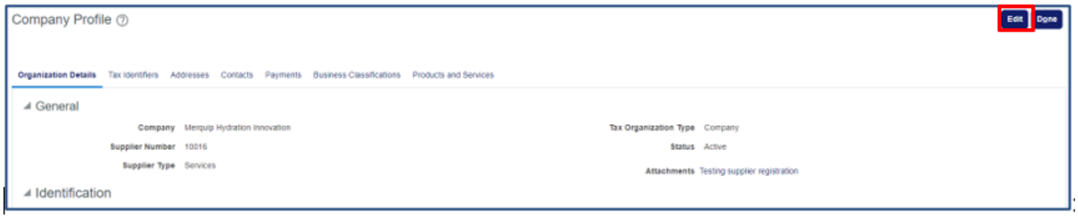
	Note: If you are adding or amending a bank account, you will need to attach a deposit slip or evidence of your bank account
10.	To attach a deposit slip, go to the **Organisational Details** tab. 
11.	Click on the **plus '+'** icon next to **Attachments**. 
12.	Choose the file you want to attach, update the **Title** and **Description** fields, and click OK to complete the attachment. 
	This completes the section.

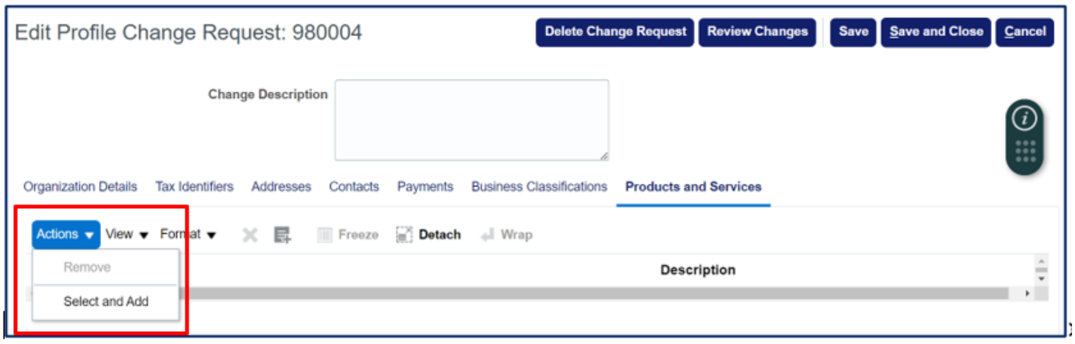
e) How to update the products and services tab

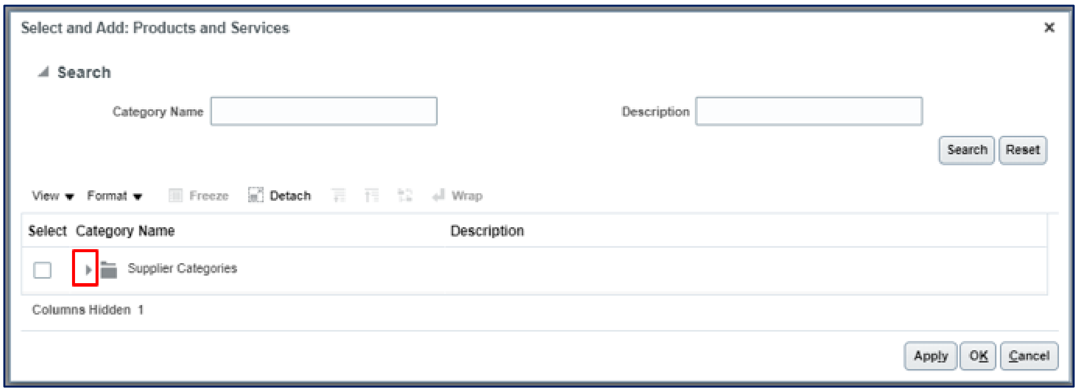
System steps

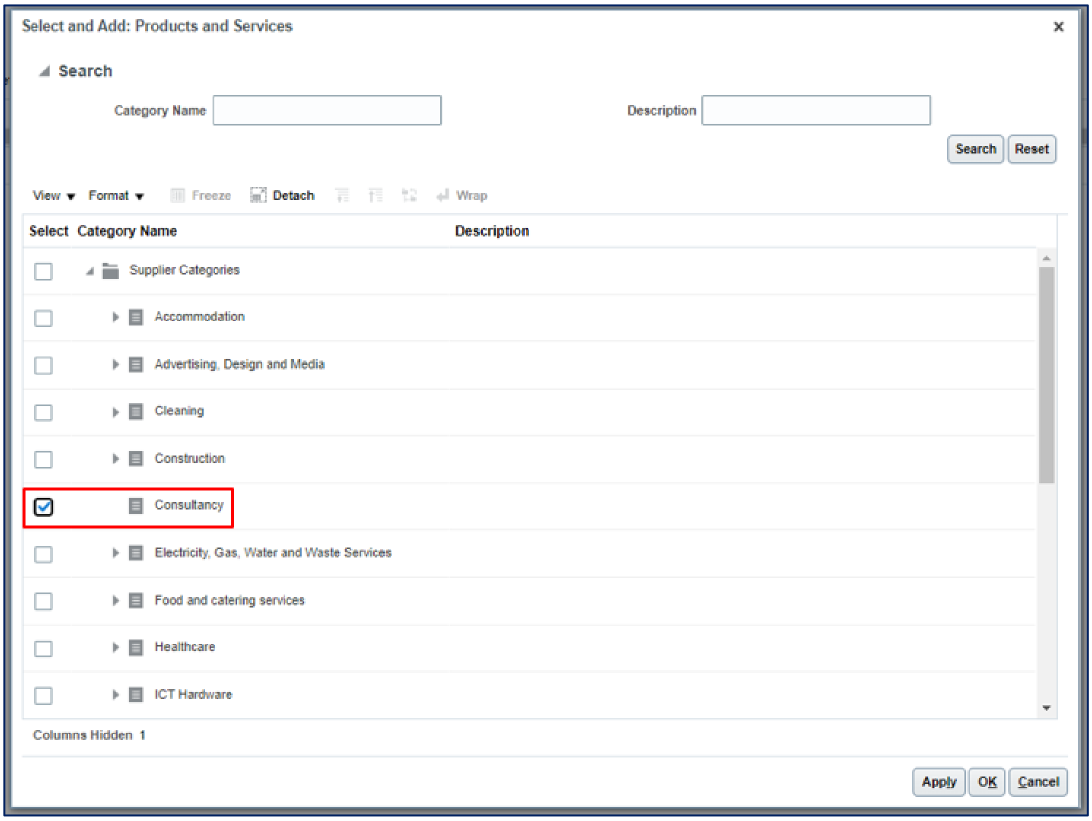
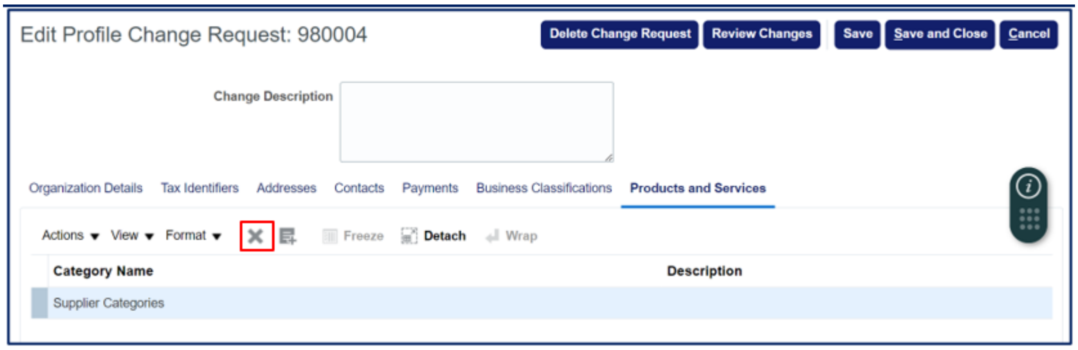
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>On the company profile page click on edit located in the top right corner, then click the products and services tab.

Note: Completion of this section is not required.


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

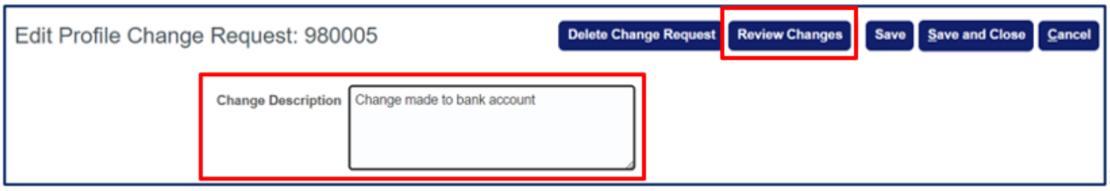
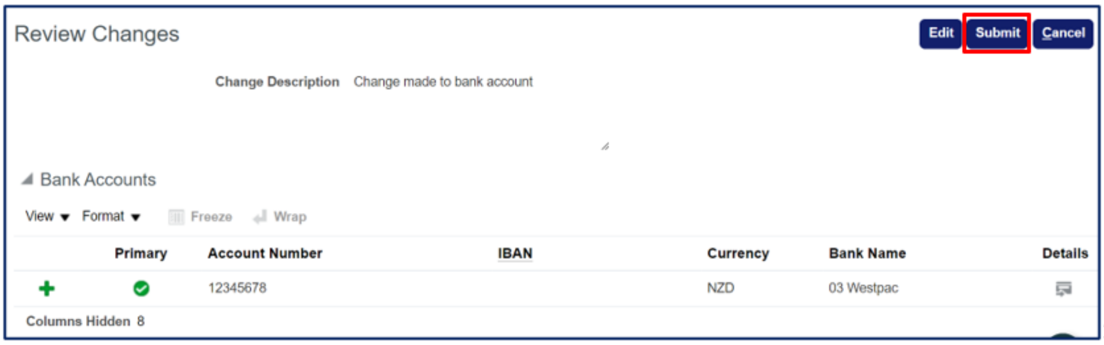

</td></tr>
<tr><td>3.</td><td>Expand the goods and services by clicking the sidewards arrow next to Supplier Categories to expand.


</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-delete icon.

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

f) How to submit changes for approval

System steps

Step	Action
1.	When all the changes are complete, provide a brief description of the changes you have made in the **Change Description** field. 
2.	Click on **Review Changes** to view a list of all the changes you have made, click **Submit**. 
	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. For urgent changes, please contact NAC_Suppliers@msd.govt.nz.
	You can **edit** or **cancel** the change request at any time by selecting the appropriate options in the top right-hand corner. 
3.	Click **Done** to return to the Supplier/Partner portal homepage.

☑	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.

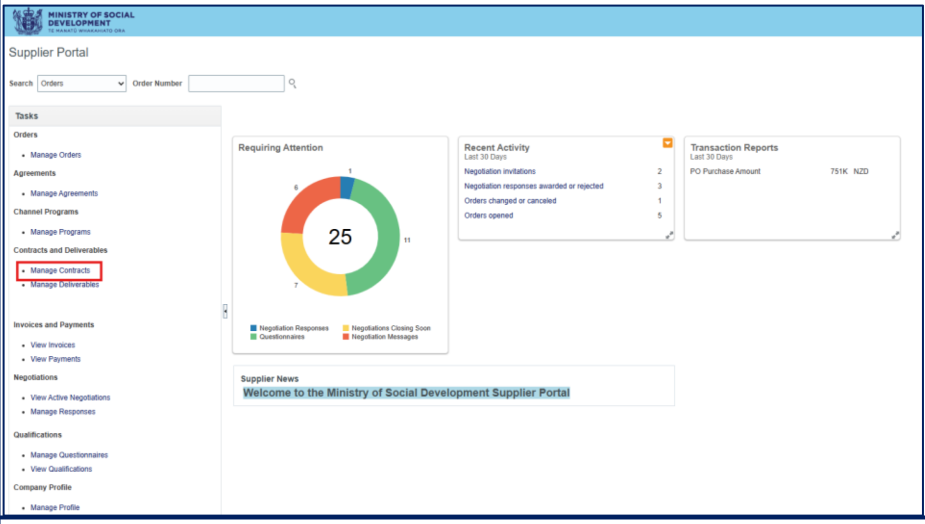
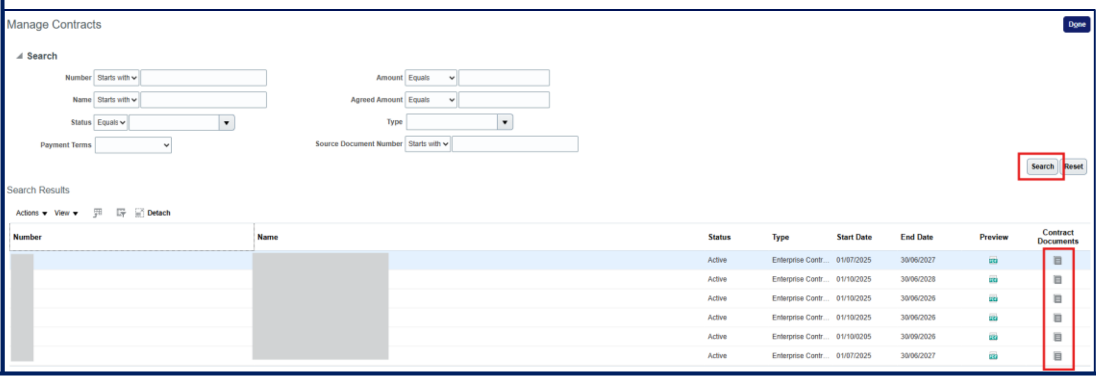
5. How to view contract details

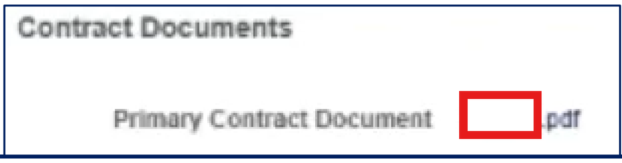
Overview

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>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.

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

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

3.	A link to a copy of the Primary Contract Document will be visible at the top of the screen. Click to download. 
	This completes the section.

6. How to access a purchase order number

Overview

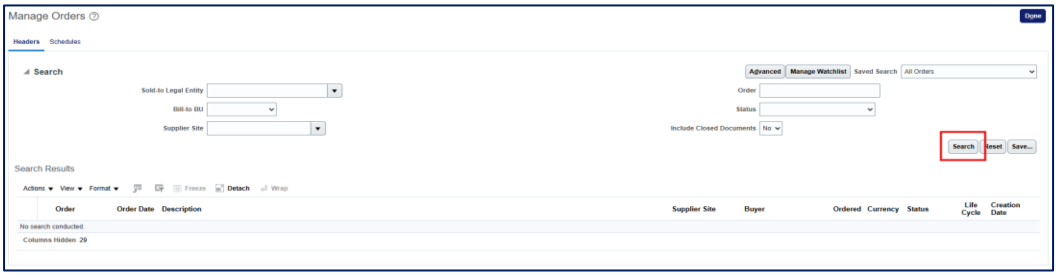
To view purchase orders in the supplier/partner portal, follow the steps below. The required roles to complete the steps are:

- Supplier Accounts Receivable
- MSD Self Service Procurement View Invoice

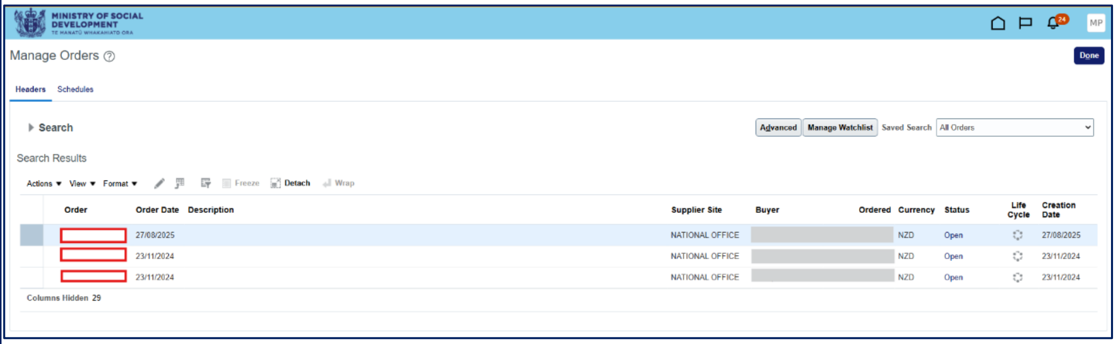
See **Section 3** for a full list of supplier roles and their description.

System steps

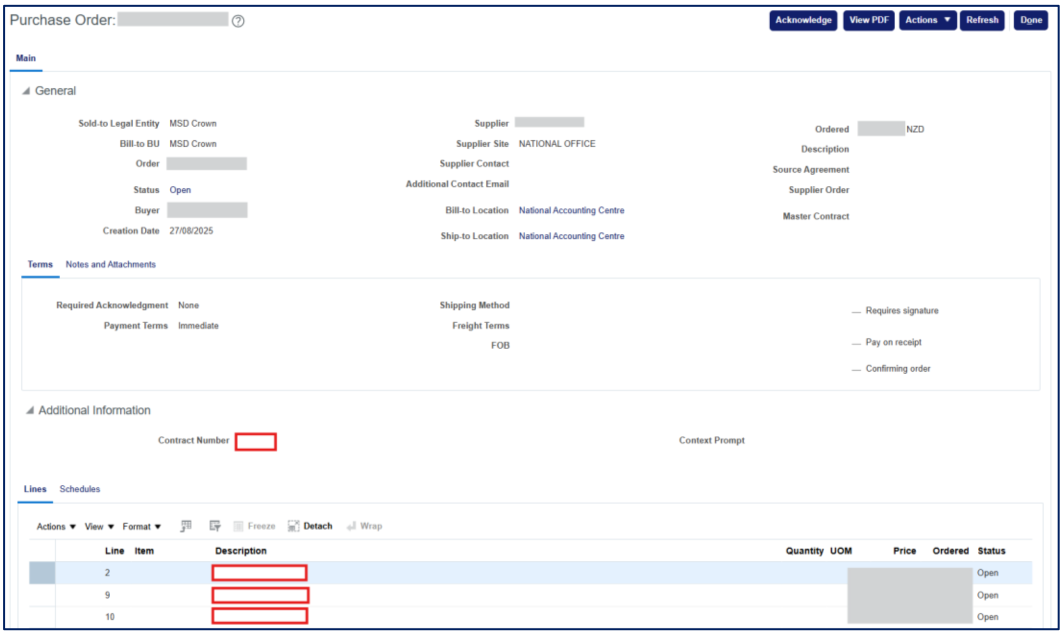
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1.</td><td>Navigate to the Manage Orders option in the Task menu.

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

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

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 Orde**r 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

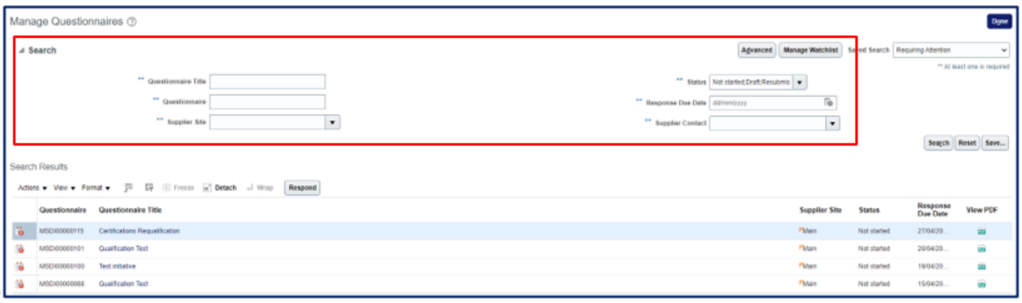
Note: This section applies only to social service partners.

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

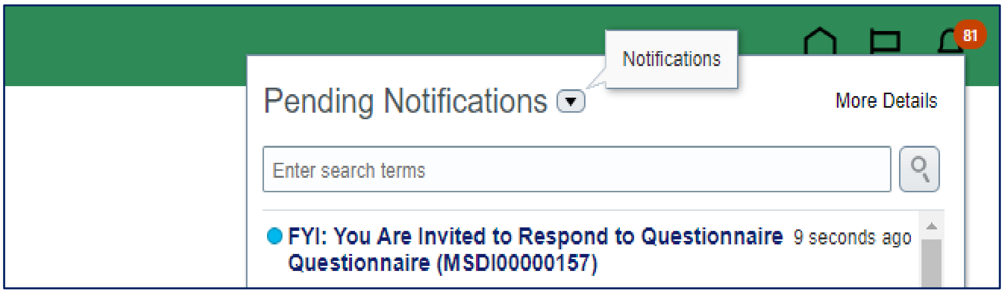
System steps

Step	Action
1.	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 questionnaires. 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.

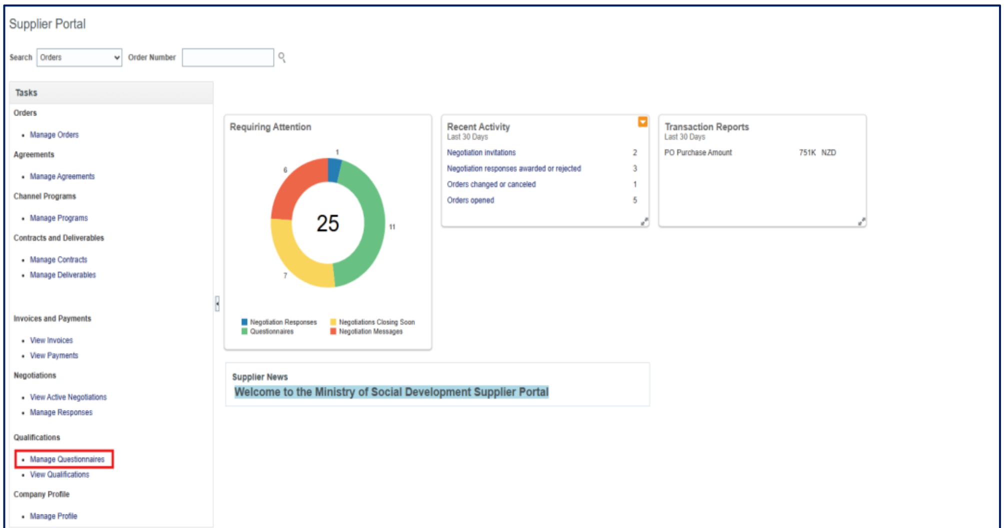
b) How to respond to a questionnaire

System steps

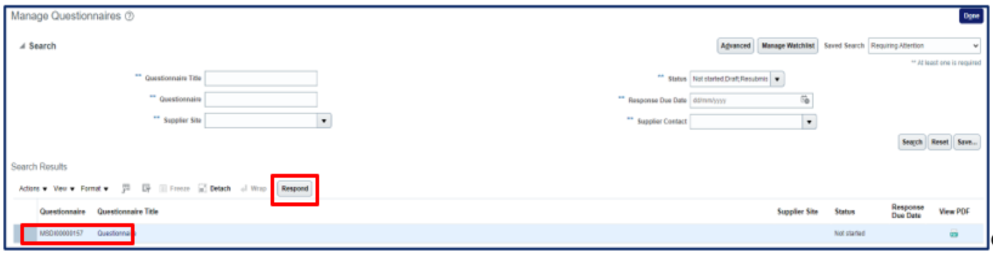
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>The questionnaire can only be completed by the Supplier Sales Representative role.</td></tr>
<tr><td>1.</td><td>View the Questionnaire Invitation by clicking on the notification.



</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>
</table>

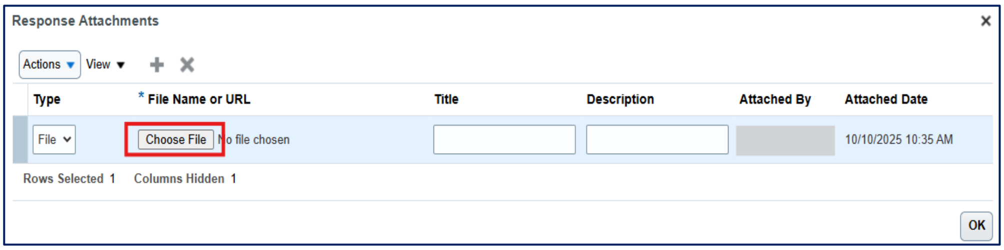
<table>
<tr><td>4.</td><td>Respond to the questionnaire Questions by ticking the correct answers, entering text into text boxes and/or attaching documents as required.

Here’s an example of a questionnaire.

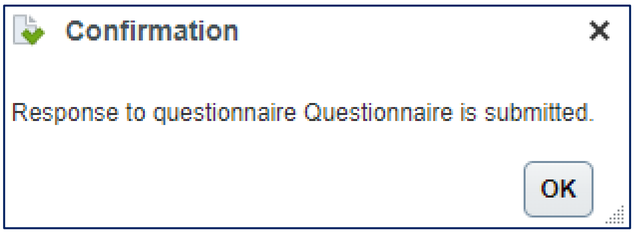
Questions will vary depending on what the Ministry is requiring from its suppliers/partners.</td></tr>
<tr><td>5.</td><td>To attach a document, select ‘a. I’ve attached documents or supporting material’ and click the plus ‘+’ icon.


</td></tr>
<tr><td>6.</td><td>Click ‘Actions’, then ‘Add’.


</td></tr>
<tr><td>7.</td><td>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.</td></tr>
<tr><td>8.</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>

9.	Click **OK** on the confirmation pop-up after submitting 
☑	This completes the section.

8. How to view invoices

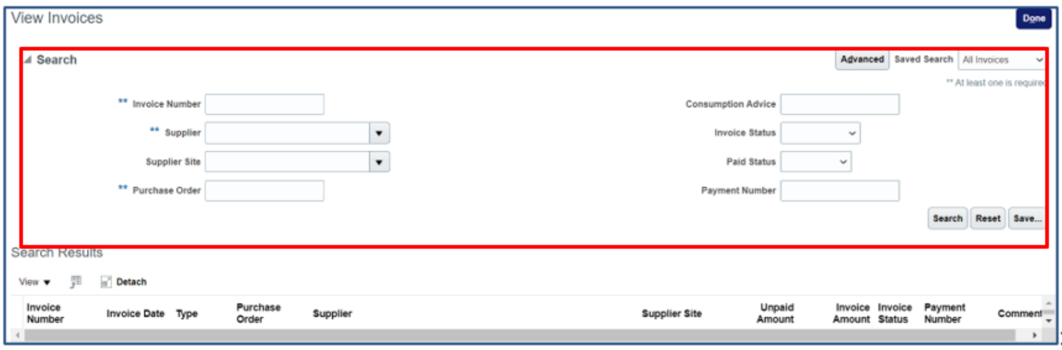
Overview

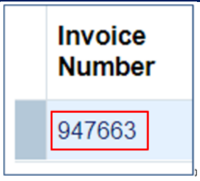
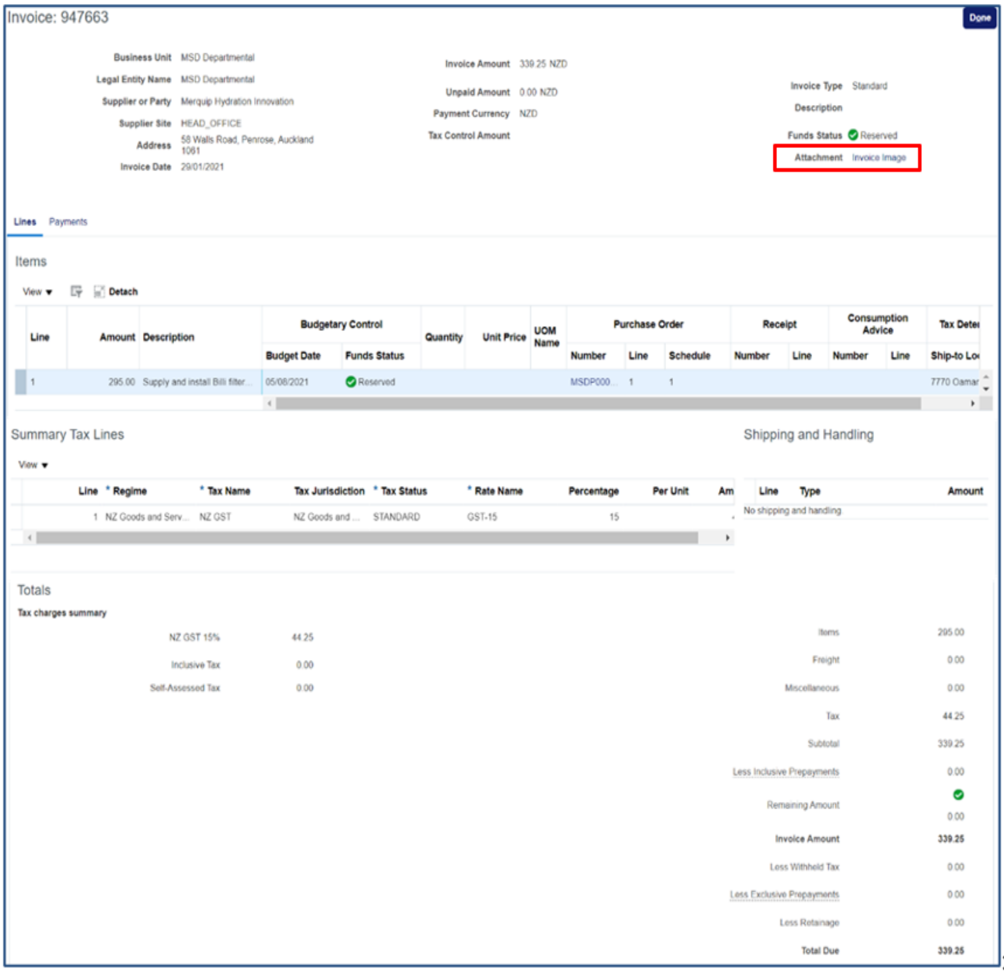
To view invoices associated with purchase orders in the Supplier/Partner portal, follow the steps below. The required roles to complete the steps are:

- 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.	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. A list of invoices associated 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.

9. How to view payments

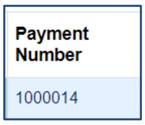
Overview

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

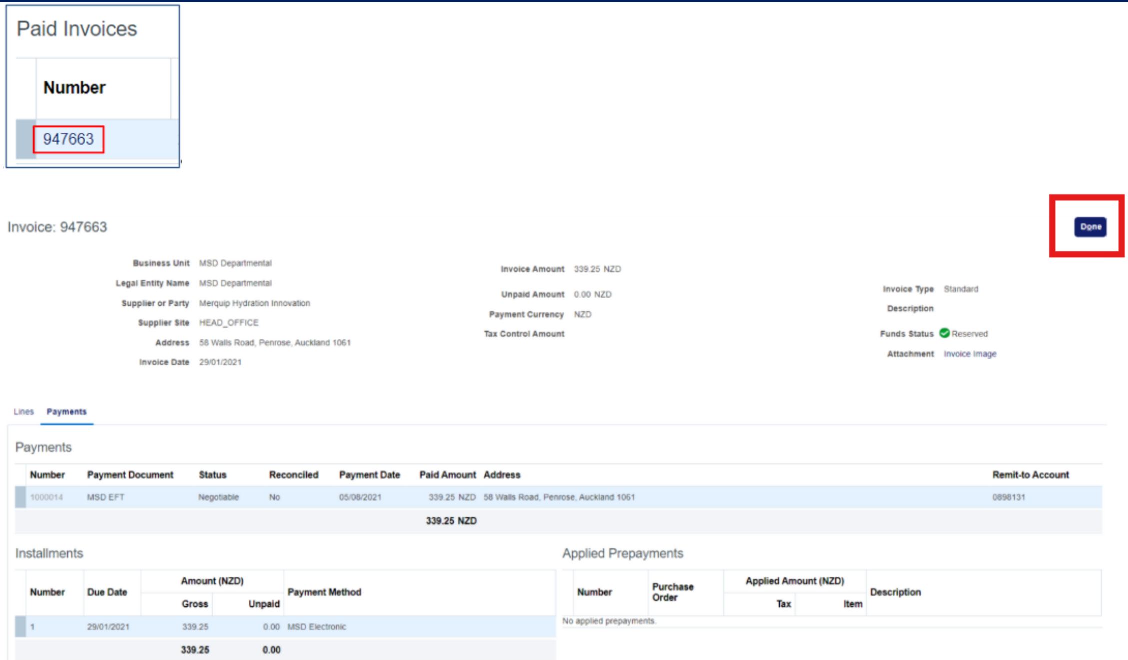
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>a)</td><td>Under the Tasks menu, scroll to Invoices and Payments and click on View Payments.</td></tr>
<tr><td>b)</td><td>In the Search section, complete at least one of the asterisk-marked fields such as Payment Number or Supplier and click on the 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.

</td></tr>
<tr><td>c)</td><td>To view a specific payment, click on the Payment Number. This will open a landing page displaying the details of the selected payment.



</td></tr>
<tr><td>d)</td><td>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.

</td></tr>
<tr><td>e)</td><td>Additionally, within the Payment Number view, you can click on the Invoice Number hyperlink to gain more detailed payment information for a specific invoice.</td></tr>
</table>

	 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. 
	This completes the section.

10. How to view active negotiations

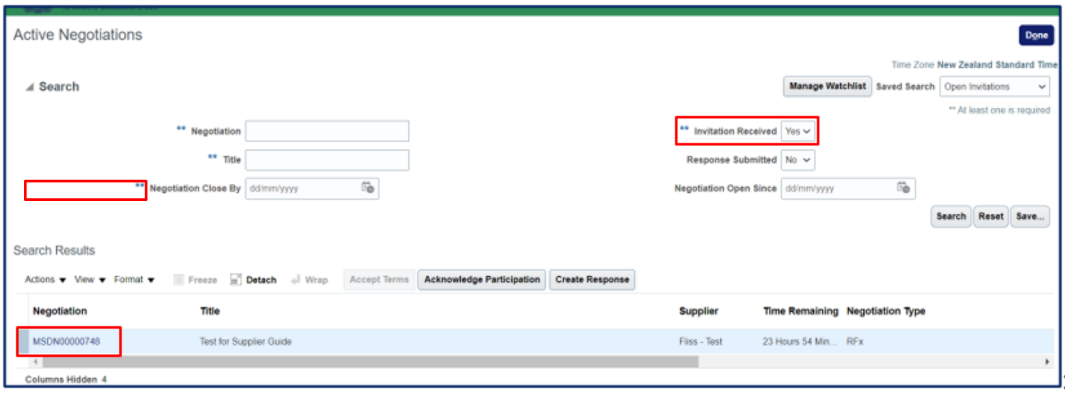
Overview

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.

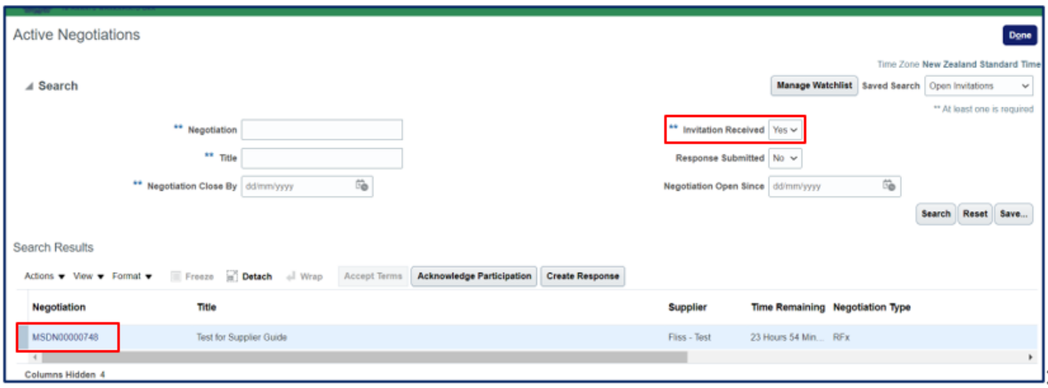
a) How to view an active Closed tender

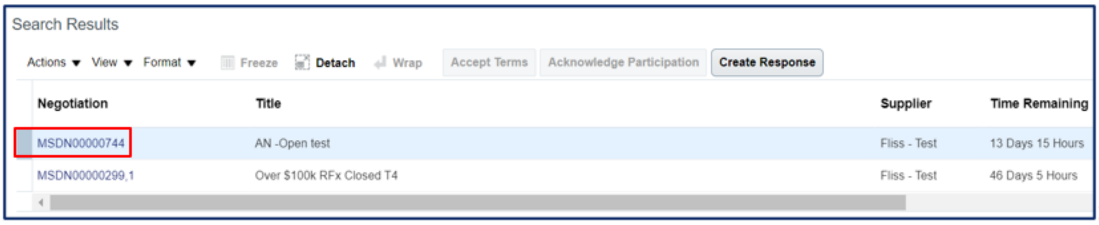
System steps

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

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. 
☑	This completes the section.

11. How to manage responses to negotiations.

Overview

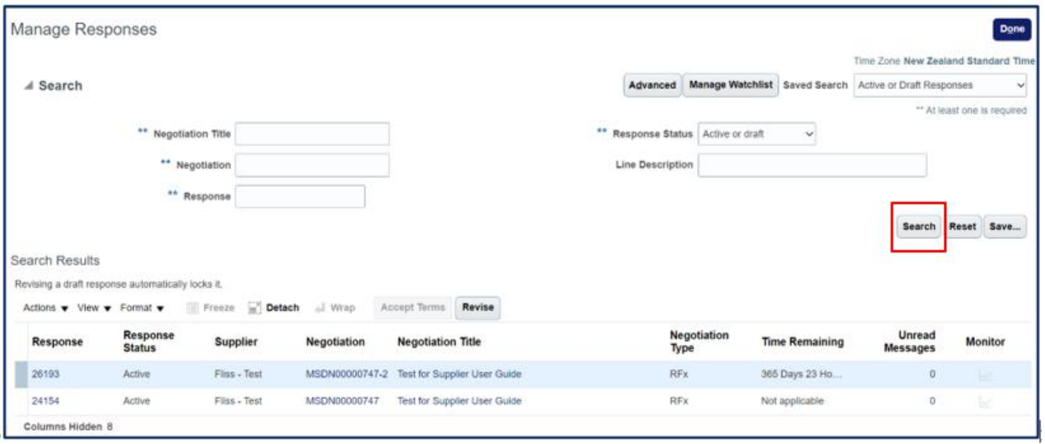
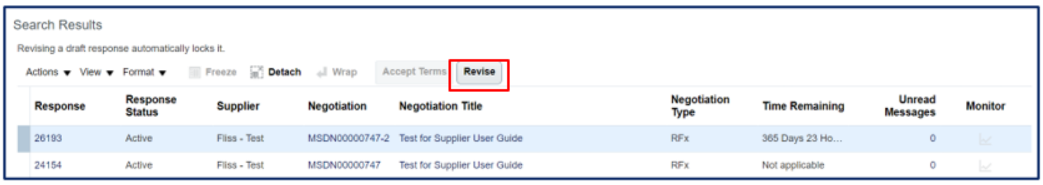
Previous responses to tenders can be viewed before and after the response date. The supplier bidder is required to complete the steps outlined below.

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

System steps

<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.

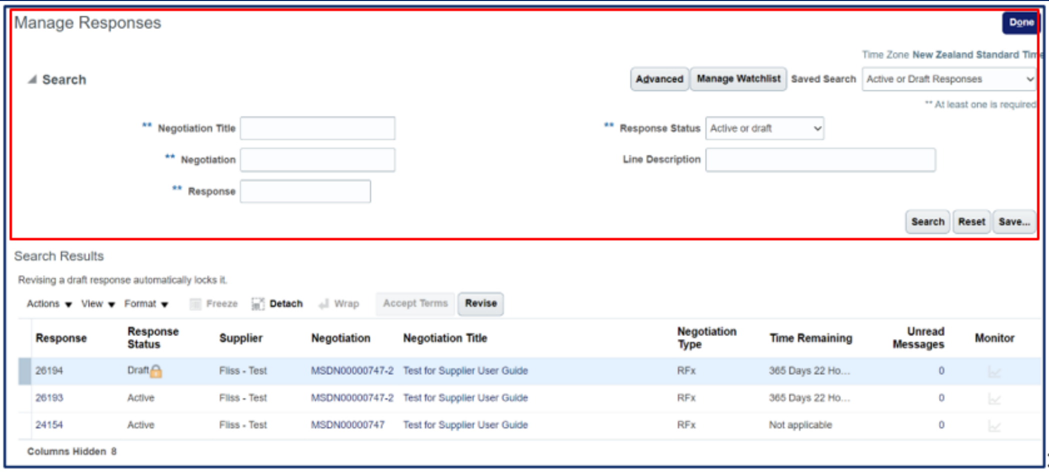
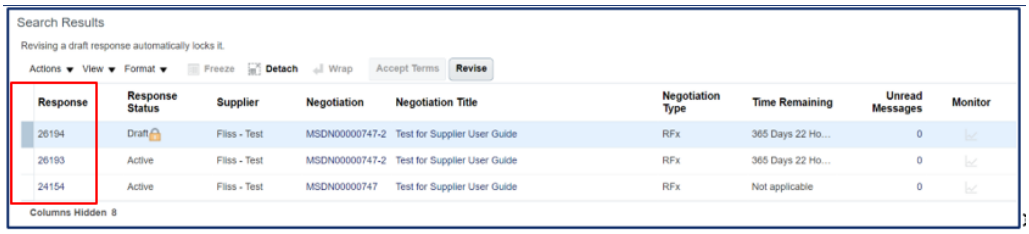
Once you have entered the relevant search criteria, click on the Search button.

</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**.  
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.

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