Frequently Asked Questions (FAQs) for the e-Marketplace

What is the e-Marketplace?

The e-Marketplace platform showcases medical items, including medicines, medical devices, and supplies, in an electronic catalog featuring competitive prices. It leverages NUPCO's procurement competitions and medical item data, enabling healthcare entities to execute their procurement operations and supplementary orders based on required quantities.

What are the benefits and features of the e-Marketplace?

- Reduces inventory levels
- Fast delivery service
- Minimizes expired stock
- Cost reduction
- Multiple suppliers
- Variety of medical products
- Enhances future planning
- Tracking and monitoring services
- Ease of use
- User customization based on needs
- Continuous development in data analysis and user behavior

What types of medical items are available on the e-Marketplace?

- Medicines
- Medical supplies
- Medical devices

Who can use the e-Marketplace?

All healthcare providers.

How can I register for the e-Marketplace?

The authorized representative of the healthcare entity must complete the account registration form through the following link and notify us to finalize the registration process: **Registration Link**

How do I create an account for an approval authority or buyer?

Healthcare entities can create a new user account through their authorized representative (System Administrator) as follows:

1. Log in to the e-Marketplace platform.
2. Navigate to "My Profile."
3. Select "Account Management."
4. Click "Add User," fill in the user details, and assign roles and approval authority.

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Is there a limit to the number of users from the same entity?

No, there is no minimum or maximum number of users from the same entity.

Can more than one System Administrator account be created?

Yes, multiple System Administrator accounts can be created.

Can more than one approval authority account be created?

Yes, multiple approval authority accounts can be created.

What are the user types, and how do their roles and responsibilities differ in the NUPCO e-Marketplace?

The following user accounts can be created:

1. **System Administrator** – The primary account responsible for creating sub-accounts, assigning permissions, and monitoring the entity's activities, including reviewing purchase requests.
2. **Approval Authority** – Authorized to approve purchase requests from buyers.
3. **Buyer** – Authorized to submit purchase requests to the approval authority but cannot approve orders.

Note: Both the System Administrator and Approval Authority can make purchases, approve orders, and issue purchase orders.

How can I deactivate or remove a user account linked to my entity?

The healthcare entity can deactivate or delete a user account through the System Administrator as follows:

1. Log in to the e-Marketplace platform.
2. Navigate to "My Profile."
3. Select "Account Management."
4. Choose the account to be deactivated and click on "Deactivate Account."

How can I reset my password if I forget it?

The user can change their password through:

1. Logging in to the e-Marketplace platform.
2. Navigating to "My Profile."
3. Selecting "Password," entering the old and new password, and clicking "Change Password."

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What should I do if my account is locked?

Send an email to the e-Marketplace operations team at **MP_Operator_group@nupco.com**, and the necessary technical action will be taken to reset your password and send it to your registered email.

How can I update the delivery address?

The delivery address can be added or updated by the System Administrator or the Approval Authority.

How can I update my personal information?

The user can update their personal information through:

1. Logging in to the e-Marketplace platform.
2. Navigating to "My Profile."
3. Selecting "Personal Information," entering the updated details, and clicking "Update."

How can I update my email address?

The user can update their email through:

1. Logging in to the e-Marketplace platform.
2. Navigating to "My Profile."
3. Selecting "Email," entering the new email, and clicking "Update."

Item Search

How can I search for the items I need?

You can search for items in multiple ways:

1. Browse categories on the homepage.
2. Use the search bar by entering the exact item name or NUPCO item ID.

How can I search the supplier list?

Go to the "Suppliers" page at the bottom of the homepage to view the list of all suppliers we work with across various medical industries.

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How can I download or access the list of available items?

You can download an Excel file containing all available items and their details from the dashboard.

Where can I find the supplier name for a specific item?

By selecting the item, you can view all its details, including the supplier's name.

Where can I find the manufacturer and expiration date for a specific item?

Select the item to view its details. The expiration date is confirmed after the order is placed and reviewed by the supplier.

Pricing and Discounts

Where can I view item prices?

Prices can be found on the item details page.

Why do prices of previously purchased items change?

Prices on the e-Marketplace are subject to change without prior notice based on updates in NUPCO's tenders or the Food and Drug Authority's regulations.

Shopping Cart Management

How can I manage my shopping cart?

Click on the cart icon to manage your items. You can adjust quantities or remove items.

Is there a minimum or maximum limit for adding items to the shopping cart?

There is no limit to the number of items, but the maximum order quantity per supplier is five items. If more than five items are added, they will be split into multiple orders.

Is there a minimum or maximum order value?

No, there is no minimum or maximum order value.

Saving the Shopping Cart

How can I save my shopping cart for future purchases?

You can save your shopping cart by clicking the "Save Cart" option on the cart page. You can also download a CSV file containing item details to create a saved cart.

How can I make a purchase using a saved shopping cart?

Go to "Saved Carts" in "My Account" and click "Add to Cart" to add the saved items to your current cart.

How can I manage my saved shopping cart?

You can manage your saved shopping cart by clicking "Saved Carts" in the "My Account" section, where you can add or remove items as needed.

Why aren't all items from my saved shopping cart being added to my current cart?

Some saved cart items may be unavailable at the moment, so please check back later.

Why were some items removed from my saved shopping cart?

Some saved cart items may no longer be available or may no longer be listed on the platform.

Determining the Delivery Date

From what date is the delivery time calculated?

The delivery time is based on the number of days specified by the supplier in the quotation and is calculated from the date the purchase order is issued by the Electronic Marketplace team.

Is the delivery date I entered final?

Yes, the agreed delivery date is final.

Can I reschedule the estimated delivery date to a later date?

Yes, you can, but only with approval from the Electronic Marketplace operations team.

Can I select a delivery date earlier than the minimum specified delivery time?

Yes, it is possible to request an expedited delivery from the supplier before the agreed-upon

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Order Completion and Payment

What are the cost components on the checkout page?

The total order value consists of the item price, VAT, and delivery charges.

What happens after placing an order?

1. The order is sent to the Approval Authority for confirmation (if placed by a Buyer).
2. After approval, the order is sent to the supplier for review and confirmation.
3. Once confirmed by the supplier, the order returns to the healthcare entity for final approval and purchase order issuance.
4. NUPCO reviews and validates the purchase order before finalization.

Why are items split into multiple orders?

Items added to the shopping cart may belong to different suppliers. In such cases, the order is split into two or more orders based on the selected supplier.

Order Tracking and Supply Process

When will order number 30000xxxxx be delivered?

The delivery date is automatically determined on the e-Marketplace platform after the purchase order is issued by the platform team, based on the supplier's approved delivery timeframe.

Can I pick up the order from the supplier's location?

No, the order will be delivered by the supplier to the healthcare entity's location or to NUPCO warehouses.

Can I reschedule the delivery date after the order has been confirmed?

Yes, you can do so with approval from the operations team on the e-Marketplace platform.

Can I change the delivery address after the order has been confirmed?

No, the delivery address cannot be changed. However, we can submit a ticket to NUPCO's team or you can contact them via email for further assistance.

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Where can I track my order?

The account holder can track order status by:

1. Logging into the e-Marketplace platform.
2. Navigating to **Orders**.
3. Selecting **Ongoing Orders**, then searching by order number to view order details and status.

Note: Orders can also be tracked through the dashboard.

Can I modify the order quantity after supplier approval?

Yes, you can request a modification by sending an email to the e-Marketplace team. The change will be reflected in the system after supplier approval

How can I view my order history?

The account holder can review all past orders by:

1. Logging into the e-Marketplace platform.
2. Navigating to **Orders**.
3. Selecting **Ongoing Orders**, where all orders and their statuses will be displayed.

Note: Order history can also be accessed through the dashboard.

Returns and Refunds

What is the procedure for requesting a refund for a returned order?

The e-Marketplace platform cannot refund or return an order unless the item violates the terms specified in the approved Terms and Conditions list. In such cases, the healthcare entity has the right to return the item within two days of receipt.

What action is taken if the ordered items are damaged or expired?

1. If the item does not comply with the specifications stated in the approved terms and conditions, the healthcare entity has the right to return the item within two (2) business days from the date of receipt. Eligible return cases include:
- Excess quantity
- Shortage in quantity
- Mismatch between the ordered and received item
- Delivery to the wrong customer
- Item received in unacceptable condition
1. In accordance with Clause 3, Article 23 of the contract, the supplier is not entitled to claim payment from NUPCO, the committee, or the laboratory that inspected the rejected medical items that were opened or tested.
2. If the supplier fails to deliver the correct item (e.g., wrong product, incorrect address, expired item), the supplier must provide an alternative item within two (2) business days and bear all associated costs.

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Payment Processing

How is the payment for an order processed?

The payment process starts with the issuance of an official purchase order to NUPCO. Upon delivery, the issued invoice from NUPCO must be signed and stamped by the hospital before submission to the finance department for payment processing.

What is the timeline for completing the payment for e-Marketplace orders?

Invoices must be submitted immediately after receiving the full agreed-upon quantity. After verification and confirmation, the claim will be submitted through Etimad (Ministry of Finance Platform).

How can I increase the credit limit for a healthcare entity?

We can assist by submitting a ticket with your request to the e-Marketplace team.

Why aren't all items from my saved shopping cart being added to my current cart?

Some saved cart items may be unavailable at the moment, so please check back later.

Supplier Information

Where can I find supplier details?

You can view supplier details by selecting the supplier's name in the "Suppliers" section.

Order Cancellation

Can an order be canceled?

A healthcare entity can cancel an order before a purchase order is issued.

Can an order be canceled after supplier approval?

Yes, the healthcare entity can cancel the order unless a purchase order has already been issued.

Why was the order not approved by the supplier?

Supplier approval depends on item availability and technical specifications.

Other Questions

How are delivery charges calculated?

Delivery charges are standardized for all new orders.

How can the expiration date of an item be extended?

The supplier determines the expiration date during the review and acceptance of the order.

How can I expedite the delivery process?

We can assist by contacting the supplier and requesting expedited delivery if possible.

What are the terms and conditions for purchases and returns?

The healthcare entity is responsible for purchase requests within its allocated financial budget and must adhere to all applicable regulations, as no issued purchase order approved by NUPCO can be canceled.

When submitting a purchase order through the NUPCO e-Marketplace, the date of the purchase order must be current and aligned with the agreed-upon delivery period. The order is considered valid from the date of issuance.

The government entity must provide the reference number for the purchase order per Ministry of Finance directives, as no purchase order will be accepted without a reference number from the Etimad platform.

If a representative of the healthcare entity refuses to sign the receipt report without a valid reason, a Rejection Form will be provided to the supplier. NUPCO will notify the entity's head, and no late penalties will be imposed.

The healthcare entity must receive the ordered items as agreed upon in the platform.

RFQ Service (Request for Quotation)

What should be done if the required item is not available?

The RFQ service on the e-Marketplace platform allows healthcare entities to request unavailable items, enabling them to be made available for direct purchase through the platform.

What is the RFQ service?

The RFQ service is provided through the e-Marketplace platform, allowing government healthcare entities to request unavailable items. The requested items are then made available for direct purchase, ensuring that all healthcare needs are met.

What are the stages of submitting an RFQ request?

1. Submitting a request for unavailable items on the e-Marketplace.
2. Reviewing the request and verifying availability.
3. Issuing the scientific number for the item.
4. Reviewing the proposed scientific description by NUPCO, with final approval from the client before listing.
5. Processing pending requests.
6. Completing requests and adding them to the e-Marketplace, awaiting the healthcare entity to complete the purchase.

User Guide

Healthcare entities can download the User Guide from the "My Files" section on the e-Marketplace platform to understand the platform's workflow. Alternatively, they can access tutorial videos through the following link:
https://www.youtube.com/@nupco-2172/playlists