

Frequently Asked Questions (FAQs) for Suppliers Procurehere™



Rise with P.R.I.D.E

Partnership - Respect - Integrity - Dynamism - Enthusiasm



1. Where can I get the username and password to activate my account?

You will receive an activation email from Procurehere™ which contains your username (login email) and temporary auto generated password. You will be prompted to update this password upon your first login.

2. I have received my activation mail. However, when I try to key in my username and password, the system mentioned that it's incorrect. The error message shows "Error! Username or Password entered is incorrect". How do I proceed from here?

The password that you receive in the activation mail is only valid for 24 hours. In order to reset the password once more, simply click on the link "Forgot Password" on the login page and insert your login email. You will receive a new password reset token in your email.

3. Can I change the login and communication email?

You can only change the communication email. The login email is permanent.

4. How will I know if I have been invited to events by FGV via Procurehere™ ?

You will receive invitation notifications via email.

5. How do I pay for my tender fee and tender deposit?

Payment process remains as usual. The payment could be done either via bank draft, manual payment at FGV counters or via online transfer in e-Portal. Kindly refer to the instructions provided in the tender document.

6. How do I add more users to the system?

Start by logging into your account. After that, click "Users" at the side bar menu options. Then, click the sub-section "Users". From there, you can add users by clicking on the "Create User" button and then filling all the necessary information such as their username and temporary password.

7. Can I invite my colleague/s to assist me with the event submission?

Yes. In the event, click on the "Team Members" tab. Click on the "Select Team Member" dropdown arrow and select the member you want to add in the event. Once you have selected the member, you need to assign the team member's role to "Editor" or "Viewer".



8. What is the role of an editor and viewer in the event?

Editor – allows the member to upload documents and fill in the quoted price.

Viewer – allows the member to view events as it is without any editing controls.

9. How can I upload documents for FGV?

Check in the “Questionnaire” section to see if there are documents in which you need to upload there. In the “Messages” section, you can upload documents and files for FGV to take a look at.

10. How can I submit the “Bill of Quantity” (BQ) if I am not able to supply one of the items?

In the “BQ” section, you can actually place a remark, mentioning that you are not able to supply one of the items. For items that you are not able to provide, you can just place a “0.00” at the unit price.

11. Can I add tax for specific items in the “BQ”?

Yes, you can add itemized tax for each item or add a lump sum tax for all items within the “BQ” section.

12. How can I communicate with FGV regarding the event that is ongoing?

You can use the system’s event messaging platform during the event to communicate with FGV personnel.

13. Can I save a copy of the event summary?

Yes, you can. You can download the event summary in pdf format at the “Submission” section.

14. Who should I contact if I experience any problems regarding the system?

You can click on the chat button at the bottom right of the Procurehere™ webpage to communicate with Procurehere™ chat agents in which they will attend to you within 30 to 45 seconds depending on the traffic of chats.

15. What happens if the system goes down? Do you have backup?

Our system guarantees a 99% uptime. We do have a backup and disaster recovery plan in place.



Thank You