

## **New Platform – What's new for Suppliers?**

Following the NEPO portal upgrade in May all of your company details will have automatically transferred to the new system. The upgrade of the software has made the new system much more user friendly allowing you to use your account to receive notifications and tender for opportunities for any Portal using the same eTendering software provider both locally and nationally.

This document will provide a brief overview to the changes you will notice within the system. Further information and additional online guidance, including video tutorials, is available at: <https://supplierhelp.due-north.com>.

**Quick Overview** – To simplify use of the system some areas have been renamed and moved.

- **Opportunities** are now called **Activities**
- **Personal Account Information** – view and amend your personal details in **My Account**
- **Company Information** - view and edit in **Company Details Summary**
- **Contacts** can now be viewed, amended & added in **Workgroups**
- **Areas of Interest** update regions and locations of interest in **Workgroups**
- **Categories** edit your categories in **Workgroups**
- **Access documentation** and other information via **Events** on each **Project Dashboard**
- **Responding** - the response wizard is now called **Start My Response** and is found under **Response Controls** within the appropriate event
- **Raising a question** can be achieved in **Messaging**. This is found on the Activity Dashboard.

**Access rights** – The access rights you have allocated will determine what you are able to do within your account.

- **Company Administrator** – You will have full access to view and edit Company details, with the ability to create and edit accounts/contact within the Company profile. You can also edit workgroups and user roles.
- **Workgroup Administrator** – You will be able to add new workgroups to the Company account, and change which users sit within each workgroup. However, if only this role is selected they will not get full company administrator rights.
- **Basic** – If neither of the above are ticked, then you will have Basic supplier rights, you can change your own contact details, but gain none of the access mentioned above

**New Homepage** – From the homepage you can now easily access all of your account details and see a full list of any activities you may be taking part in. You can also search for, and express interest in, opportunities on the NEPO Portal amongst others (view the current list here

<https://procontract.due-north.com/Opportunities/Index>). Navigation around your account is much easier with tabs at the top which are visible from all pages.

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Notifications 7

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**Home page**

**Activities** [View full screen](#)

Active Recently added Last viewed

NEPO Go Search Go

Buyer	Title	Current event	Event deadline
NEPO	<a href="#">Navigating the Portal 2 March 2016</a>	Navigating the Portal 2 March 2016	04/03/2016
NEPO	<a href="#">Navigating the Portal 10 March 2016</a>	Navigating the Portal 10 March 2016	11/03/2016
NEPO	<a href="#">2016.04.06 Navigating the Portal</a>	2016.04.06 Navigating the Portal	11/04/2016
NEPO	<a href="#">Test Opportunity</a>	Test Opportunity	04/05/2016

**Opportunities** [Find opportunities](#)

To search and view all of the latest opportunities available on the Due North portal, please click on the 'Find opportunities' link above

**Company details summary** [Edit](#)

**supplier\_nepo\_23 company**

Guildhall, Quayside, , Newcastle, Tyne and Wear, NE1 3AF

**Description**

Demo supplier account

**Keywords**

system, portal

[Vendor profile](#)

**Workgroups**

Activities are assigned to workgroups allowing all contacts within a workgroup to work on the activities together

[Tenders NE \(3\)](#) [Request merge](#)

[Tenders and Quotes NW \(2\)](#) [Request merge](#)

[Add new workgroup](#)

**Workgroups** – An important change to the system has been the introduction of workgroups. You can now group together contacts within your organisation to enable you to collectively see and work on projects. Multiple workgroups can be set up within the system each tailored to specific categories of interest and regions of supply. Contacts, Categories and Region of supply can all be edited by clicking on the workgroup name link.

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[Tenders and Quotes NW \(2\)](#) [Request merge](#)

[Add new workgroup](#)

**Regional Notifications** – You are now able to tailor your account to specify which UK Region you can supply. It is important that you specify the regions you are able to supply as this partially determines the opportunity notifications you are sent. To ensure you receive notifications from NEPO please ensure that your selection includes: **UKC – North East (England)**  
*Region selection can be found by clicking on the link in the Workgroups Area*

Region selection

Search regions

Exact match
  Fuzzy search

Regions list

- UK - UNITED KINGDOM
  - UKC - NORTH EAST (ENGLAND)
    - UKC1 - Tees Valley and Durham
    - UKC2 - Northumberland and Tyne and Wear
  - UKD - NORTH WEST (ENGLAND)
  - UKE - YORKSHIRE AND THE HUMBER
  - UKF - EAST MIDLANDS (ENGLAND)
  - UKG - WEST MIDLANDS (ENGLAND)
  - UKH - EAST OF ENGLAND
  - UKI - LONDON

Selected regions

UKC - NORTH EAST (ENGLAND) ✖

Select regions
Remove all
Cancel

**Categories of Interest** – A number of different category types are now listed. This is because some of the other portals use different classification systems. Category choice is also plays a part in determining the opportunity notifications you are sent. The NEPO portal uses **UNSPSC**. To ensure you receive all notifications from NEPO please ensure you select all relevant categories in the top box.

**Note:** *To receive notification of opportunities across all portals you will need to spend some time selecting preferences for all of the category types*

UNSPSC categories ✎ Edit

There are no categories selected in this category set, click "Edit" to add some

NHS eClass categories ✎ Edit

There are no categories selected in this category set, click "Edit" to add some

CPV categories ✎ Edit

There are no categories selected in this category set, click "Edit" to add some

ProClass categories ✎ Edit

There are no categories selected in this category set, click "Edit" to add some

**Finding Opportunities** – Opportunities from a number of Portals are now available. When searching for opportunities you can now add filters to search by portal (e.g. NEPO), Region and categories along with key dates. Once you have made your selections click on the update button at the bottom – the visible opportunities will now reflect your choices.

[Home](#) › Find Opportunities

## Opportunities - Search results

Narrow your results

- Portals
- Organisations
- Categories   
There are 0 categories selected  
[+ Add UNSPSC categories](#)  
[+ Add NHS eClass categories](#)  
[+ Add CPV categories](#)  
[+ Add ProClass categories](#)
- Regions  
There are 1 regions selected  
[+ Add new region](#)
- Keywords
- Include closed  
 Yes  No
- Expression date  
Start date  End date
- Published date  
Start date  End date

**Expressing Interest in an opportunity** – to access the tender documentation for an opportunity click on the **Title of the Opportunity**

Opportunities

1 ... 5 6 7 8 9 ... 46 < Prev Next >

**Title**

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[Achieving For Children \(AFC\) Short Breaks for Children with Disabilities](#)

[Adoption Support Fund](#)

[Adult Community Substance Misuse: Assessment, Treatment and Recovery Service](#)

[Adult Social Care - Market Position Statement \(MPS\) \(\\*This is not a contract\\*\)](#)

[Advocacy Services in Nottinghamshire and Nottingham](#)

[Advocacy Sub-Contracting Forum Opportunity](#)

[Aecer Court \(Field Lane\) Supported Living Service](#)

[Agreement for the Provision of Time to Talk - Carers Counselling Services in Bournemouth Poole and Dorset](#)

[AHS/CS5019 Domiciliary and personal care \(AHS&CS5019 Domiciliary and personal care\)](#)

[AHS4792 Young People's Complex Needs Service](#)

1 ... 5 6 7 8 9 ... 46 < Prev Next >

You will now see an overview of the opportunity. To express interest and access the tender documents click on **Register interest in this Opportunity**. Full access to the documents will now be available in the **Activities** area of your Homepage.

Expression of interest window

From 07/10/2015 08:26 to 14/12/2020 12:00

[Register interest in this opportunity](#)

**Notifications Centre** – All of the emails you have been sent are stored in the notifications centre making it easy to manage your messages.

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8 Notifications

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Home All opportunities Search Go

Click on **Notifications** to view your messages.

Date time	Subject
21/04/2016 14:58	A new Quick quote - 007001 - Gosforth Library Internal Floor Platform has been published by Newcastle City Council
19/04/2016 14:58	New interest in an Advert
19/04/2016 14:58	A new RFQ - Test Opportunity has been published by NEPO

**Project Dashboards** – Activities are now displayed on a dashboard to simplify finding information.

Within an activity different stages **'Events'** are now shown on one page. Click on 'Open' to see further information.

**Events**

[Navigating the Portal 2 March 2016](#) Expression of interest accepted [Hide details](#) | [Open](#)

Interest start date: 29/02/2016 10:16  
Interest end date: 04/03/2016 12:00  
Expressed interest on: 02/03/2016 09:52

[Navigating the Portal 2 March 2016](#) Submitted [View details](#) | [Open](#)

**Messaging** – Raising a question at any point of the procurement process team can be done via the messaging area. The Messaging area is found on the Activity Dashboard.

[Home](#) > [Navigating the Portal 2 March 2016](#)

Activity : [Navigating the Portal 2 March 2016](#) [< Back to home page](#)

**Events**

[Navigating the Portal 2 March 2016](#) Expression of interest accepted [Hide details](#) | [Open](#)

Interest start date: 29/02/2016 10:16  
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[Navigating the Portal 2 March 2016](#) Submitted [View details](#) | [Open](#)

**nepo**  
north east  
procurement  
organisation

[Archive this activity](#)

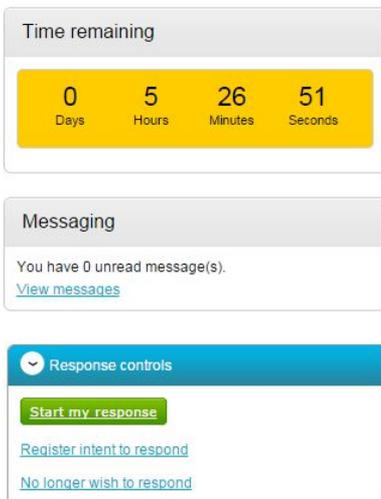
**Messaging**  
You have 0 unread message(s).  
[View messages](#)

**Audit history**  
[View audit history](#)

**Response Countdown** – There is now a traffic light countdown within each project showing the time remaining before the deadline. The countdown changes to Completed after the deadline and also shows when a response has been submitted.



**Response Wizard** – The response wizard, called **'Start My Response'** can now be found within the project under the response countdown and messaging area and will lead you through the submission of your response.



**Alongside the online guidance, technical system support will continue to be available**

**Supplier Technical Support**

**Proactis Helpdesk Ticketing System <http://proactis.kayco.com>**

**Email: [ProContractSuppliers@proactis.com](mailto:ProContractSuppliers@proactis.com) / Emergency Telephone: 0330 005 0352**