



# **UNGM GUIDE**

**for**

## **Updating of Vendor Accounts & Accessing Closed Tenders**



- Getting familiar with the United Nations Global Marketplace -



## What is new?

On the 16<sup>th</sup> of November 2013, we launched the new UNGM website ([www.ungm.org](http://www.ungm.org)).

When you return to the site, you would be able to log in with your usual username/email address and password. If you need, you can use the 'Forgotten password' function to retrieve your password.

You will be requested to complete any missing information, as well as agree to the Supplier Code of Conduct. This will also be a good opportunity for you to review your UNSPSC codes and possibly register with several of the 29 UN organizations who maintain a vendor database on UNGM.

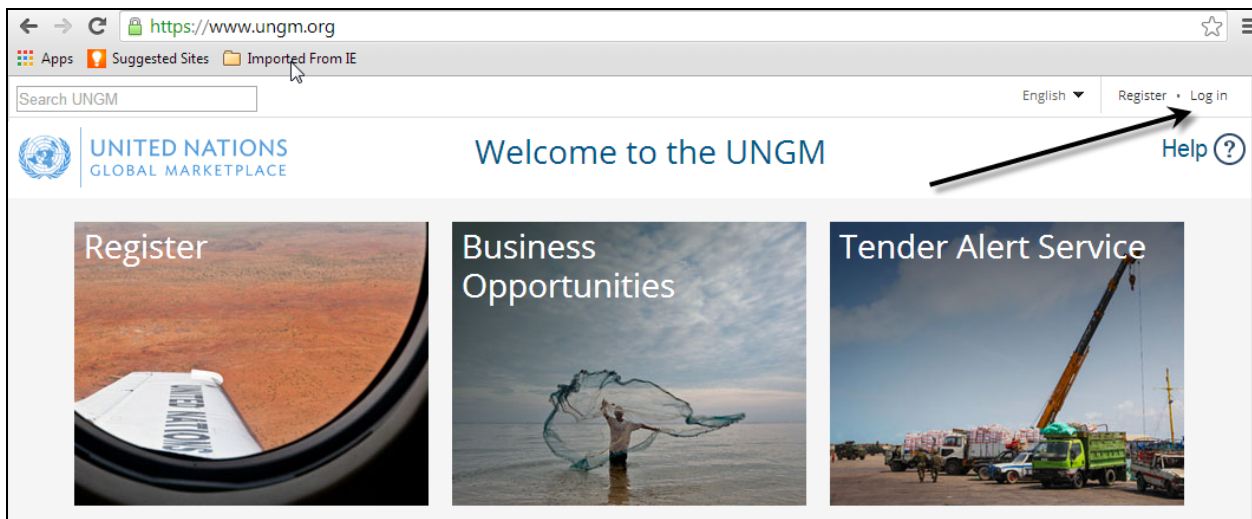
This new site includes the following new or improved features:

- Available in **English, Spanish and French!**
- A **faster** and more **user-friendly** site.
- An intuitive process **matching** your company profile with UN organizations to register with. You can find more details of the UN organizations, your company's profile matches under the UN organization tab. You are able to see your registration status with the various UN organizations from your Dashboard.
- A new **Help** functionality which will enable you to get in touch with us and be specific if you come across problems on the site or need our assistance. We encourage you to log into the new site and send us your feedback about the new experience.
- In addition, you will also have a **Dashboard** from where you will have an overview of your account and a **UNGM Inbox** for all UNGM related emails.
- Finally, you are reminded of the **Tender Alert Service**. Let us help you and send relevant tender notices directly to your inbox for USD250 per year only!

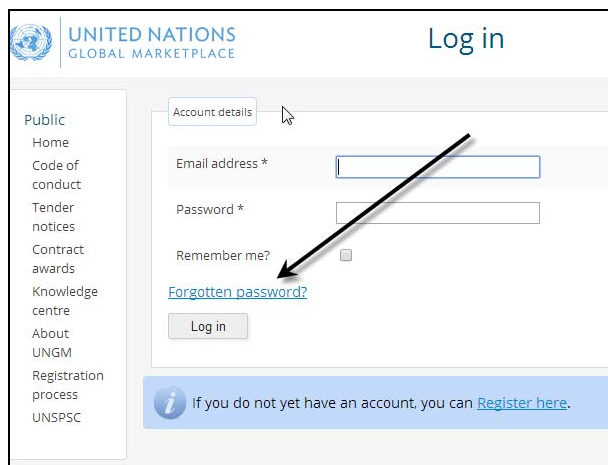


## How to Update Your Account?

1. You will be able to **log in** with your usual username/email address and password at [www.ungm.org](https://www.ungm.org). The email address to be used as your username is most likely to be the email address at which you have received the reminder.



2. If you cannot remember your password, please use the **Forgotten password** function.





- When logged in, you will be requested to complete any missing information and agree to the **Supplier Code of Conduct** as a first step.

- You will also be required to complete the following information:
  - Make a '**Declaration of Eligibility**' based on 7 statements.
  - Complete any missing personal or **contact information**.
- Depending on the Level of registration you have applied for before, you may be required to attach some documentation, such as your certificate of incorporation, financial statements and reference letters again.


All the documents you have previously attached have been migrated with your account and can be found under 'Vendor documents' in the left panel.

If you have applied for Level 1 or 2 registration earlier, you will also be required to:

- Upload your company's **certificate of incorporation**. If you have uploaded the certificate before, you would be able to find it in the left-hand menu under 'Vendor



Documents' or by clicking on the link 'Select file'. Scroll and find the Certificate of Incorporation and click on 'Use this file'

 There is some information missing from your UNGM registration. In order to maintain your registration status, please complete each of the sections below and click on 'Save and submit'.

Certificate of incorporation

Please upload your company's Certificate of Incorporation or a similar legal document which relates to the formation of your company.

[Select file](#)

Save and Submit

	<a href="#">Certificate of Incorporation EIA.pdf</a>	Certificate of Incorporation .pdf	30.60 KB	08-May-2008 00:01 (CET)		<a href="#">Use this file</a>
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5.2. If you need to **upload a new file**, you can use the 'Add files from your computer button'.



## Select file



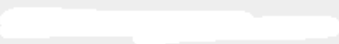


Add files from your computer by clicking on the button below. You can also drag files from your desktop onto this page.

Note that the combined size of all your documents must not exceed 1000 Mb.

Search documents ▶

Add files from your computer

File name	Description	File size	Date uploaded	Uploaded by	
 <a href="#">Reference 2013.pdf</a>	 Reference 2013.pdf	112.47 KB	04-Apr-2013 16:45 (CET)		<a href="#">Use this file</a>




5.3. Once you have selected the file, name it and click on 'Start' to upload the file.

File name	Description	File size	Date uploaded	Uploaded by
Chrysanthemum.jpg	Certificate of Incorporation	879.39 KB		

Start Cancel

5.4. Now click on 'Use the file' to attach it where required.

File name	Description	File size	Date uploaded	Uploaded by
 <a href="#">Chrysanthemum.jpg</a>	Certificate of Incorporation	879.39 KB	03-Apr-2014 11:59 (CET)	

Use this file

5.5. You will see that the file is now added and can 'Save and Submit' this update.

**i** There is some information missing from your UNGM registration. In order to maintain your registration status, please complete each of the sections below and click on 'Save and submit'.

Certificate of incorporation

Please upload your company's Certificate of Incorporation or a similar legal document which relates to the formation of your company.

[Select file](#)

Chrysanthemum.jpg [\(remove\)](#) [\(show\)](#)

Save and Submit

5.6. Continue to update information about **References** and **Upload Reference Letters**, if required.

5.7. For Level 2 registrations, vendors are required to update their company's **financial statements** and provide the most recent consecutive three years' financial documents. Please note that for Financial Statement the validity dates need to be provided. This enables an automated email reminder which will sent when documents expire to ensure that the most up-to-date information is available.



- Once you have been prompted and provided all the missing information, click on the **'Registration'** link in the left-hand menu.

- This is also a good opportunity for you to review your UNSPSC codes and possibly register with several of the **29 UN organizations** who maintain a vendor database on UNGM. You will see a list of UN organizations your company's profile matches under the 'UN Organizations' tab under Registration.

The number in brackets shows with how many UN organizations you currently have submitted applications for registration.

Below the blue dialogue box, you will see a list of UN organizations; your company's profile has been matched with based on the information provided. You can select the UN organizations you considered relevant and **'Submit to these UN organizations'**.

\*Please note that UN Secretariat includes the UN Procurement Division, Peacekeeping Operations and Political Missions, Offices Away from Headquarters (UNOG, UNON and UNOV), Tribunals (ICTR, ICTY), and Regional Commissions (ECA, ECLAC, ECSAP, ESCWA). If you have





previously been registered with any of these UN organizations, your registration is now with UN Secretariat.

The screenshot displays a registration interface with a yellow notification box at the top stating: "Your basic registration has been marked as 'Vendor to Update'. This means that at least one UN staff member has sent you a message requesting that you update some information in your basic registration. Please update the information as requested and then click on 'Resubmit'". Below this is a "Resubmit my registration." button. A progress bar shows sections: "General" (green), "Address" (green), "Countries/area" (green), "Contacts" (green), "Declaration" (green), "Coding" (green), and "UN Organizations (2)" (grey). A black arrow points to the "UN Organizations (2)" tab. Below the progress bar, a blue information box states: "Based on the information provided, your company profile has been matched for registration with the following UN organizations. You have not yet submitted your registration to any of the organizations below. You can deselect the organizations which you do not want to register with." Below this is a "Submit to these UN organizations" button with a yellow star icon. Two organizations are listed with checked checkboxes: "Asian Development Bank (ADB)" and "African Development Bank Group (AFDB)".

8. Finally, once you have completed the required information, you need to resubmit your updated information to the UN organizations, which you have had registrations or submissions before. Click on the **'Resubmit my registration'** button.



The screenshot shows a yellow notification box at the top with a warning icon and the text: "Your basic registration has been marked as 'Vendor to Update'. This means that at least one UN staff member has sent you a message requesting that you update some information in your basic registration. Please update the information as requested and then click on 'Resubmit'". Below the notification is a button labeled "Resubmit my registration" with a mouse cursor hovering over it. Underneath the button is a status bar with a green indicator for "All information has been provided.", a red indicator for "More information is required in this section.", and a "\* required field" label. At the bottom, there is a navigation menu with buttons for "General", "Address", "Countries/area", "Contacts", "Declaration", "Coding", and "UN Organizations (25)".

9. From the **'Dashboard'** in the left-hand menu, you can now review your company's statuses with the respective UN organizations. As you will see, some UN organizations use an automatic acceptance process based on the information provided, whilst others may need to further evaluate your submission before accepting and registering your company as a potential vendor.




Public


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- UNSPSC

Vendor

- Dashboard
- Settings
- Registration
- Level 1
- Level 2
- Vendor documents
- My tenders/contracts
- Tender Alert Service

 Your UNGM number is **123456**

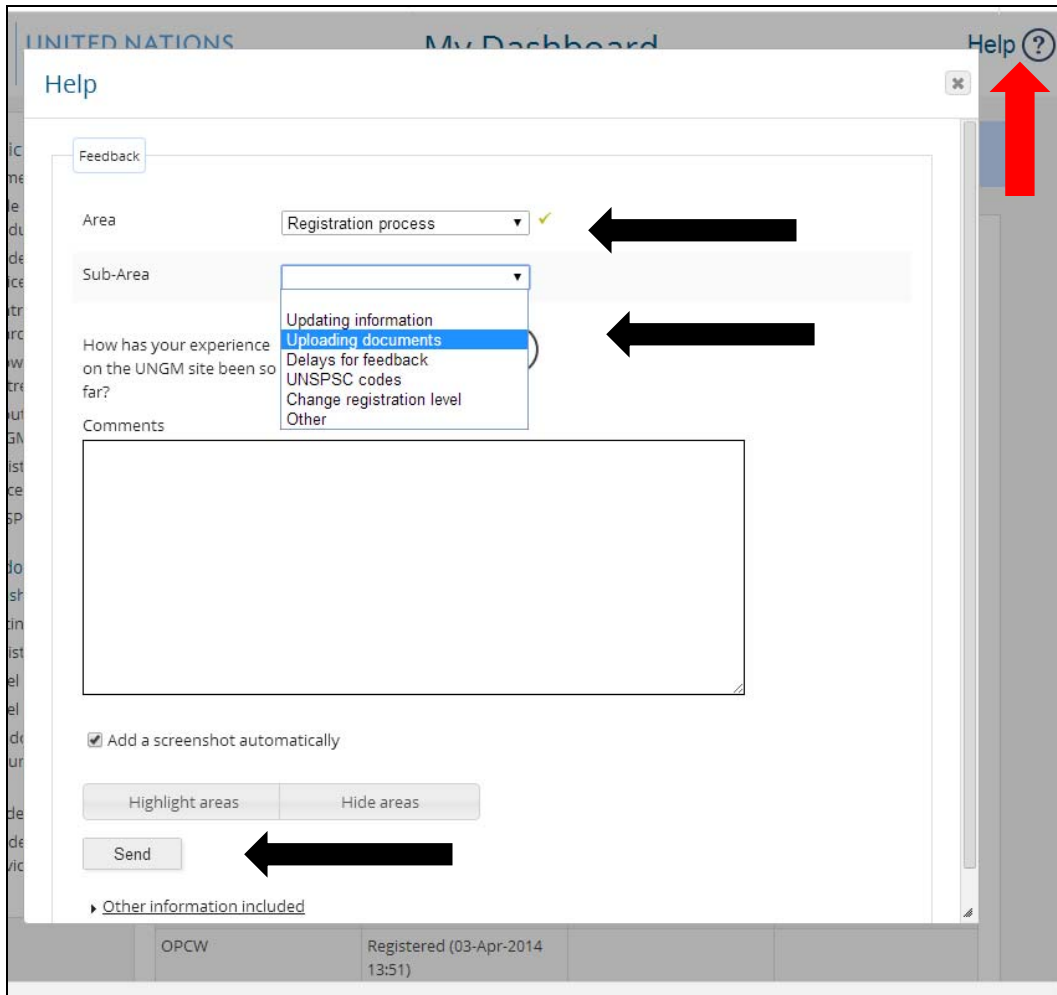
Company registration status

 The statuses of your company's registration submissions are shown below. For an explanation of what each status means, please [click here](#)

UN organizations	Basic registration	Level 1 registration	Level 2 registration
ADB	Registered (03-Apr-2014 13:51)		
AFDB	Registered (03-Apr-2014 13:51)	Submitted (03-Apr-2014 13:51)	Submitted (03-Apr-2014 13:51)
CTBTO	Registered (03-Apr-2014 13:51)		
FAO	Registered (03-Apr-2014 13:51)		
IAEA	Registered (03-Apr-2014 13:51)	Submitted (03-Apr-2014 13:51)	Submitted (03-Apr-2014 13:51)
IFAD	Registered (03-Apr-2014 13:51)	Submitted (03-Apr-2014 13:51)	Submitted (03-Apr-2014 13:51)
ILO	Registered (03-Apr-2014 13:51)		
ITC	Registered (03-Apr-2014 13:51)		
ITU	Registered (03-Apr-2014 13:51)		



10. If you need **Help** at any stage of the process, you can post an issue with your HelpDesk. We aim to respond to all queries within 48 hours. Please note that you can categorize your query, which enable us to treat it more efficiently.



If you urgently need assistance, you are also welcome to contact us at [registry@ungm.org](mailto:registry@ungm.org) for urgent assistance.



## Accessing Closed Tenders

11. : Once you are logged in, scroll down and click on My Tenders/contracts and then on UN Secretariat.

*Please note that you may also see the names of other UN Organizations with which your company is registered with.*

Search UNGM English

UNITED NATIONS GLOBAL MARKETPLACE My Tenders

Public

- Home
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- Registration process
- UNSPSC
- Tender alert service
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Vendor

- Dashboard
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- Level 1
- Level 2
- Vendor documents
- My tenders/contracts**
- FAQ
- IFAD
- UN Secretariat

Title

Description

Reference

Published between  and 12-Jan-2015

Deadline between 12-Jan-2015 and

Clear All

*i* No notices were found matching these criteria.

12. Click on "Show all" and the system will take you to the list of all your tenders with UN Secretariat.



The screenshot shows the 'Tenders' page of the United Nations Global Marketplace. At the top, there is a navigation bar with links for Home, Messages, Tenders, Contracts, UNGM, Help, and Logout. Below the navigation bar, there is a search bar and a 'My Tenders' section with a 'Show all..' link. A blue arrow points to the 'Show all..' link. To the right of the search bar, there is a message box that says 'There are no Current tenders at the moment' and provides a link to the 'Procurement Department Web Site'.

13. To find the tender you may scroll through the tenders or search by reference using the search function Double click on the Tender title or click on the “View Details” button to access the tender

The screenshot shows the 'Tenders' page of the United Nations Global Marketplace. At the top, there is a navigation bar with links for Home, Messages, Tenders, Contracts, UNGM, Help, and Logout. Below the navigation bar, there is a search bar and a 'My Tenders' section with a 'Show all..' link. To the right of the search bar, there is a list of tenders. The first tender is titled 'Test UNGM Integration' and has a status of 'You have received tender documentation'. The description is 'test of UNGM integration'. A green arrow points to the 'View Details' button. The second tender is titled 'UNGM Integration ts 04 nov 14' and has a status of 'You have received tender documentation'.

14. You may now take action on the tender as needed.