The Aga Khan University Hospital, Pakistan

Supplier Registration
User Manual (Step by Step Guide)

Jan 1, 2020
Dear Valued Supplier,

At AKUH (Aga Khan University Hospital), we are committed to enhancing our processes and systems to meet the diverse needs of our global customer base and its partners. Part of this commitment involves launching of a new eSupplier Connection Portal which will provide a collaborative environment to interact with key suppliers.

The approved suppliers will be able to login to online portal through provided credentials (User IDs and Passwords) to view the details of Purchases Orders, Receipts and Invoices. In addition, the approved suppliers will be given opportunity to participate in AKUH’s RFXs (Request for Proposals/Quotations) and tender events.

The information provided by you/your company will be treated as confidential and will be subject to reasonable and prudent safeguards against improper disclosure unless required under law. You shall not disclose any proprietary or confidential information available on the eSupplier portal without the prior written consent of the AKHMCF (Aga Khan Hospital and Medical College Foundation)/AKUH’s authorized person. Apart from other remedies available to AKHMCF/AKUH under the law, any breach in confidentiality undertaking shall render your submissions ineligible.

I/we understand that the information submitted on the online portal is subject to the review and approval by AKHMCF (which decision shall be final and binding) and merely completing the online registration process neither guarantees that my/our company will receive a request to bid/Purchase Order or a contract from AKHMCF nor does it implies that my/our company has any type of procurement relationship with AKHMCF either at the time of submission or in the future.

AKHMCF reserves the right to amend these terms and conditions and any changes will be notified on the eSupplier portal as soon as reasonably practical.
Please Visit www.AKU.edu/Procurement to Register as a Supplier

Register as a New Supplier (Step by Step Guide)
Welcome

Dear Valued Supplier,

Welcome to the Online Supplier Portal of The Aga Khan University Hospital, Pakistan (AKUH), a constituent of the Aga Khan Hospital and Medical College Foundation (AKHMCF). This Portal allows suppliers, contractors and service providers to register and provide all the information necessary to conduct business with AKUH. Once registered and approved, the suppliers will be able to view the details of their Purchases Orders, Receipts and Invoices. In addition, the approved suppliers will be given opportunity to participate in AKUH's RFXs (Request for Proposals/Quotations) and tender events.

To register as a new supplier, please click on "Register as a Supplier" link and provide following details:

1. Download following templates required to be filled in the process.
   - Key Customer Declaration
2. Select Entity Type (Local or International)
3. Provide Company Details (including Tax Identification Number, Address, Contact Details, and Banking Details etc.)
4. Attach requested documents (Company Profile, Customers Details, Product Details, Quality Certifications, Valid authorization letter from manufacturer for distribution etc.)
5. Attach declaration from the head of the company
6. Select product categories
7. Agree with the terms and conditions and Submit for approval

Please **download** these templates required to be filled and uploaded while registration.

Login existing/approved Suppliers

Link to Register as a new Supplier
Register as a Supplier (1 of 7 Steps)

Welcome - Step 1 of 7

Select an activity below:

- Start a new registration form
  - What type of entity do you represent?
    - Local Supplier (With NTN)
    - International Supplier
    - Local Supplier (With CNIC)

- Continue from where you left

* Required field
Register as a Supplier (2 of 7 Steps)

Enter Tax Identification Number (TIN/ CNIC/ NTN)

Tip

**NTN number**
- must be 8 numeric characters in length with this format (XXXXXXXX-X)

**CNIC number**
- must be 13 numeric characters in length with this format (XXXXX-XXXXXXXX-X)
Supplier can define 3 type of address

Tip
Select respective country
Provide Complete Address 1, 2 and 3
Mention Province and select City
Register as a Supplier (4 of 7 Steps)

Supplier can add multiple contacts and assign type.

Tip
The Supplier MUST provide separate contacts for
- Executive (Head of the Company)
- Sales
- Billing/Accounts Payable
Register as a Supplier (5 of 7 Steps)

**Tip**

1. **Selected Country**
2. **Remove Bank ID Qualifier Number**
3. **Enter Mandatory Information:**
   - Bank Name
   - Branch Name
   - Bank Account Number

**Bank Address:**
- Address 1, 2 and 3
- Province
- Select City
Register as a Supplier (6 of 7 Steps)

Categorization - Step 6 of 7

Select to add or de-select to remove categories applicable to your business

Select All  Un Select All

AKU_ITEM_CATEGORY

My Categories

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITA</td>
<td>IT Accessories</td>
</tr>
<tr>
<td>ITS</td>
<td>IT Supplies</td>
</tr>
<tr>
<td>FAIT</td>
<td>IT Equipment</td>
</tr>
<tr>
<td>CSL</td>
<td>Computer S/W...</td>
</tr>
</tbody>
</table>
Supplier to READ and ACCEPT Terms & Conditions

I undersign hereby declare that the answers submitted in this questionnaire are correct. I understand that the information will be used in the evaluation process to assess my organization's suitability to provide the services required by AKHMCF/other AKDN entities. I also declare that I shall grant access to AKHMCF representative to visit my official premises, including manufacturing and storage facility (if required).

I hereby confirm that all information provided including but not limited to name, address, bank account, CNIC, NTN are true, correct and complete and I/we shall be absolutely responsible and liable for any consequences that may arise in future due to information provided by us. In case of any change in above particulars, I shall intimate to AKHMCF in writing.
After Submission

- Once submitted, the Supplier will get a system generated email from noreply.peoplesoft@aku.edu as an acknowledgement with registration ID for tracking and further communication.

- The registration application submitted on the online portal is subject to the review and approval by AKHMCF (which decision shall be final and binding) and merely completing the online registration process neither guarantees that my/our company will receive a request to bid/Purchase Order or a contract from AKHMCF nor does it implies that my/our company has any type of procurement relationship with AKHMCF either at the time of submission or in the future.

- Only selected suppliers will be contacted to provide more information if required for the review and approval.

- All communication will be done through provided email as highlighted below:
Dear Valued Supplier,

Thank you for your interest in registering as supplier with The Aga Khan University Hospital (AKUH). Your application number 0000000012 has been submitted for AKUH’s review and approval.

The information submitted on the online portal is subject to the review and approval by AKHMCF (which decision shall be final and binding) and merely completing the online registration process neither guarantees your company to receive a request to bid/Purchase Order or a contract from AKHMCF nor does it implies that your company has any type of procurement relationship with AKHMCF/AKUH either at this time or in the future.

The Information provided by you/your company will be treated as confidential and will be subject to reasonable and
Save for Later Submission

Submit - Step 7 of 7

Click the "Review" button to review the registration information.

Click the "Submit" button to submit your registration after reviewing and accepting following Terms of Agreement.

Email communication regarding this registration will be sent to:

Joel.Hadden@Creation.com

Terms and Conditions

Make sure you read terms of agreement fully before submitting your registration.

☐ Click to accept the Terms of Agreement below.

Terms of Agreement

Tip

1. Provide Official EMAIL address for future communication
2. Read and Accept Terms and Conditions
3. You can also SAVE for LATER submission

An email will be sent to you with login credentials from where you left
Dear Valued Supplier,

Greetings!

Thank you for your interest in registering as supplier with The Aga Khan University Hospital (AKUH). Your application has been saved successfully for later review and final submission.

To complete the registration process, you will need to visit supplier portal (https://erpdevweb aku.edu/p spindle/erp/c/sp _ sup_menu_auc_bidder registr GL?Action = U&SUP _ OB _ TEMPLATE ID = supplier) and provide following information:

- Registration ID: 0000000020
- Tax Identification Number (TIN/ CNIC/NTN): 
- Email ID: 
- Password: (will be emailed to you separately)
Welcome

Dear Valued Supplier,

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To register as a new supplier, please click on “Register as a Supplier” link and provide following details:

1. Download following templates required to be submitted as part of the registration process.
   - Key Customer Declaration
2. Select Entity Type (Local or International)
3. Provide Company Details (including Tax Identification Number, Address, Contact Details, and Banking Details etc.)
4. Attach requested documents (Company Profile, Customers Details, Product Details, Quality Certifications, Valid authorization letter from manufacturer for distribution etc.)
5. Attach declaration from the head of the company
6. Select product categories
7. Agree with the terms and conditions and Submit for approval

Click Link to retrieve information
Tip

1. Enter information (Registration ID, Tax Number, Email ID and Password received from noreply.peoplesoft@aku.edu) on your official email address
2. Complete the registration process and submit for approval

Select “Continue from where you left”
Please feel free to contact us for assistance and queries at:

- **Phone Number:** +92 21 34862801
- **Email at:** suppliers.helpdesk@aku.edu

Thanks & Regards.
On Behalf of PSCMD
The Aga Khan University Hospital (AKUH) Pakistan