

Frequently Asked Questions – Supplier Contracts

When are contracts and purchase orders issued?

Contracts and purchase orders are issued after completing the contracting procedures with the beneficiary entity. The purchase orders are then sent electronically to suppliers via the portal.

When and how is procurement secured at the supplier's expense?

If a supplier fails to deliver the required items as per the contract terms or purchase order conditions, or if the delivery is delayed beyond the specified timeframe, NUPCO has the right to source an alternative supplier. The cost difference will be deducted from the original supplier if the alternative supplier provides the items at a higher price.

What is the mechanism for extending payment deadlines?

- Extension requests from suppliers are not accepted.
- Deliveries must be made directly to the designated region.
- If there is a need for an extension, the relevant region will coordinate directly with NUPCO.

How can financial claims be submitted?

- Claims must be submitted through the iNUPCO platform via the following link: Inupco.nupco.com.
- If there are technical issues accessing the platform, a support ticket should be submitted via NUPCO Care.

How can appointment bookings be made?

- Appointments must be booked through the iNUPCO platform at: Inupco.nupco.com.
- If access issues arise, suppliers should submit a ticket via NUPCO Care.

When are free quantities included?

- Free quantities are included in the purchase orders alongside the main order at the contract issuance stage.

Are special terms applied, and when?

- Approved special terms from the awarding process are applied during the purchase order issuance and contract execution stages.