

Frequently Asked Questions – Supplier Relations

What is the supplier selection process?

Suppliers are selected based on standard industry criteria to ensure the quality of products and services. Additionally, the selection process complies with requirements set by government authorities, such as the Ministry of Commerce and the Saudi Food and Drug Authority (SFDA).

How can I register as an approved supplier with NUPCO?

Suppliers can apply through the Supplier Registration service on the iNupco platform via the following link: <https://iNupco.nupco.com/suppliers/pre-registration>
Once the initial registration request is reviewed and approved, an email notification will be sent to the applicant with login credentials to complete the registration and upload the required documents.

What are SRM and iNupco systems?

- **SRM System:** A platform for purchasing tender documents, submitting technical and financial offers, and uploading pricing catalogs.
- **iNupco System:** A platform used after winning a bid, allowing suppliers to schedule deliveries, review purchase orders, and submit payment claims.

What documents are required for supplier registration?

- Commercial Registration Certificate (issued by the Ministry of Commerce & Investment).
- General Organization for Social Insurance (GOSI) Certificate.
- Saudization Certificate.
- Chamber of Commerce Membership Certificate.
- General Authority of Zakat & Tax (GAZT) Certificate.

Can I save my registration details and complete them later?

Yes, suppliers can partially save their information and resume later by entering their Commercial Registration Number and clicking "Submit" to continue the process.

How will I know if my registration is approved?

You will receive an email notification from the Supplier Relations Department, including your account credentials, user manual, and instructions on how to participate in tenders. For non-medical suppliers, NUPCO will send a bilingual email notification (in both Arabic & English) confirming the approval of your registration.

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What are common reasons for supplier registration rejection?

- To ensure approval, suppliers must:
- Upload all required documents in the correct format (PDF).
- Ensure the documents are valid and properly certified.
- Provide accurate bank details.
- Ensure that the entered registration details match official documents.
- Use an official company email address.
- Select the appropriate supplier type (Medical or Non-Medical).

Can a rejected supplier reapply?

Yes, suppliers can reapply using the same Commercial Registration Number. If a rejection is due to incorrect details, suppliers will be requested to correct errors instead of having their application permanently declined. uploaded at once via an Excel file on the "Add Item" page).

What is the recommended browser for supplier registration?

- Internet Explorer 11 (11.1593.14393.0)
- Google Chrome (Version 60.0.3112.101 or higher)

Who should I contact for online registration issues?

- **Medical Suppliers:** Submit a support ticket via NUPCO Care Platform.
- **Non-Medical Suppliers:** Email vendor.registration@nupco.com.

How can I update company representatives in the supplier system?

Contact your account manager via email or submit a support ticket to request a data update form.

How can I add or remove a contact method from my supplier profile?

Contact your account manager via email or submit a support ticket to request the necessary changes.

How can I contact SRM system administrators for urgent issues?

Via the NUPCO Care Ticketing System.

How can I get training for the SRM supplier system?

Training materials, including user guides and tutorial videos, are provided through the NUPCO Care Ticketing System.

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Is there a dedicated email for SRM system technical support?

Support is handled through the NUPCO Care Ticketing System.

How can I reset my password if my account is locked?

Submit a support ticket via the NUPCO Care Platform, specifying the system (SRM or iNupco).

Can multiple users access a supplier account simultaneously to speed up offer submissions?

This feature is currently under development.

What should I do if a product's distribution rights are transferred to another agency?

Contact RQ_Tenders@nupco.com and submit the required documents.

Where can I get the SRM supplier system user manual?

The user manual is automatically sent upon registration. If needed, suppliers can request another copy by submitting a ticket on the NUPCO Care Platform.

Is live chat support available for Supplier Relations?

No, but support is available through the NUPCO Care Ticketing System.

Why do I receive supplier system notifications on only one email, even if multiple emails were provided?

NUPCO sends official emails to the primary registered email. If you want notifications sent to multiple addresses, please notify NUPCO during registration.

What are the Benefits of Working with NUPCO Instead of Directly with Healthcare Entities?

- **Time and effort savings** – Suppliers deal with one entity instead of multiple healthcare institutions.
- **Flexible and faster administrative processes** – Thanks to advanced digital solutions.
- **Efficient order management** – Using standardized catalogs for medical devices, drugs, and supplies.
- **Faster payments** – Suppliers receive payments directly via bank transfer when NUPCO manages contracts and procurement.