

Supplier Portal

Frequently Asked Questions

In this document you will find some frequently asked questions relating to the use of the Supplier Portal. If whilst using the Supplier Portal you have a query that has not been answered either here or in any of the other guidance documents please email us at supplierportal@birmingham.gov.uk and we will update the document to help all users of the portal.

Q. How do I register to use the Supplier Portal?

A. Follow the link given on <http://www.birmingham.gov.uk/supplier-portal> to go to the Supplier Portal homepage. Click the 'Register Now' button, fill out the form and submit. We aim to respond to you within 5 working days with your user ID and password.

Q. How do I find my vendor number?

A. This will be displayed on any purchase orders you have received from us.

Q. What can I do with the Supplier Portal?

A. You can register for one of two kinds of access:

1. **View & Input** – This role gives you the ability to input your own Purchase Order invoices and also gives you access to two reports (Vendor Open Bills and Credits and Vendor Paid Bills) which will allow you to view invoices that have been processed and are awaiting payment and invoices that have been paid to you.
2. **View Only** – This role gives you access to two reports (Vendor Open Bills and Credits and Vendor Paid Bills) which will allow you to view invoices that have been processed and are awaiting payment and invoices that have been paid to you. Both of these reports can be downloaded.

Q. Do I need any special system requirements to use the Supplier Portal?

A. The Supplier Portal was designed to be compatible with a Windows 7 operating system. However, if you have Windows 8 current portal users have advised that the portal works best using the Google Chrome web browser. If you are using a Mac, users have advised that the portal functions best when using the Safari web browser although this may display the occasional error message. Please email supplierportal@birmingham.gov.uk if you are having any difficulties.

Q. I am a supplier who is part of the Construction Industry Scheme. Can I use the Supplier Portal?

A. Unfortunately suppliers who are part of the Construction Industry scheme will be unable to use the Supplier Portal to process their own Purchase Order invoices. However, you can still have View Only access to the portal which will allow you to track your invoices via the Vendor Open Bills and Credits and Vendor Paid Bills reports.

Q. I have forgotten my password. What should I do?

A. Go to the Supplier Portal homepage and click the 'Password Reset' button in the bottom right hand corner of the screen. Enter the information as requested and submit. We aim to respond to your request within 3 working days.

Q. I wish to amend my details on the supplier portal e.g. change of last name, change of email address. What should I do?

A. Go to the Supplier Portal homepage and click the 'Amend User' button in the bottom right hand corner of the screen. Enter the information as requested ensuring that you have selected 'change' and submit. We aim to respond to your request within 3 working days.


Delete User 

Change 

Q. I wish to delete my user ID. What should I do?

A. Go to the Supplier Portal homepage and click the 'Amend User' button in the bottom right hand corner of the screen. Enter the information as requested ensuring that you have selected 'Delete User' and submit. We aim to respond to your request within 3 working days.

Delete User 

Change 

Q. How do I process my invoice on the Supplier Portal?

A. Please refer to 'Quick Reference Card – Enter Invoice/Credit Memo Centrally – Single Lined Purchase Order' or Quick Reference Card – Enter Invoice/Credit Memo Centrally – Multi Lined Purchase Order' depending on the type of Purchase Order you are using.



Q. I have done some work for a Birmingham City Council school. Can I process this invoice via the Supplier Portal?

A. You are only able to process Purchase Order invoices via the Supplier Portal. You should continue to send invoices relating to schools to the school concerned. You will be able to see these invoices when they have been processed as they will appear on the Open Bills and Credits Report and on the Paid Bills Report following payment.

Q. How do I know who raised my Purchase Order?

A. Please refer to 'Quick Reference Card – General'.

Q. I have tried to process an invoice but have received an error message stating that the following: 'Unable to process invoice against PO 45....created pre 19/06/13. Please submit invoice direct to Accounts Payable electronically via supplierportal@birmingham.gov.uk'. What does this mean?

A. Unfortunately, if the Purchase Order you are trying to use was raised before the Supplier Portal was set up (19/06/13) you will be unable to process it via the portal. In this circumstance, if you email a copy of your invoice with the Purchase Order to supplierportal@birmingham.gov.uk, we will ensure your invoice is processed. Please ensure the Purchase Order number is printed on your invoice.

Q. I have received an error message advising me to submit my invoice to Accounts Payable electronically. I am unable to submit an electronic copy of my invoice. What should I do?

A. If you are unable to send an electronic copy of your invoice to us, please send a hardcopy to the following address: Supplier Portal, Accounts Payable, PO Box 14271, B2 2HQ. Please ensure the Purchase Order number is printed on your invoice.

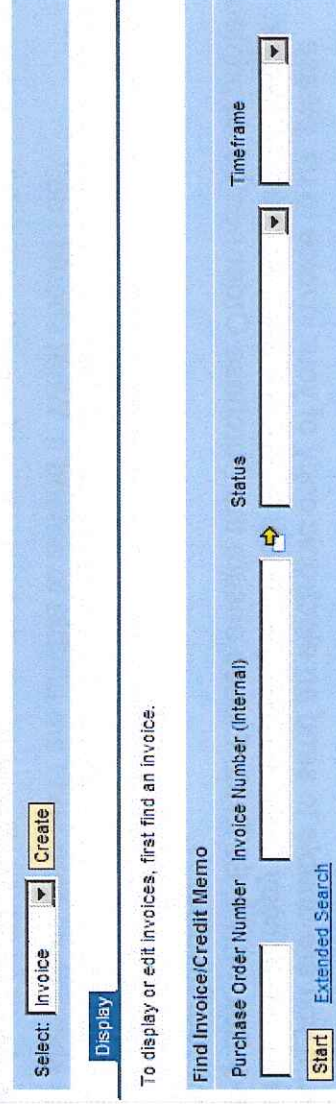
Q. I am trying to process an invoice against a Purchase Order but the quantity is showing as zero and I am unable to amend it. What should I do?

A. As of 31/07/14, if your invoice is for a value of more than £1000 or is part of a multi-line Purchase Order with a total value of over £1000 it is most likely that the person who raised the order (the requisitioner) has not completed a goods receipt to confirm that the goods/services have been delivered. You will need to speak to them directly to request that this be done before you can input your invoice. Please refer to 'Quick Reference Card – General' for help if you do not know who your requisitioner is. Alternatively, the Purchase Order may have been used to pay another invoice. Please refer to the question below for guidance on this. If the Purchase Order you are using was raised before 31/07/14 and is for a total value of more than £500 this will also need to be goods receipted before you are able to input the invoice.

Q. I am trying to process an invoice against a purchase order but the order has already been used. How do I find out what has been processed against it?

A. Click 'Enter Invoice/Credit Memo'. You will see the screen as displayed below. Enter the purchase order number into the designated box and click start. This will show you all invoices processed against this Purchase Order number.

Enter Invoices/Credit Memos



Select:

To display or edit invoices, first find an invoice.

Find Invoice/Credit Memo

Purchase Order Number Invoice Number (internal) Status Timeframe

[Extended Search](#)

Q. I have processed an invoice against the wrong line of a Purchase Order. What should I do?

A. You should process a credit against the same line of the Purchase Order and then process your invoice again. If you need help, please refer to 'Quick Reference Card – Enter Invoice/Credit Memo Centrally – Multi Lined PO'. You may need to add a unique identifier to the end of your invoice number when you process it a second time e.g. 001A. You may also want to email the requisitioner just to advise them of what you have done.

Q. How do I find out which invoices have been processed but not yet paid?

A. Please refer to 'Quick Reference Card – Vendor Open Bills and Credits'.

Q. How do I find out which invoices have been paid on a specific date?

A. Please refer to 'Quick Reference Card – Vendor Paid Bills'.

Q. I am looking at the Vendor Open Bills and Credits screen and my invoice has an 'R' or an 'A' in the Payment Block Key column. What does this mean?

A. This means that your invoice has a payment block against it. Please refer to our 'Guidance Notes/Glossary' document and look under the heading Payment Block Key.



Q. When using the portal I have seen a screen that says 'Services for Schools'. Has something gone wrong?

A. This screen is nothing to worry about. This screen only appears because Supplier Portal shares the same platform as our Schools Portal. Please refer to 'Quick Reference Card – General' for more advice