

# SUPPLIER REGISTRATION DOCUMENT



For non-time critical issues <http://proactis.kayako.com> or email [procontractsuppliers@proactis.com](mailto:procontractsuppliers@proactis.com)  
Critical support issues i.e. document submission near tender deadline call 0330 005 0352

You can also review system help which is available at: <https://supplierhelp.due-north.com>

## NEPO Portal Registration

To become a registered supplier and view forthcoming tender opportunities for NEPO and all Member Authorities you must register on our e-tendering system, an explanation of how to do this is shown below. You should be aware that by registering your details on the system, you will be added to a national database which will enable you to review opportunities from across the country. You can tailor your account to specify which UK region you can supply and this will drive your automatic notifications – a list of organisations using the same e-tendering system as NEPO is available to view here <https://procontract.due-north.com/Opportunities/Index>

1. Go to our web site located at [www.nepo.org](http://www.nepo.org)
2. Click on the “NEPO Portal Login” link in the top right hand corner of the page and click on “Supplier Login”.
3. This will take you to the ProContract Homepage, enter your Organisation Name and Email address and click on the “Continue registration” button and make your way through the registration wizard. After you have submitted your registration your username and password will be emailed to you. **IMPORTANT: Further setup information is required such as selecting your categories and regions of interest. Login with your details and complete the account setup.**

*Please note: For system security purposes, you will no longer be able to use old versions of internet browsers\*. You will need to make updates if you have: Internet Explorer (pre v9) / Chrome (pre v32) / Firefox (pre v30) / Safari (pre v6.26) / Opera (pre v22). \*If you're not sure what browser you're using, then visit [www.whatbrowser.org](http://www.whatbrowser.org). For more information about updating your browser, visit [www.gov.uk/help/browsers](http://www.gov.uk/help/browsers)*

**PLEASE KEEP YOUR USER NAME AND PASSWORD CONFIDENTIAL. WE RECOMMEND THAT YOU DO NOT TICK THE SAVE PASSWORD OPTION IN THE DIALOGUE BOX**

This registration has now added you to a national database of suppliers, it does not mean you will be automatically approved to be invited to tender for NEPO, its Member Authorities or any other user of the e-tendering system.

You now have the facility to login to the system and view any forthcoming contracts and register your interest against them. An explanation of how to do this is given below:

1. Go to our web site located at [www.nepo.org](http://www.nepo.org)
2. Click on the “NEPO Portal Login” link in the top right hand corner of the page and click on “Supplier Login”. To register interest against a contract, click on the “Find Opportunities” link.
3. You can search for contract opportunities using ‘Narrow Your Results’ to the left of the page (e.g. choose a category, enter a contract reference number or a contract name within the ‘keywords’ field). **Remember to click on the ‘Update’ button at the bottom of the search to apply any filters.**
4. Once you have located a contract you are interested in click on the contract title and click on the “Register interest in this opportunity” button. **Please Note: The “Register Interest” button will only be visible during the specified Expression of Interest window and once you have registered your interest the button will be greyed out.**
5. Your contract registration will be confirmed by email.
6. Once you have registered, you will either receive an email immediately inviting you to take part in the procurement exercise (with a link directly to the Project) or this will be issued once your interest has been approved. You can also access the Project by logging in as above, and using the activities area to find the specific Project and selecting the relevant Authority from the dropdown box. This will show any interest you have registered and all available Projects you’ve been invited to take part in.

For non-time critical issues <http://proactis.kayako.com> or email [procontractsuppliers@proactis.com](mailto:procontractsuppliers@proactis.com)  
Critical support issues i.e. document submission near tender deadline call 0330 005 0352

You can also review system help which is available at: <https://supplierhelp.due-north.com>

# How to register as a supplier on ProContract



ProContract

## Register free with ProContract

[Minimum requirements](#)

Begin your ProContract supplier account registration by filling in a few details below.

### Organisation name

nepo\_supplier\_1

### Email address

s.b@btinternet.com

By clicking 'Continue registration', you agree to the [Terms and Conditions](#) & [Privacy policy](#).

[Continue registration](#)

Already registered? [Log in here](#)

### Why should I register with ProContract?

Registration is free and your company profile will be immediately available for opportunities managed by over 30,000 buyers from over 400 private, public sector and 3rd sector organisations.

### What happens next?

Once we have verified your company name and email address you will be asked to complete a short registration process including basic company details and contact information. Upon submission, your registration application will be reviewed by the ProContract team and you will be sent an email address confirming next steps.

### Do I receive opportunity alerts?

Following successful registration, as part of your company profile you can stipulate your preferred opportunity areas of interest along with geographical locations to which you can supply your goods & services. Overnight, your interests will be matched against the latest published opportunities and you will be notified by email. The email will contain links to review, and if you wish, express your interest in each of the opportunities.

## Recently added opportunities

[Find opportunities](#)

1 2 3 4 5 6 7 8 9 10 ... 30 31 Next >

Results per page: 10 50 100

Buyer	Title	Interest window	Estimated value
NEPO	<a href="#">Navigating the NEPO Portal 17.08.2017</a>	17/08/2017 09:21:00 - 24/08/2017 09:21:00	N/A

## Useful links

- [Log in](#)
- [National contracts register](#)
- [PROACTIS supplier support](#)
- [Migrated account user details](#)

**Enter the Organisation name and Email address and click on "Continue Registration"**

For non-time critical issues <http://proactis.kayako.com> or email [procontractsuppliers@proactis.com](mailto:procontractsuppliers@proactis.com)  
Critical support issues i.e. document submission near tender deadline call 0330 005 0352

You can also review system help which is available at: <https://supplierhelp.due-north.com>

## Supplier registration

Sign in details

Your email address will be used as your account username and to send you important account and opportunity information. You can refine your opportunity areas and communication preferences without your account management dashboard.

**Email address** [Change](#)

✓  ✓

**Repeat email address**

✓

Your email address will become your username

**Password** ⓘ

✓  ✓

**Repeat password**

Your password must be at least 8 characters long, contain a mixture of UPPERCASE letters, numbers and symbols. e.g. PassWord\$123

**Complete your sign in details**

Organisation details

Please provide your organisation details below.

**Organisation name** [Change](#)

✓

**Address**

✓

**Town**  ✓ **County**  ✓

**Postal code / zip**  ✓ **Country**  ✓

**Website (optional)**

**Registration number (optional)**

✓  Not applicable

**VAT number (optional)**

✓  Not applicable

Primary contact details

Please provide your contact details below.

**Title**  ✓ **First name**  ✓ **Last name**  ✓

**Job title**  ✓ **Department**  ✓

**Telephone**  ✓ **Mobile (optional)**  **Fax (optional)**  ✓

Communication preferences ⓘ [Privacy Policy](#)

To receive the full benefits of your ProContract registration, buying organisations may notify you by email when opportunities are published that you may be interested in.

Your interest will be based upon your chosen categories of interest and selected region(s) of supply which you will be asked to confirm when you login for the first time.

These may include, but is not restricted to, new opportunity adverts, invitations to tender and clarifications.

**Do you want to receive email notifications?**

Yes  No, I acknowledge I may miss out on important notifications

[Continue registration](#) Already registered? [Log in here](#)

**Enter your Organisation details and Contact details and click on "Continue Registration"**

For non-time critical issues <http://proactis.kayako.com> or email [procontractsuppliers@proactis.com](mailto:procontractsuppliers@proactis.com)  
Critical support issues i.e. document submission near tender deadline call 0330 005 0352

You can also review system help which is available at: <https://supplierhelp.due-north.com>

..... ✓ ..... ✓

Your password must be at least 8 characters long, contain a mixture of UPPERCASE and lowercase letters, numbers and symbols. e.g. PassWord\$123

**Organisation details**

Please provide your organisation details below.

Organisation name [Change](#)

nepo\_supplier\_1 ✓

Address

1 Turner Street ✓

Town County

Gateshead ✓ Tyne and Wear ✓

Postal code / zip Country

NE1 3AF ✓ United Kingdom ✓

Website (optional)

e.g. <http://www.example.com> ✓

Registration number (optional)

1234567 ✓  Not applicable

VAT number (optional)

GB999999999 ✓  Not applicable

[Continue registration](#) Already registered? [Log in here](#)

**Primary contact details**

Please provide your contact details below.

Title First name Last name

Mr ✓ Davey ✓ Smith ✓

Job title Department

Sales Officer ✓ Sales ✓

Telephone Mobile (optional) Fax (optional)

ProContract registration, buying organisations may not be interested in that you may be interested in.

Your interest will be based upon your chosen categories of interest and selected region(s) of supply which you will be asked to confirm when you log in for the first time.

These may include, but is not restricted to, new opportunity adverts, invitations to tender and clarifications.

Do you want to receive email notifications?

Yes  No, I acknowledge I may miss out on important notifications

**Confirmation**

Are you sure you want to submit your registration application?

[Yes, I am sure](#) [Cancel my application](#)

Click "Yes, I am sure" to continue



## Supplier registration

**Next Steps**

**Application submitted for approval**

You have successfully submitted your application to register as a ProContract supplier. Your application has been submitted for approval.

**What happens next?**

The ProContract team will now review your application. In most cases this review will take place within the hour and you will be notified by email if your application is successful.

If successful, you will receive confirmation of your username and a link to access your personal activity dashboard.

As you log in to ProContract for the first time you will be asked to complete your registration process. This includes selection of your preferred opportunity areas of interest along with geographical location to supply your goods & services.

Overnight, your interests will be matched against the latest published opportunities and you will be notified by email. The email will contain links to review, and if you wish, express your interest in each of the opportunities.

**What if I don't receive confirmation?**

If you don't receive an update regarding your application within 48 hours you should complete the following :-

- Check your junk and spam folders of the email account used to register.
- Register with the ProContract supplier support team [here](#) and raise a case describing the issue.

Application has been submitted

[Close](#)

PLEASE NOTE THAT YOU WILL NEED TO LOGIN TO YOUR ACCOUNT TO COMPLETE THE REGISTRATION PROCESS IN ORDER TO START RECVEIVING RELEVANT OPPORTUNITY ALERTS.  
  
 SEE NEXT PAGE ON HOW TO DO THIS

For non-time critical issues <http://proactis.kayako.com> or email [procontractsuppliers@proactis.com](mailto:procontractsuppliers@proactis.com)  
 Critical support issues i.e. document submission near tender deadline call 0330 005 0352

You can also review system help which is available at: <https://supplierhelp.due-north.com>

# Completing the account setup and adding in categories of interest



Register free with ProContract Minimum requirements

Begin your ProContract supplier account registration by filling in a few details below.

Organisation name

Email address

By clicking 'Continue registration', you agree to the [Terms and Conditions](#) & [Privacy policy](#).

[Continue registration](#)

Already registered? [Log in here](#)

**Why should I register with ProContract?**  
Registration is free and your company profile will be immediately available for opportunities managed by over 30,000 buyers from over 400 private, public sector and 3rd sector organisations.

**What happens next?**  
Once we have verified your company name and email address you will be asked to complete a short registration process including basic company details and contact information. Upon submission, your registration application will be reviewed by the ProContract team and you will be sent an email address confirming next steps.

**Do I receive opportunity alerts?**  
Following successful registration, as part of your company profile you can stipulate your preferred opportunity areas of interest along with geographical locations to which you can supply your goods & services. Overnight, your interests will be matched against the latest published opportunities and you will be notified by email. The email will contain links to review, and if you wish, express your interest in each of the opportunities.

Recently added opportunities Find opportunities

1 2 3 4 5 6 7 8 9 10 ... 30 31 Next >

Results per page: 10 50 100

Buyer	Title	Interest window	Estimated value
Herefordshire Council	TEST Care @ Home Accredited Providers	11/07/2017 15:57:00 - 30/07/2020 14:00:00	£100,000.00

Useful links

- [Log in](#)
- [National contracts register](#)
- [PROACTIS supplier support](#)
- [Migrated account user details](#)

Click on "Log in here"



## Log In

User Name

Password

[Forgotten your username or password?](#)

[Continue](#)

## Welcome to ProContract

### Already registered?

Simply enter your chosen username and password and click 'Continue'

### New to ProContract?

**Suppliers** - If you are not currently registered on the ProContract procurement portal, you can complete a simple registration process by clicking the following link - [Register free](#)

### Migrated from ProContract Version 2?

If you are currently registered with a ProContract Version 2 procurement portal and the procurement portal has migrated to Version 3 your details have been automatically transferred, however for security and account validation you will be required to reset your password by following the instructions outlined in the following link - [First time login following migration](#)

### Still need help?

Please visit the [help center](#) where you can access an extensive help library, FAQ's, videos and guides

[Terms and Conditions](#) | [Privacy](#) | [Accessibility](#)

Secure Site

Enter your username and password and click Continue

For non-time critical issues <http://proactis.kayako.com> or email [procontractsuppliers@proactis.com](mailto:procontractsuppliers@proactis.com)  
Critical support issues i.e. document submission near tender deadline call 0330 005 0352

You can also review system help which is available at: <https://supplierhelp.due-north.com>

[Login](#) > First time log in

### First time log in

**i** Because you have never logged into the system before, you need to check some information  
**i** This step improves the security of your account and checks that all your details are correct.

#### Company details

Company registration number **i**  
  N/A

VAT Registration number **i**  
  N/A

Company description **i**

#### Keywords

Keywords (Up to six) **i**

Keyword Select

#### Workgroup

Please check that your workgroup information is correct and make changes where necessary

Workgroup name **i**

UNSPSC categories **i**

There are no categories selected in this category set. click "Edit" to add some

NHS eClass Version 2014 categories **i**

There are no categories selected in this category set. click "Edit" to add some

CPV categories **i**

There are no categories selected in this category set. click "Edit" to add some

ProClass categories **i**

There are no categories selected in this category set. click "Edit" to add some

Regions **i**

**Check through your company details. Setup your keywords, workgroup name, Categories (which are an important requirement to receive alerts of any new opportunities) and Regions**

For non-time critical issues <http://proactis.kayako.com> or email [procontractsuppliers@proactis.com](mailto:procontractsuppliers@proactis.com)  
Critical support issues i.e. document submission near tender deadline call 0330 005 0352

You can also review system help which is available at: <https://supplierhelp.due-north.com>

Classifications

Please check that your classification selections are correct and make changes where necessary

Legal classification 

- Charitable Incorporated Organisation (CIO)
- Community Interest Company (CIC)
- General Partnership
- Industrial & Provident Society
- Limited Liability Partnership (LLP)
- Limited Partnership
- Private Company Limited by Guarantee (LTD)
- Private Limited Company (LTD)
- Public Limited Company (PLC)
- Sole Trader
- Unlimited Company
- Other

Further classification (optional) 

- Public Sector Organisation
- Social Enterprise Partner
- Living Wage
- Enterprises
- Charity
- A Company Owned & Managed By Women
- Black and Minority Ethnic (BME) Organisation
- Social Enterprise (SE)
- Franchise
- Voluntary Community Sector (VCS)
- Mutual

Number of employees 

**Choose at least one of the legal classifications and the number of employees**

**Choose your communication preference (we encourage you to leave this set to yes otherwise you won't receive any system alerts)**

Communication preferences

Receive system email notifications

Yes  No

For non-time critical issues <http://proactis.kayako.com> or email [procontractsuppliers@proactis.com](mailto:procontractsuppliers@proactis.com)  
Critical support issues i.e. document submission near tender deadline call 0330 005 0352

You can also review system help which is available at: <https://supplierhelp.due-north.com>

Due north terms and conditions

Due North Limited

Terms and Conditions of use

Acceptance of Terms  
The Website may provide communication tools such as email, bulletin boards, chat areas, news groups, classifieds, forums and/or other message or communication facilities ("the Services") designed to enable you to communicate with others. Unless stated otherwise the Services are for your personal and organisation's use only. Your access to and use of procontract.due-north.com ("the Website") and the Services outlined, are subject exclusively to these Terms and Conditions.

You will not use the Website/Services for any purpose that is unlawful or prohibited by these Terms and Conditions. By using the Website/Services you are fully accepting the terms, conditions and disclaimers contained in this notice. If you do not accept these Terms and Conditions you must immediately stop using the Website/Services.

Due North Limited reserves the right to update or amend these Terms and Conditions at any time and your continued use of the Website/Services following any changes shall be deemed to be your acceptance of such change. It is therefore your responsibility to check the Terms and Conditions regularly for any changes.

International Use  
You agree to comply with all applicable laws regarding the transmission of technical data exported from the United Kingdom or the o

Privacy Policy

What is this Privacy Policy for?  
This privacy policy is for this website <http://procontract.due-north.com/> and served by Due North and governs the privacy of its users use it.  
The policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and website owners. Furthermore the way this website processes, stores and protects user data and information will also be detailed within this policy.

The Website  
This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies with all UK national laws and requirements for user privacy.

Use of Cookies  
This website uses cookies to better the users experience while visiting the website. Where applicable this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer / device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer / device.  
Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

**Read through the Terms & conditions and Privacy Policy**

You must agree to all conditions to continue  
[Update account and login](#) [Cancel](#)

Secure Site [Terms and Conditions](#) | [Privacy](#) | [Accessibility](#)

**Select that you agree to the Terms & Conditions of use and Privacy Policy and click on "Update account and login"**

For non-time critical issues <http://proactis.kayako.com> or email [procontractsuppliers@proactis.com](mailto:procontractsuppliers@proactis.com)  
Critical support issues i.e. document submission near tender deadline call 0330 005 0352

You can also review system help which is available at: <https://supplierhelp.due-north.com>