

# Ministry of Commerce and Industry

## Oracle ERP Applications



### iSupplier Administration Process - User Manual

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## 1. Introduction

This user guide provides a comprehensive explanation of the **iSupplier Administration Process** in **Oracle E-Business Suite (EBS)**, specifically designed to meet the operational and governance requirements of the **Ministry of Commerce and Industry (MoCI)**.

The guide outlines the essential steps and procedures performed under the **Supplier Administration** within the **Supplier Profile & User Manager** responsibility. It is intended to assist supplier administrators in efficiently managing and maintaining their organization's details, contacts, addresses, and banking information directly within the system.

By following this guide, users will gain a clear understanding of how to navigate and utilize the Supplier Page to update supplier profile information, add or modify contact details, manage addresses, maintain bank account information, and handle communication preferences with accuracy and consistency.

The **Supplier Administration Process** empowers supplier administrators to maintain complete and up-to-date organizational information in Oracle iSupplier. Through this self-service capability, suppliers can manage their company's master data, ensuring that all information—such as business classification, address details, and contact assignments—is accurately reflected in the system.

This self-managed structure minimizes dependency on the buyer organization's Supplier Administration team, enhances data accuracy, and ensures compliance with MoCI's procurement standards. It also enables suppliers to maintain transparency and efficiency in their business interactions, facilitating seamless collaboration and reliable information sharing within the **Oracle iSupplier Portal**.

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## 2. System Requirements

Before accessing Oracle iSupplier, ensure your system meets the following requirements:

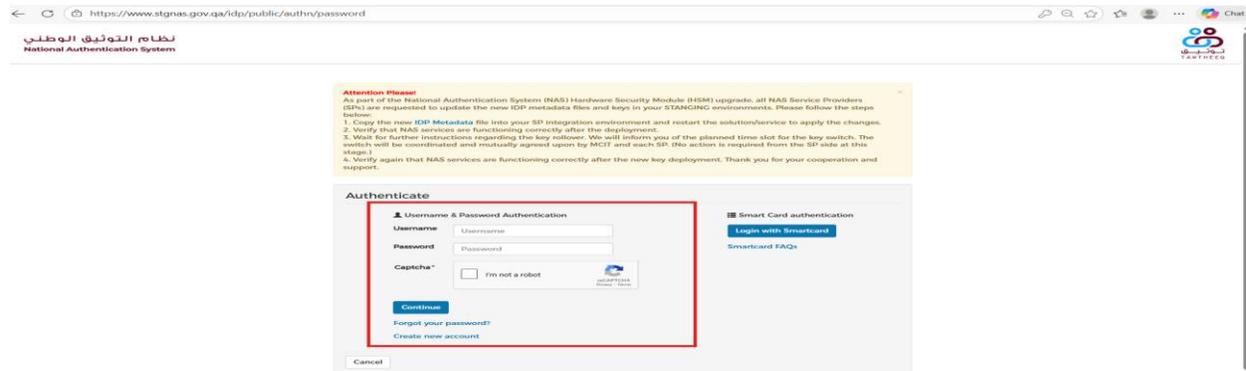
- Browser: Latest versions of Chrome, Firefox, Edge, or Safari
- Internet Connection: Stable connection for optimal performance
- Supported File Formats: PDF, Excel, Word (for document uploads under 10 MB)

### 3. Supplier User Login (External)

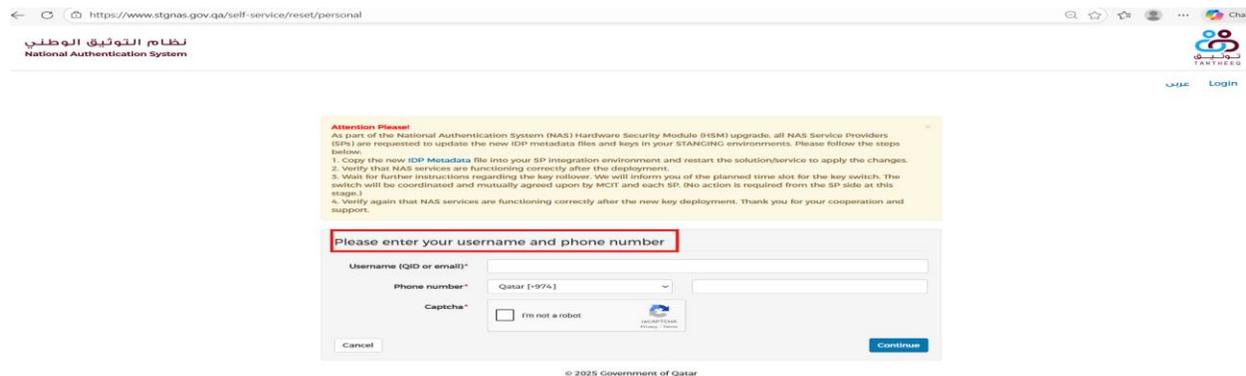
#### Prerequisites:

- ✓ NAS Login URL - <https://sso-esuite.moci.gov.qa/nas>
- ✓ Qatar ID (Username)
- ✓ Password

Enter the NAS URL in the browser, the following login screen is displayed.

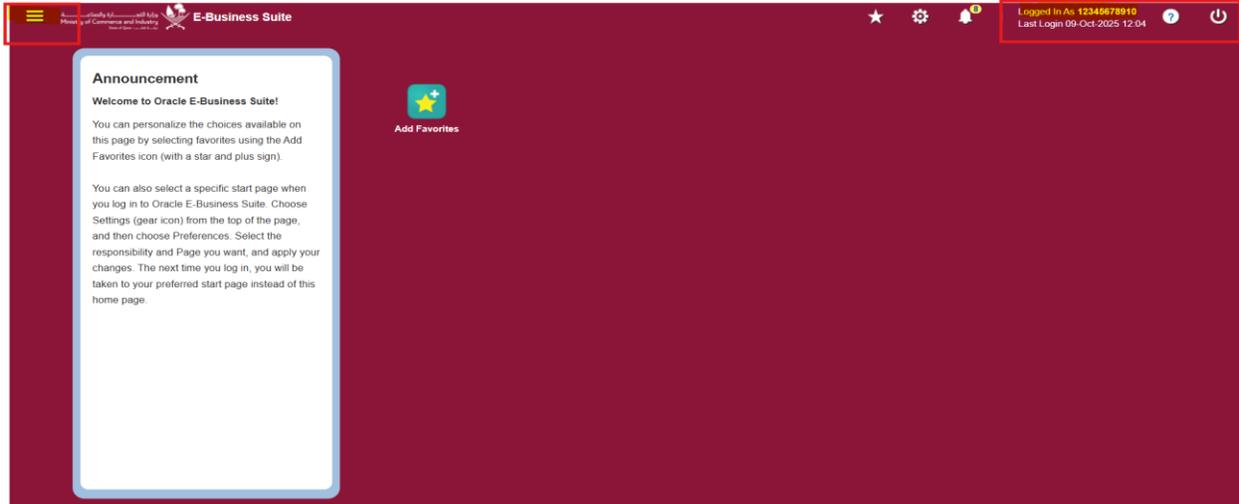


- ✓ Enter the User Name (QID)
- ✓ Enter the Password.
- ✓ Click on Captcha Checkbox
- ✓ Click on Continue.

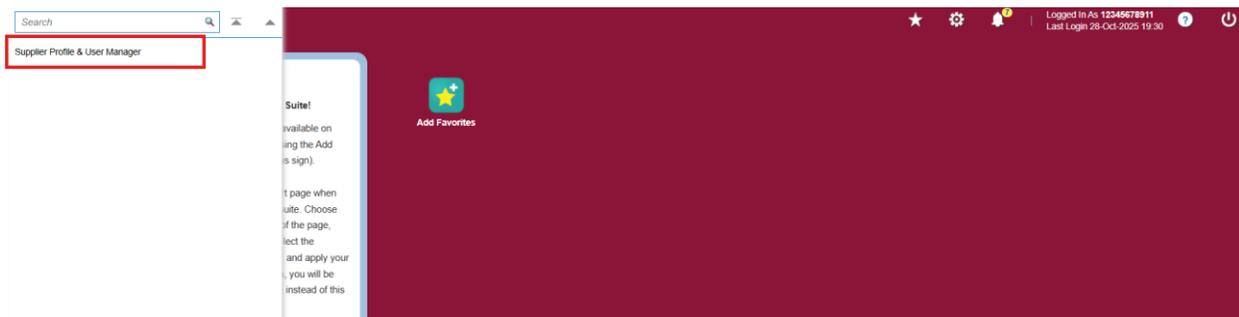


- ✓ Supplier user is logging in for the first time, when a user has requested a password reset.
- ✓ Enter the QID, Phone Number and Click on Captcha Checkbox
- ✓ After resetting the password, click **Log In** to access the portal.

- ✓ Supplier user has successfully logged into the application.
- ✓ Click the **three bars (menu icon)** located at the top left corner of the screen.



- ✓ Supplier user can view the following responsibilities.
  1. Supplier Profile & User Manager.
- ✓ Click **Supplier Profile & User Manager**.
- ✓ Click **Supplier Details**.
- ✓ Supplier user will be directed to the **Supplier Administration** home page, where they can view sections such as **General, Organization, Address Book, Contact Directory, Business Classifications, Product & Service, Banking Details, and Payment & Invoicing**.



## 4. Supplier Administration:

- ✓ Navigate to **Supplier Administration**.

### 4.1 Organization Section

- ✓ Supplier can enter **additional organizational** details (optional), such as .
- ✓ Supplier may also provide employee details under the **Total Employees** section (optional).
- ✓ Supplier can enter their **Tax and Financial Information** as needed.
- ✓ After entering all the details, click **Save**.

The screenshot shows the 'Supplier Administration' page with the 'Organization' section highlighted. The form contains the following fields:

- Organization Section:**
  - D-U-N-S Number
  - Legal Structure: Contracting Company
  - Chief Executive Name: Arun
  - Chief Executive Title: Mr
  - Principal Name
  - Year Established: 2010
  - Incorporation Year
  - Control Year
  - Mission Statement
- Total Employees Section:**
  - Organization Total: 100
  - Organization Total Type: Estimated
  - Corporate Total: 25
  - Corporate Total Type: Estimated
- Tax and Financial Information Section:**
  - Taxpayer ID: 123456
  - Tax Registration Num: 1234567890
  - VST Number
  - Fiscal Year End: December
  - Analysis Year
  - Currency Preference: QAR - Qatari Rial
  - Annual Revenue
  - Potential Revenue

### 4.2 Address Book

- ✓ Navigate to the **Address Book** under the **Supplier Page**, and click the **Create** button to add a new supplier address.

The screenshot shows the 'Supplier Administration' page with the 'Address Book' section highlighted. The table contains the following data:

Address Name	Address Details	Country	Status	Update	Remove
APS Tech Address	1st Floor, 82 Alad Al Shargi St, Lusail Lusail, Qatar	Qatar	Current		
Doha	Lusail Doha	Qatar	Current		

- ✓ Supplier can enter address details such as **Country, Address Name (Mandatory), Address Line 1 (Mandatory), City, State, Postal Code, Phone Number, and Email Address**.
- ✓ Select the checkbox to specify whether the address is a **Purchasing Address, Payment Address, or RFQ Only Address**.

- ✓ Select the **Address Purpose** from the list of values for the entered address, such as *Bill To*, *Ship To*, *Acknowledgements*, etc.
- ✓ Additional information related to the address can be entered in the **Notes** section.
- ✓ After entering all the address details, click **Save**.

Administration: Profile Management: Address Book >

**Create Address** Cancel Save

\* Indicates required field

Supplier Name: APS TECH PVT LTD

Supplier Number: 278627

Country: Qatar

Address Name: APS Tech Address

Address Line 1: 1st Floor, 82 Alad Al Shang St, Lusail

Address Line 2:

Address Line 3:

Address Line 4:

City: Lusail

Country: Qatar

State:

Province:

Postal Code:

Phone Area Code:

Phone Number: 40121234

Fax Area Code:

Fax Number:

Email Address: apstech@gmail.com

Purchasing Address

Payment Address

RFQ Only Address

**Address Purpose**

Purpose	Remove
Bill To	
Acknowledgments	
Ship To	

Table Diagnostics

**Note**

Note: Additional details for the above address.

Include any additional details about the address such as the type of address. This will be visible to other buyers within your organization as well as to the supplier. Also, include brief notes to buyer about the change when changing address information.

- ✓ The status of the newly created address will be **New**, and it should be approved by the **Buyer/Supplier Profile Administrator (MoCI)**.

Profile Management

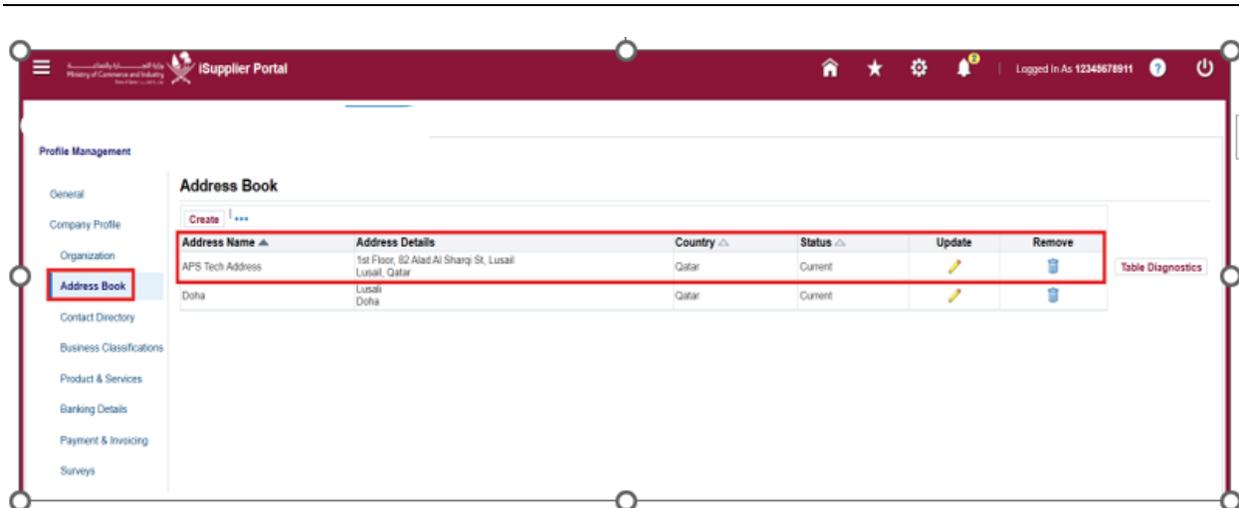
Confirmation: APS Tech Address has been added to your Address Book.

**Address Book**

Address Name	Address Details	Country	Status	Update	Remove
APS Tech Address	1st Floor, 82 Alad Al Shang St, Lusail Lusail, Qatar	Qatar	New		
Doha	Doha	Qatar	Current		

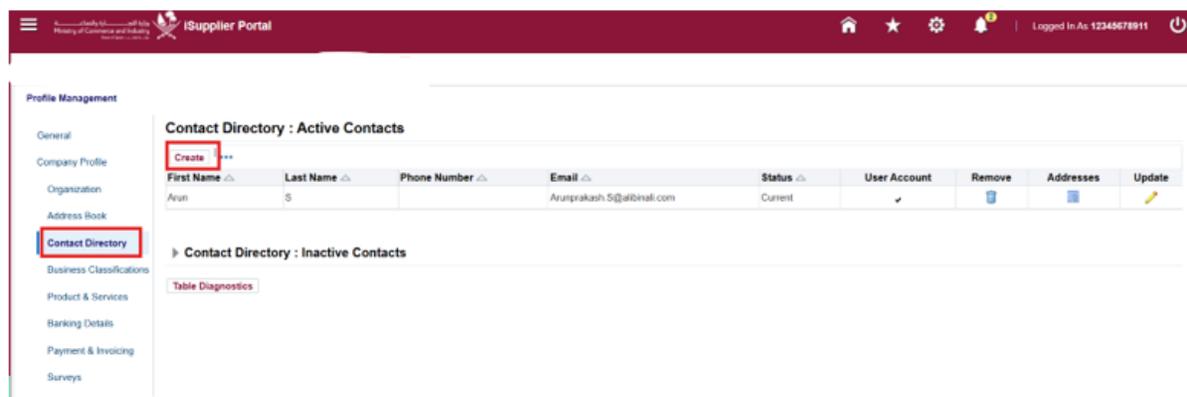
Table Diagnostics

- ✓ Once approved by the buyer/administrator, the status will change to **Current**.



Navigate to the **Contact Directory** under the **Supplier Page**, and click the **Create** button to add a new supplier contact.

### 4.3 Contact Directory



- ✓ Supplier can enter contact details such as **Title, First Name, Last Name (Mandatory), Department, Phone Numbers**, and **Email** for the contact.
- ✓ Additionally, specify the **Contact Purpose** from the list of values, such as *Administrative Contact, Contact, Bill To, Ship To*, etc.
- ✓ After entering all the contact details, click **Save**.

Administration: Profile Management: Contact Directory >

**Create Contact** Cancel **Save**

\* Indicates required field

Contact Title: Mr.  Phone Area Code:   
 First Name: Tech  Phone Number: 4012 1234   
 Middle Name:  Phone Extension:   
 Last Name: APS  Alternate Phone Area Code:   
 Alternate Name:  Alternate Phone Number:   
 Job Title:  Fax Area Code:   
 Department: Purchasing  Fax Number:   
 Contact Email: apstech@gmail.com   
 URI:

**Contact Purpose**

**Purpose** Remove

Administrative Contact  Remove

[Table Diagnostics](#)

- ✓ The status of the newly created contact will be **Current**.

Profile Management

General

Company Profile

Organization

Address Book

**Contact Directory**

Business Classifications

Product & Services

Banking Details

Payment & Invoicing

Surveys

**Contact Directory : Active Contacts**

Create \*\*\*

First Name	Last Name	Phone Number	Email	Status	User Account	Remove	Addresses	Update
Tech	APS	4012 1234	apstech@gmail.com	Current		<input type="button" value="Remove"/>	<input type="button" value="Addresses"/>	<input type="button" value="Update"/>
Anun	S		Anunprakash.S@alibnail.com	Current	<input checked="" type="checkbox"/>	<input type="button" value="Remove"/>	<input type="button" value="Addresses"/>	<input type="button" value="Update"/>

**Contact Directory : Inactive Contacts**

[Table Diagnostics](#)

- ✓ Assign the address to the supplier's contacts.
- ✓ Click Addresses for the contact which we need to assign the Address.

Profile Management

General

Company Profile

Organization

Address Book

**Contact Directory**

Business Classifications

Product & Services

Banking Details

Payment & Invoicing

Surveys

**Contact Directory : Active Contacts**

Create \*\*\*

First Name	Last Name	Phone Number	Email	Status	User Account	Remove	Addresses	Update
Tech	APS	4012 1234	apstech@gmail.com	Current		<input type="button" value="Remove"/>	<input type="button" value="Addresses"/>	<input type="button" value="Update"/>
Anun	S		Anunprakash.S@alibnail.com	Current	<input checked="" type="checkbox"/>	<input type="button" value="Remove"/>	<input type="button" value="Addresses"/>	<input type="button" value="Update"/>

**Contact Directory : Inactive Contacts**

[Table Diagnostics](#)

- ✓ Click the **+** button.
- ✓ Click the **Search** button in the **Address Name** field and then click **Go**.
- ✓ Select the appropriate address for the contact and add it.
- ✓ Click **Save**.

The addresses associated with the contact can be maintained in this page.

Address Name Address Details Remove

Search

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By Address Name  Go

Results

Select	Quick Select	Address Name	Address Details
<input checked="" type="radio"/>		APS Tech Address	1st Floor, 82 Alad Al Sharqj St, Lusail, Lusail, Qatar, QA
<input type="radio"/>		Doha	Lusail, Doha, Qatar, QA

About this Page

Cancel Select

- ✓ The status of the newly added address to the contacts will be **Change Pending**, and it should be approved by the **Buyer/Supplier Profile Administrator (MoCI)**.

Profile Management

General

Company Profile

Organization

Address Book

Contact Directory

Business Classifications

Product & Services

Banking Details

Payment & Invoicing

Surveys

Contact Directory : Active Contacts

Create | +

First Name	Last Name	Phone Number	Email	Status	User Account	Remove	Addresses	Update
Tech	APS	4012 1234	apstech@gmail.com	Change Pending				
Anun	S		Anunprakash.S@alibnail.com	Current	<input checked="" type="checkbox"/>			

Contact Directory : Inactive Contacts

Table Diagnostics

- ✓ Once approved by the buyer/administrator, the status will change to **Current**.

Profile Management

General

Company Profile

Organization

Address Book

Contact Directory

Business Classifications

Product & Services

Banking Details

Payment & Invoicing

Surveys

Contact Directory : Active Contacts

Create | +

First Name	Last Name	Phone Number	Email	Status	User Account	Remove	Addresses	Update
Tech	APS	4012 1234	apstech@gmail.com	Current				
Anun	S		Anunprakash.S@alibnail.com	Current	<input checked="" type="checkbox"/>			

Contact Directory : Inactive Contacts

Table Diagnostics

## 4.4 Inactive the Supplier Contact

- ✓ Navigate to **Supplier Administration** → **Contact Directory** and click **Update**.

Supplier Profile & User Manager

Supplier Administration

Profile Management

General

Company Profile

Organization

Address Book

**Contact Directory**

Business Classifications

Product & Services

Banking Details

Payment & Invoicing

Surveys

**Contact Directory : Active Contacts**

Create | +

First Name	Last Name	Supplier Name	Phone Number	Email	Status	User Account	Addresses	Update
Anun	S	APS TECH PVT LTD		Anunprakash.S@albinall.com	Current	✓		
APS	TECH 1	APS TECH PVT LTD	1234 5678	apsstech@apsnd.com	Current	✓		
Tech	APS	APS TECH PVT LTD	4012 1234	apsstech@gmail.com	Current			

**Contact Directory : Inactive Contacts**

- ✓ Enter the **Inactive** date for the Contact.
- ✓ Click **Apply**.

Supplier Profile & User Manager

Supplier Administration: Profile Management: Contact Directory >

**Update Contact**

Cancel Apply

\* Indicates required field

Contact Title: Mr

First Name: Tech

Middle Name:

\* Last Name: APS

Alternate Name:

Job Title:

Department: Purchasing

Email Address: apsstech@gmail.com

Url:

Phone Area Code: 4012 1234

Phone Number:

Phone Extension:

Alternate Phone Area Code:

Alternate Phone Number:

Fax Area Code:

Fax Number:

**Inactive Date: 28-Oct-2025 00:00:00**

Contact Purpose

Purpose	Delete
Administrative Contact	

## 4.5 User Account Creation

- ✓ Navigate to **Contact Directory** and click **Create**.

Supplier Profile & User Manager

Supplier Administration

Profile Management

General

Company Profile

Organization

Address Book

**Contact Directory**

Business Classifications

Product & Services

Banking Details

Payment & Invoicing

Surveys

**Contact Directory : Active Contacts**

Create | +

First Name	Last Name	Supplier Name	Phone Number	Email	Status	User Account	Addresses	Update
Anun	S	APS TECH PVT LTD		Anunprakash.S@albinall.com	Current	✓		
Tech	APS	APS TECH PVT LTD	4012 1234	apsstech@gmail.com	Current			
Anun	TEST A	APS TECH PVT LTD		TESTA@gmail.com	Current	✓		

**Contact Directory : Inactive Contacts**

- ✓ Supplier can enter contact details such as **Title, First Name, Last Name (Mandatory), Department, Phone Numbers,** and **Email** for the contact.
- ✓ Additionally, specify the **Contact Purpose** from the list of values, such as *Administrative Contact, Contact, Bill To, Ship To*, etc.
- ✓ Supplier selects the **'Create User Account for this Contact'** check box.
- ✓ Enter the **Supplier Name**.
- ✓ Enters the **User Name**. By default, the system uses the contact's email ID as the user name; however, the **contact person's QID** should be entered instead.
- ✓ According to MoCI policy, each supplier is restricted to a maximum of **three user accounts**.
- ✓ Select the appropriate **responsibility** for this user account.
- ✓ After entering all the contact details, click **Apply**.

**Create Contact**

\* Indicates required field

Contact Title: Mr. [dropdown]  
 First Name: APS  
 Middle Name: [empty]  
 Last Name: TECH 1  
 Alternate Name: [empty]  
 Job Title: [empty]  
 Department: [empty]  
 Email Address: apstech@apsnd.com  
 Uri: [empty]

Phone Area Code: [empty]  
 Phone Number: 1234 5678  
 Phone Extension: [empty]  
 Alternate Phone Area Code: [empty]  
 Alternate Phone Number: [empty]  
 Fax Area Code: [empty]  
 Fax Number: [empty]  
 Inactive Date: (28-Oct-2025 19:45:00)

**Contact Purpose**

Purpose: Administrative Contact [dropdown] [Delete]

**User Account**

Create User Account for this Contact:   
 \* Supplier Name: APS TECH PVT LTD [dropdown]  
 \* Username: 12345678901 [input]

**User Notifications**

Certification Reminders

**Responsibilities**

Responsibility	Application
<input checked="" type="checkbox"/> iSupplier Portal Full Access	iSupplier Portal
<input type="checkbox"/> Supplier Profile & User Manager	iSupplier Portal

- ✓ User account is now created for the contact. The contact person will receive the **username** and **password** via their registered email address.

**Contact Directory : Active Contacts**

First Name	Last Name	Supplier Name	Phone Number	Email	Status	User Account	Addresses	Update
Arun	S	APS TECH PVT LTD		Arunprakash S@atbinall.com	Current	✓	[icon]	[icon]
APS	TECH 1	APS TECH PVT LTD	1234 5678	apstech@apsnd.com	Current	✓	[icon]	[icon]
Tech	APS	APS TECH PVT LTD	4012 1234	apstech@gmail.com	Current	✓	[icon]	[icon]
Arun	TEST A	APS TECH PVT LTD		TESTA@gmail.com	Current	✓	[icon]	[icon]

**Contact Directory : Inactive Contacts**

## 4.6 Inactive User Account

- ✓ Navigate to **Contact Directory**.
- ✓ Click **Update** for the user account that needs to be **inactivated**.

Supplier Profile & User Manager

Supplier Administration

Profile Management

General

Company Profile

Organization

Address Book

**Contact Directory**

Business Classifications

Product & Services

Banking Details

Payment & Invoicing

Surveys

Contact Directory : Active Contacts

First Name	Last Name	Supplier Name	Phone Number	Email	Status	User Account	Addresses	Update
Arun	S	APS TECH PVT LTD		Arunprakash.S@albinai.com	Current	✓		
APS	TECH 1	APS TECH PVT LTD	1234 5678	apstech@apsnd.com	Current	✓		
Tech	APS	APS TECH PVT LTD	4012 1234	apstech@gmail.com	Current	✓		
Arun	TESTA	APS TECH PVT LTD		TESTA@gmail.com	Current	✓		

Contact Directory : Inactive Contacts

- ✓ Click the **User Account Information** dropdown.
- ✓ Enter the **Inactive Date** for the user account.
- ✓ Click **Apply** to save the changes.

Supplier Administration: Profile Management: Contact Directory >

**Update Contact** Cancel Apply

\* Indicates required field

Contact Title: [Dropdown]

First Name: Arun

Middle Name: [Empty]

\* Last Name: TEST A

Alternate Name: [Empty]

Job Title: [Empty]

Department: [Empty]

Email Address: TESTA@gmail.com

Uri: [Empty]

Phone Area Code: [Empty]

Phone Number: [Empty]

Phone Extension: [Empty]

Alternate Phone Area Code: [Empty]

Alternate Phone Number: [Empty]

Fax Area Code: [Empty]

Fax Number: [Empty]

Inactive Date: (28-Oct-2025 19:45:00)

Contact Purpose

+ Add

Purpose	Delete
No results found.	

**User Account Information**

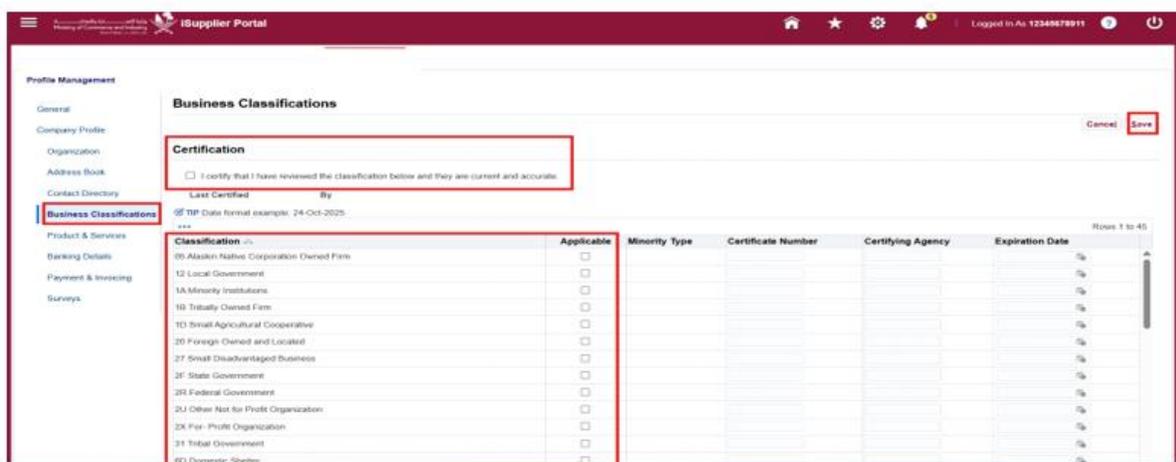
Username: TESTA\_USER

Inactive Date: 28-Oct-2025

Reset Password

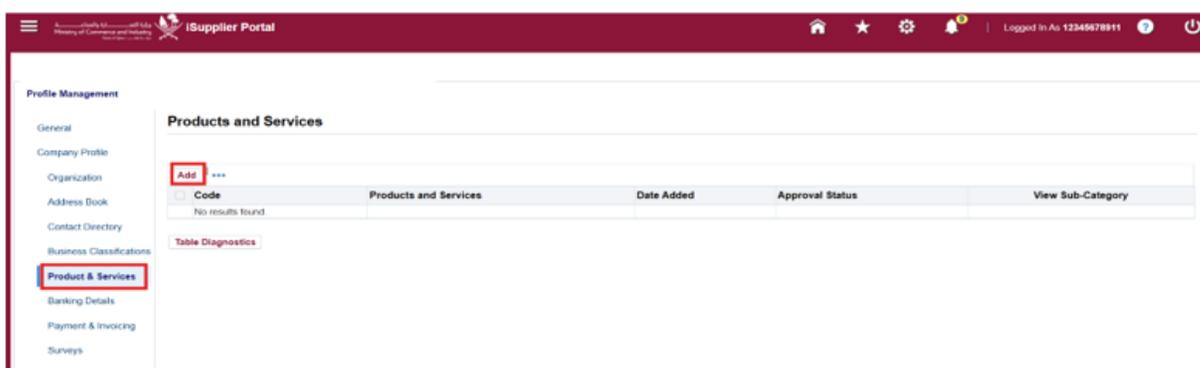
## 4.7 Business Classifications

- ✓ Navigate to **Supplier Administration** → **Business Classification**.
- ✓ The supplier can enable the **Certification** checkbox and select classifications from the list. These classifications are used to categorize suppliers based on specific business or regulatory criteria.
- ✓ Examples of classifications include **Small/Medium/Large Enterprise, Local/International Supplier, Manufacturer/Distributor/Service Provider, Minority-Owned, Women-Owned, Veteran-Owned**, etc.
- ✓ Click **Save**.

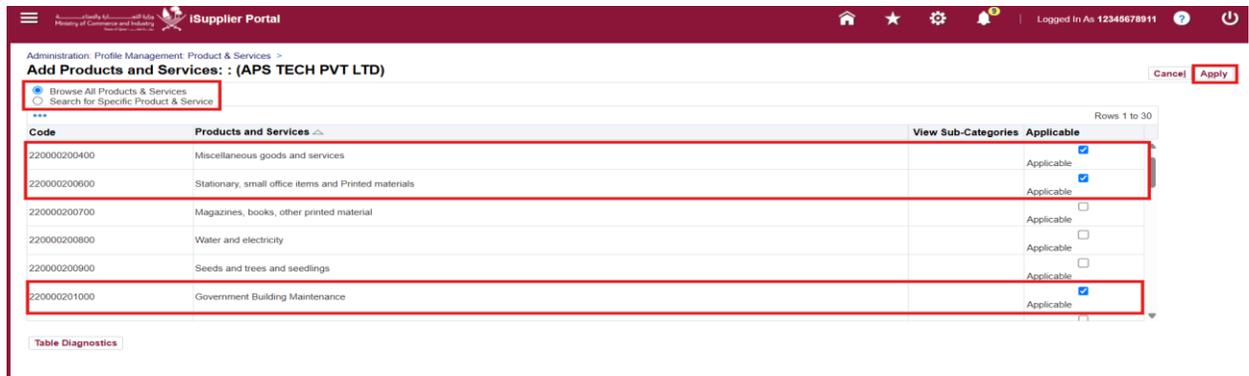


## 4.8 Product & Service

- ✓ Navigate to **Supplier Administration** → **Product & Services**.
- ✓ Click **Add**.



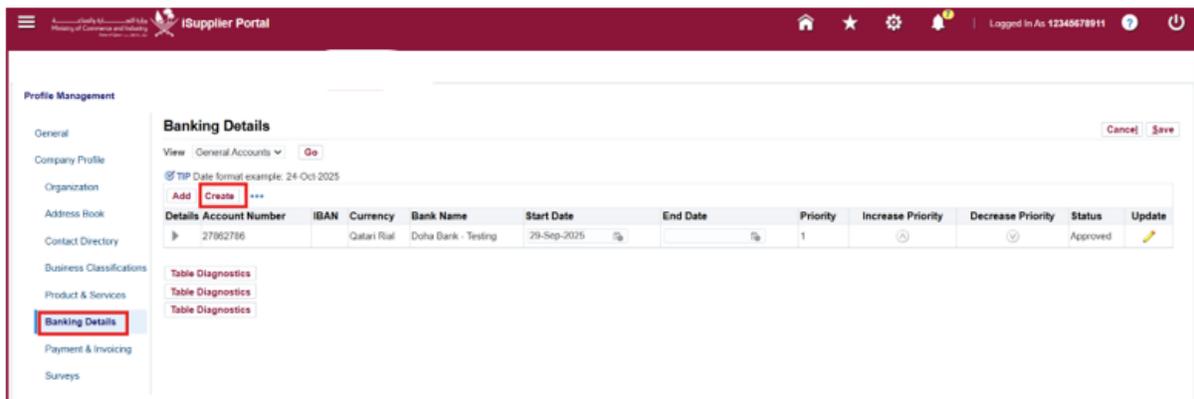
- ✓ Select the check box, Either Browse All Products & Service or Search for Specific Product & Service.
- ✓ Select the Product and Service that a Supplier provides.
- ✓ Click **Apply**.



- ✓ Buyer can now view the **Products and Services** selected by the supplier in the **Supplier Master**.

#### 4.9 Banking Details: Add the Existing Bank

- ✓ Navigate to **Supplier Administration** → **Banking Details**.
- ✓ Click **Create** to add a new bank account.



- ✓ Select the **Country**, and enable the checkbox to indicate whether the bank account is used for **foreign payments** or not.
- ✓ Select **Existing Bank** (use this option if the bank is already registered in the bank master).
- ✓ Choose the **Bank Name** from the list of values (all relevant bank details will be populated from the bank master).
- ✓ Select **Existing Branch** (use this option if the branch already exists in the bank master).
- ✓ Choose the **Branch Name** from the list of values (all relevant branch details will be populated from the bank master).
- ✓ Enter **Bank Account** details including **Account Number**, **Check Digit**, **IBAN Number**, **Account Name**, and **Currency**.
- ✓ Click **Show Account Details** to enter additional information such as the **Alternate Account Name** (if any), **Account Suffix**, **Account Type** (from the list of values), and **Description**.
- ✓ In the **Comments** section, provide any additional information for the buyer.
- ✓ After entering all the bank details. Click **Save**.

**iSupplier Portal** Administration: Profile Management: Banking Details > **Create Bank Account** Cancel Save

\* Indicates required field

\* Country: Qatar  Account is used for foreign payments  
Account definition must include bank and branch information

**Bank**  New Bank  Existing Bank

Bank Name: Doha Bank - Testing  
Bank Number: 123456  
Tax Payer ID:

**Branch**  New Branch  Existing Branch

Branch Name: Doha Branch  
Branch Number: 12345678  
BIC: 12345678  
Branch Type: ABA

**Bank Account**

Account Number: 123456789  
Check Digits: 3  
IBAN: QA58DOH80000123456789

Account Name:   
Currency: Qatari Rial  
Account Status: New

**Comments**

Note to Buyer: Account Number has been added for the existing bank and branch.

- ✓ Upon clicking **Save**, a confirmation notification will appear on the bank details page.
- ✓ The status of the newly added bank will be **New**, and it should be approved by the **Buyer/Supplier Profile Administrator (MoCI)**.

**iSupplier Portal** Profile Management

**Confirmation**  
Bank account 123456789 has been added to your company profile. The account information will be routed to an administrator who will review the details and carry out any account verification that is required. You will be notified once the review is complete.

**Banking Details** Cancel Save

View: General Accounts

TIP Date format example: 24-Oct-2025

Details	Account Number	IBAN	Currency	Bank Name	Start Date	End Date	Priority	Increase Priority	Decrease Priority	Status	Update
	27862796		Qatari Rial	Doha Bank - Testing	29-Sep-2025		1			Approved	
	123456789	QA58DOH800001234567890ABCDEF	Qatari Rial	Doha Bank - Testing	24-Oct-2025		2			New	

Table Diagnostics

- ✓ Once approved by the buyer/administrator, the status will change to **Approved**.

## 4.10 Payment & Invoicing:

- ✓ Navigate to **Supplier Administration** → **Payment & Invoicing**.
- ✓ Click **Go** for the Address Name field.

The screenshot shows the 'Payment and Invoicing' section of the iSupplier Portal. The left sidebar has 'Payment & Invoicing' highlighted. The main content area includes a search bar for 'Address Name' with a 'Go' button highlighted in red. Below the search bar is a table with columns: Address Name, Address Details, Payment Method, Payment Currency, Invoice Currency, and Notification Method. The 'Payment & Invoicing' option in the sidebar is highlighted with a red box.

- ✓ Select the Payment Method from the list of values.
- ✓ Choose the **Preferred Payment Currency**.
- ✓ Select **Invoice Currency**.
- ✓ Choose the **Notification Method**.
- ✓ Click **Save**.

The screenshot shows the 'Payment and Invoicing' section of the iSupplier Portal. The 'Payment Method' dropdown menu is open, showing options: Check and Wire. The 'Save' button is highlighted with a red box. The table below shows the current settings: Payment Method (Wire), Payment Currency (Qatari Rial), Invoice Currency (Qatari Rial), and Notification Method (Email).

Address Name	Address Details	Payment Method	Payment Currency	Invoice Currency	Notification Method
APS Tech Address	1st Floor, 82 Alaad Al Shang St, Lusail, Lusail, Qatar, Qatar	Check	Qatari Rial	Qatari Rial	Email
Doha	Lusail, Doha, Qatar, Qatar	Wire	Qatari Rial	Qatari Rial	Email

- ✓ Buyer can view the supplier's **preferred payment and invoicing preferences** in the Supplier Master → Invoice Management → Supplier Preferences.

## 5. Troubleshooting & FAQ

### Common Issues & Solutions

Issue	Solution
<b>Invitation</b>	Check your <b>Spam/Junk</b> folder.
<b>Responsibility Access</b>	Buyer or system administrator needs to <b>clear the cache</b> after registration. Contact the buyer for assistance.
<b>Link Expired</b>	Inform the buyer or procurement contact to <b>send a new registration invitation</b> .
<b>Password</b>	Use the <b>“Forgot Password”</b> option on the NAS login page to reset your credentials.

## 6. FAQs

**Q: What is the Supplier Administration Page used for?**

**A:** The Supplier Page allows supplier administrators to manage their company information, such as contacts, addresses, banking details, and business classifications. It also enables suppliers to maintain up-to-date organizational data in coordination with the buyer.

**Q: How can I add a new contact for my organization?**

**A:** Navigate to **Supplier Administration** → **Contact Directory** → **Create Contact**.

**Q: Is there a limit to the number of user accounts per supplier?**

**A:** Yes. As per **MoCI policy**, each supplier can have a maximum of **three user accounts**.

**Q: My new address or bank account shows status “New.” What does this mean?**

**A:** The status “New” indicates that the record is pending approval by the **Buyer/Supplier Profile Administrator (MoCI)**. Once approved, the status will change to **Current**.

**Q: How can I remove an existing contact or user?**

**A:** Go to **Supplier Administration** → **Contact Directory**, select the contact, and click **Update**.

**Q: How do I know if my updates have been approved?**

**A:** You’ll receive an approval notification in your **Worklist** and via **email** once the Buyer/Supplier Profile Administrator approves your changes.

**Q: What should I do if I get an error or access issue in the Supplier Administration Section?**

**A:** Log out and back in to refresh your session. If the issue continues, take a screenshot and contact the **Buyer/System Administrator** for assistance.

**Need Further Assistance?**

Contact MOCI’s supplier portal support team by sending mail to **Supplier-Support@moci.gov.qa**