

Supplier Management (FAQ)

FREQUENTLY ASKED QUESTIONS – August 2018

GENERAL QUESTIONS

GENERAL QUESTIONS – SUPPLIER MANAGEMENT

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Q1. Upon submission of a new supplier creation request, how do I check on the status of my request?

Once your request has been processed, you will receive a notification status in your worklist that your request has been either **ACCEPTED** or **REJECTED**. If there is no update from us **within 2 working days**, it could mean that your request is **BEING PROCESSED**, and is either pending for new bank branch creation in GSM. Please allow another 2 working days for the request to be processed before raising a ticket through MyService portal(https://sngv.vcdp.who.int/self_service/) or email to: globalservicedesk@who.int.

Q2. I am informed that my request for supplier creation/modification is on hold because the supplier is sanctioned. What does this mean and how do I check whether a supplier or NSMP is sanctioned?

The United Nations publishes consolidated list of suppliers and individuals that are under sanctions based on various UN Security Council decisions. When a supplier is identified to be sanctioned, it means it appears in this list. WHO has the obligation to abide by the UN consolidated sanctions list and GSC performs checks on each supplier creation/modification request to ensure that such suppliers are not recorded in the WHO supplier master data. To avoid delays in procurement processes, users are strongly advised to proactively perform such checks before any deals are initiated with a supplier.

GSC also performs checks on suppliers before approval in GSM to verify if they are listed in the US Treasury Department's list referred to as OFAC (Office of Foreign Assets Control). Although WHO, as a UN entity, is not required to enforce the laws of countries, the banks it deals with do screen suppliers reflected in our payment instructions against the OFAC list. They withhold a payment if they find that a supplier is OFAC listed. Therefore, for practical reasons, GSC proactively performs the OFAC screening and informs requestors of the sanction (if any) in order that appropriate payment arrangement is made (e.g. payment via imprest) before the record is approved for inclusion in the supplier master data. Again, in order not to delay procurement processes due to such situation, requestors are strongly advised to proactively perform the checks and select appropriate payment method.

To verify if a supplier or NSMP is sanctioned, you may refer to the following links:

- i) OFAC Check
<https://sanctionssearch.ofac.treas.gov/>
- ii) UN Consolidated Sanctions List
<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>

NOTE: *If the supplier is in the above sanction lists, email to GPL and DAF/Comptroller for decision on next actions.*

Q3. Why was my request rejected?

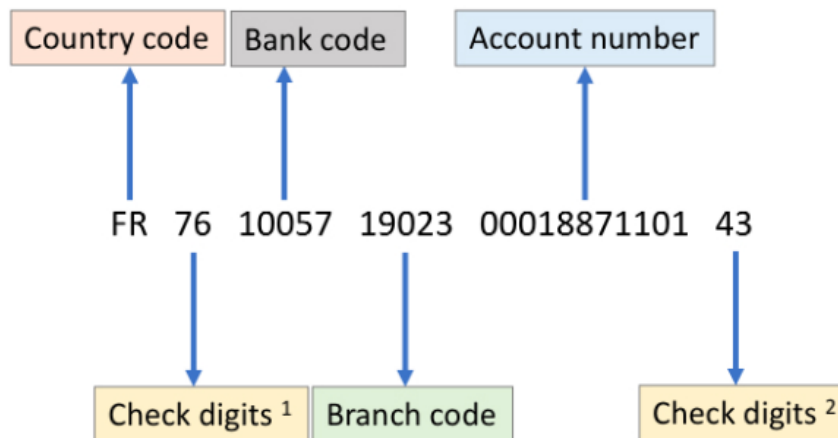
The main reasons for rejections usually are:

- Missing/wrong bank information (e.g. mismatching IBAN and bank account number, incomplete/wrong/missing branch address and/or account number, invalid or missing SWIFT)
- Duplicate supplier
- Missing/wrong supplier information (Abbreviations, accents, special characters, wrong supplier classification)
- Supplier/Payee name mismatch (invalid or missing Third Party Payment Authorization)

The specific reason for rejecting your new supplier request is indicated in the rejection message which is sent to your worklist upon your request being rejected by GSC processor. Please read and follow the instructions given in the rejection message for re-submission of the same Request ID to expedite the approval process or to avoid repeated rejection.

Q4. What is IBAN and what should I do when I receive a rejection message stating "Invalid IBAN"?

The International Bank Account Number (IBAN) is an alpha numeric code that contains all the information that a bank or financial institution needs to identify the specific bank account to which a payment needs to be made. While the structure of IBAN is the same from country to country, the length can vary according to the account number format in the country in which the account is held. Generally, it identifies an individual's bank account, their bank, and their country, thereby making it easier and faster to process transactions when payment is sent to another country. Your IBAN can be found on your internet banking and mobile banking as well as your bank statement. Below is an example of IBAN.



Payment cannot be processed without a valid IBAN. When you receive a rejection titled "Invalid IBAN", you will have to re-confirm with the supplier for the correct information. To check the validity of the given IBAN, you may visit this website www.iban.com (<https://www.iban.com/>). You may also refer to the form titled 'Supplier Creation/Modification Template', which provides information on country specific IBAN requirements (Link: [Supplier Creation/Modification Template](#)). And also, annexes in [FIN.SOP.X.036](#) and [FIN.SOP.X.037](#) pertaining to IBAN and other bank information validation checks. Once you obtain the correct IBAN information, please submit an AP Self Service Supplier Request to modify the relevant supplier record in GSM.

Q5. I was given a SWIFT CODE by the supplier. I have entered it in the Supplier Self Service page but I am still unable to submit the request because the SWIFT CODE is invalid. What do I do?

Re-confirm with supplier for the correct information. You may verify the SWIFT code given by following the link on the "i-button" in the self-service page. Payment cannot be processed without a valid SWIFT Code (except for specific State Treasury Banks or Government Central Banks). If you are very sure that the swift code is not available for that bank, please indicate in the "COMMENT" field. To check the validity of the given swift code, you may visit this website www.swift.com (<https://www2.swift.com/bsl/facelets/bicsearch.faces>).

NOTE: SWIFT Code is not mandatory where the Supplier /Beneficiary Bank is located in USA. Where the SWIFT code is not available, the address, city, country and post code of the bank branch are essential, and the local bank clearing code should be provided where available.

Q6. How to enter Local Clearing Code requirement in Self Service Page?

The information must be entered at the "local clearing code" or "comments" field depending on the country requirement. When the LCC field is greyed out, you may enter the information available at the comment field.

The screenshot shows the 'Supplier Bank Information' form. The 'Bank Branch Address' section contains fields for Street, Zip Code, City/Town, Country, and Currency (highlighted with a red box). The 'Bank Information' section contains fields for IBAN, SWIFT/BIC Code, and Local Clearing (highlighted with a red box). There are also fields for Account Holder Name, Account Number, PI Key, and Account End Date. The form includes 'Audit Trail' and 'Help' buttons at the bottom right.

Q7. Why a valid e-mail ID is important/mandatory?

The Purchase Order and Payment/Remittance advice will be sent to this e-mail id. Providing a wrong or invalid e-mail id could lead to miscommunication or delay. And, may be difficult to contact supplier when necessary.

Ensure that the email address is:

- NOT a website or URL
- typed correctly
- active and complete (local-part+symbol+domain name, e.g.: johndoe@who.int)
- does NOT belong to the requestor/requesting unit(you)

Email address field in "Supplier Site Information" and "Supplier Contact Information" may be different.

The screenshot shows a web form for a supplier profile. The top section is titled "Supplier Site Information" and contains several input fields: Supplier Site Name, Inactive on, Address Line 1, Address Line 2, Address Line 3, Address Line 4, Country, City/Town, Postal Code, State/Province, PI Key, Business Phone Number, Fax Number, Supplier Currency, and Payment Terms. The "E-mail Address" field is highlighted with a red box. Below this section is a "Supplier Contact Information" section with a table of contact details. The table has columns for Last Name, First Name, Title, Department, Nature of Contact, and Phone Number. The "E-mail Address" field is also highlighted with a red box in this section.

Q8. How do I verify if a supplier profile is already existing in GSM?

Prior to creating any supplier, a search must be done using AP INQUIRY AND REPORTING OR SUPPLIER INQUIRY>INQUIRY responsibility to determine if the supplier exists in GSM. This will prevent duplication of identical supplier account. Alternatively, you may type in the supplier name with "%" symbol at the Supplier Self Service page.

E.g.: **AUNG, DOCTOR THIDA** - query should be like this: **%AUNG%THIDA%** and click Go.

If the "%" is not used for the above query, the system would not be able to identify all possible combinations of a profile with similar supplier name. When the "%" symbol is not used, the system will only gather results that are the same, omitting the ones closest to the query. If you find a supplier with the same name as the one you want to create, kindly look at other fields such as e-mail id, phone number, address and bank information. If you confirm that your request is a non-duplicate new request, please state that in the "COMMENTS" field indicating, "this supplier is not a duplicate record of supplier XXXXXX". This is to ensure non-rejection due to potential duplicate supplier request.

The screenshot shows a web interface for searching suppliers. The search criteria are as follows:

Supplier Name	%AUNG%THIDA%	Tax Registration Number	
Supplier Number		D-U-N-S Number	
Taxpayer ID		Employee Number	

Below the search criteria is a "Search Results" table:

Supplier Name ^	Supplier Number	Parent Supplier Name	Taxpayer ID	Tax Registration Number	D-U-N-S Number	Employee Number	Update
AUNG, DOCTOR KHIN THIDA	93793						
AUNG, MS SAN THIDAR	75424						
AUNG,DOCTOR KHIN THIDA **TRL173832	321876						
AUNG,DOCTOR THIDA **TRL21717	40915						
AUNG,MRS THIDA **TRL97478	132519						
AUNG,MS KHIN THIDA **TRL117547	157243						

Q9. The supplier has changed the bank account holder name. How do I amend it in the Self Service Form?

Search for the intended supplier profile in GSM. You may change the information of account holder name through AP Self Service Supplier Request page. Bank account holder name is crucial information for payment to be successful. However, please be reminded that a mismatch of the supplier name and name on the supplier bank account constitutes a third-party payment. Therefore, an approved third party payment authorization form will need to be attached along with your supplier modification request (where applies).

Q10. How do I amend / change supplier classification via Self Service Form?

Check if there are any open Purchase Order (PO) for the existing supplier classification through the AP Inquiry and Reporting>PO Summary page. If you find any open PO under the existing supplier profile which are not fully matched, changing the supplier classification will not be possible. Please submit a new supplier creation request for the new classification and input the deactivation date (preferably at a maximum of a month after the targeted delivery date). This is to avoid duplicate records for the specific supplier for internal control purposes. Please also indicate a reason for such request in the "COMMENT" field. If the need arises, the same supplier can be re-activated again in future to issue the same contract.

Q11. My supplier classification type is employee but I need to change the classification for me to raise a APW/GES contract. How should I proceed?

If the individual is no longer a staff member and you would like to create them as a corporate supplier (i.e.: to raise APW), a modification is required by your Human Resource focal point to end date this staff record. You may raise a ticket by sending an e-mail to globalservicedesk@who.int and with the attention to GSC Human Resource (HR). Once HR has end-dated the record and amended the classification to Ex-employee, please click EDIT button at the AP Supplier Self Service page to further change the supplier classification from EX-EMPLOYEE to INDIVIDUAL SERVICE CONTRACTOR (depending on the contract type) and submit using the same id to GSC for approval before you may proceed to raise a contract.

IMPORTANT: Please do not remove the staff number from the supplier name; as this identifies the person is an ex-employee.

Q12. How do I delete an approved bank information?

An approved bank information cannot be deleted/overwritten. If the existing bank information is no longer valid, you need to end-date the specific approved bank information at the 'Account End Date' field and add a new line for the new bank details by clicking on the 'New Bank Account' button to fill in the details accordingly.

Q13. Can I enter a bank account name which is different from the supplier name?

Yes, you can. However, the signed copy of the Third Party Payment Authorisation form will be required. Kindly obtain an authorization from the department's director/coordinator for such third party payment request along with the justification to such arrangements. Send the signed copy of the Third Party Payment Authorisation form via e-mail to globalservicedesk@who.int. Kindly indicate the Ticket number in the "COMMENTS" field or at the AP Supplier Self Service Page "NOTE (Reason for Create/Update)" field when you submit your request to GSC.

You may obtain the Third Party Payment Authorisation Form template from this link:

(<http://intranet.who.int/homes/gsc/gscservices/paymentservices/suppliermanagement.shtml>)

Q14. What does it mean when my request for supplier creation is rejected due to "invalid ABA ACH"?

Technical For payments within the United States, a local clearing code is required and not to be confused with a Wire Transfer ABA code which is used for international payments.


Therefore, kindly ensure the correct ABA for ACH payment type is given. **WHO makes payments to suppliers in USA via a local US bank through ACH transfer.** (Automatic Clearing House).

Almost all financial institutions in USA are members of the ACH network. ACH transfer and wire transfer are not the same and that some non-bank institutions use different ABA numbers and accounts for ACH payments and wire transfers. The ACH ABA number is generally the first nine digits in the bottom left-hand corner of your personal check (see below example). Please ensure supplier obtains complete payment instructions from your financial institution.

ACH Account & ABA Number

ACH ABA number is always located between ⑆ and ⑆ and is usually found at the bottom of the check.

The Account number is also usually found at the bottom of the check and is followed by ⑆



The diagram shows a check with the following fields: Your Name, Your Address, City, State, Zip, DATE, Pay to the Order of, \$, dollars, memo, and a MICR line at the bottom. The MICR line contains the numbers 999999999, 0230, and 1234567890. Red boxes highlight these three segments, with red arrows pointing to labels below: '9 digit ABA Number' for the first segment, 'Check Number' for the second, and 'Account Number' for the third.

NOTE: To check the validity of the given ABA for ACH payment number, you may visit this website (<https://www.frb services.org/EPaymentsDirectory/search.html>)

Q15.Can I submit supplier creation request without bank information?

Only Non Staff Meeting Participant supplier requests can be submitted without a bank details. All corporate supplier requests must be submitted with a valid bank details. If the supplier has a contract/APW with WHO and has no bank information OR if related to declared EMERGENCY (e.g.: Ebola) which requires for that supplier to be paid through WR/Imprest please indicate the same in the "NOTE (Reason for Create / Update)" and provide currency of supplier's preferred payments.

IMPORTANT: Please take note on the difference between changing payment instructions to IMPREST for a specific invoice and for a supplier. Changing payment instructions for a supplier is a permanent change. Changing payment instructions for a specific invoice should be done at the creation of the invoice. To do so, an approval must be given and sent to globalservicedesk@who.int together with the payment request at the point of processing the invoice.

Q16. I notice the bank branch address in GSM is different from what is given to me in the supplier creation form. Do I need to submit a request to update the new bank address?

You do not need to submit a request to add a new bank account in this case. If the bank branch name (i.e. SWIFT CODE, ACH ABA) and the specific bank name (as per www.swift.com) is correctly selected, payment will be successfully processed. There is no need to add an identical bank details with different bank address.

Q17. How do I ensure that bank account information submitted by a supplier/NSMP is accurate and complete?

Before submitting a supplier creation request or a request to modify banking details, you must obtain valid supporting documentation from the supplier or NSMP that allow the requestor to verify the banking related information. Such supporting documentation would typically consist of (the cover page of) a bank statement and/or a bank letter on letterhead of the bank with account information and details (e.g. payment instruction).

Information to verify includes inter alia a) proposed supplier name matches the name on the bank account FULLY (if not, please prepare a Third party payment form - see other frequently asked questions on how to perform), b) account number, c) bank account currency, d) bank name, e) branch code, f) beneficiary address, g) IBAN and SWIFT, if applicable (for further details please see Annex 1 in [FIN.SOP.X.036](#)).

Q18. Can I change the SUPPLIER CATEGORY to NON- INDIVIDUAL?

No. Supplier category field will not affect the supplier contract creation or payment in any way. The most important is supplier classification which will affect the type of contracts to be created for this supplier during PR creation.

Q19. The bank name does not exist in the list of values; thus, I do not know what to do and how do I enter the banking information?

If you are unable to find the bank name from the list of values, kindly insert the new bank name in the "NEW BANK NAME" field (see screen shot below)

- 1) Click 'New Bank Account'
- 2) Click 'Show'
- 3) Enter all the other details, but leave 'Bank Name' field blank, then click on 'Hide/Show other Bank Details'
- 4) Input 'New Bank Name'

Example:

The screenshot shows the 'Supplier Bank Information' form. The 'Bank Name' dropdown menu is open, and 'New Bank Account' is selected. The 'Branch Name' field is empty. There is a 'Delete' button on the right.

The screenshot shows the 'Supplier Bank Information' form with various fields filled out. The 'Bank Name' dropdown menu is closed. The 'Bank Branch Address' section includes fields for Street, Zip Code, City/Town, Country, and Currency. The 'Bank Information' section includes fields for IBAN, SWIFT/BIC Code, Local Clearing, PI Key, and Account End Date. There are 'Audit Trail' and 'Help' buttons at the bottom. A 'Hide/Show Other Bank Details' button is highlighted at the bottom.

The screenshot shows the 'Hide/Show Other Bank Details' form. The 'New Bank Name' field is highlighted. Below the field, there is a note: '(Entered only when bank name does not exist in the list of values: GSC will request creation of new bank)'. There is also a 'Delete' button on the right.

GSC will send a request to Common Payment Platform (CPP) unit to create the new bank branch in GSM, this may take up to an additional 2 working days prior to approval of your supplier request.

Q20. Why can't I select my supplier to raise the APW/contract although the supplier creation request has been approved?

Please check the supplier classification is related to which procurement contract type.

Q21. I want to update or create a new supplier but I do not have the access in GSM.

Please contact your focal point for supplier creation or you may seek assistance from your BFO for Regional Offices, Management Officers for HQ or Finance Officers of the country office.

Q22. How can I re-activate a bank account that is already end dated?

As banking requirements change regularly, it is important that the requestors ensure information provided are updated accordingly to avoid payment rejections.

To remove the end date once confirmation is obtained from supplier:

1. Log in to GSM and select the AP Supplier Self Service Request responsibility
2. Enter the supplier number in the Supplier Number field and click Go
3. Click the pencil icon under the Edit column for the record you would like to change

If banking information has changed:

4. At supplier bank information line, click Add Another Row
 5. Click SHOW to expand bank information fields into two lines
 6. Complete all fields except the PI Key and Account End Date and submit to GSC
- ** Indicate at NOTE (Reason for Creation / Update): New supplier bank account details

If banking information remains the same:

4. At supplier bank information line, click SHOW to expand bank information fields into two lines
5. Remove Account End Date and submit to GSC
6. **Indicate at NOTE (reason for Creation / Update): re-activate supplier bank account details

***NOTE:** If bank account number is the same, do not create another for the same unless it is in a different currency (applicable only for suppliers holding multicurrency bank accounts).*

Q23. Do I need to change the supplier bank account currency if the invoice currency is different from the supplier bank account currency?

It is mandatory to raise a purchase requisition in the same currency with the supplier's bank account.

Q24. How do I create a new supplier site?

A new supplier site is created when a supplier has more than one location/branch. Search for and select the intended supplier profile and click 'Create Supplier Site'.

Search Page

Search By

Name Supplier Number

Country City/Town

Supplier Classification Supplier Status

Request Status Requestor

Search Results

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Select Request ID	Name	Supplier Number	Supplier Site	Country	City/Town	Edit	Delete	View Detail	Requestor	Request Status
<input checked="" type="radio"/>	MYO,DOCTOR AUNG **TRL106944	144438	CONTACT	Myanmar	Mandalay					
<input type="radio"/>	ADRIKO,MR MOSES **TRL106991	144460	CONTACT	Uganda	KAMPALA					
<input type="radio"/>	SHYAMINI,DOCTOR KAPPARIKAL AYYAPUNNY **TRL106011	144473	CONTACT	India	Cochin					
<input type="radio"/>	RODRIGUEZ CADENA,DOCTOR NIDIA PATRICIA **TRL107001	144506	CONTACT	Ecuador	Quito					
<input type="radio"/>	THU,DOCTOR HLAING MYAT **TRL107087	144508	CONTACT	Myanmar	Yangon					
<input type="radio"/>	ISHAKU,DOCTOR SALISU MOHAMMED**TRL107044	144521	CONTACT	Nigeria	Kaduna					
<input type="radio"/>	QUAMMAN, MR ANUSORN	144572	CHIANGMAI	Thailand	Chiang Mai					
<input type="radio"/>	LYTVYNIENKO, NATALIYA VASYLIVNA	144587	IRPIN	Ukraine	Irpin					
<input type="radio"/>	BAYMUKHAMEDOV,MR MIRODIL **TRL107136	144594	CONTACT	Uzbekistan	Tashkent					
<input type="radio"/>	SIMMONS,MS REBECCA **TRL107135	144598	CONTACT	United States	Sandy					

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Q25.How do I check if the supplier record already exists in GSM?

There are 2 methods to search for a duplicate supplier:

1.) Search by supplier's last name or first name.

TIPS: The “ % ” symbol should be used before and after the supplier name.

E.g.: DEMBELE, DOCTOR ROBERT - %DEMBELE%ROBERT% and click Go.

Search Page

Search By

Name: Supplier Number:

Country: City/Town:

Supplier Classification: Supplier Status:

Request Status: Requestor:

Search Results

Select Request ID	Name	Supplier Number	Supplier Site	Country	City/Town	Edit	Delete	View Detail	Requestor	Request Status
<input checked="" type="radio"/>	DEMBELE, DOCTOR ROBERT	53940	BAMAKO	Mali	Bamako					

2.) Search by supplier number

Search Page

Search By

Name: Supplier Number:

Country: City/Town:

Supplier Classification: Supplier Status:

Request Status: Requestor:

Search Results

Select Request ID	Name	Supplier Number	Supplier Site	Country	City/Town	Edit	Delete	View Detail	Requestor	Request Status
<input checked="" type="radio"/>	DEMBELE, DOCTOR ROBERT	53940	BAMAKO	Mali	Bamako					

NOTE: Supplier Name is always recorded in sequence of Last name, First Name. Searching in sequence of First Name, Last Name may not result in positive output.

(E.G.: %DEMBELE%ROBERT% √ %ROBERT%DEMBELE% X)

With the use of the '%' symbol, you may also search for a profile using partial characters of the name (E.g.: %DEMB%BERT%)

Q26. How do I re-activate a supplier profile or supplier site which is already inactive in GSM?

To modify supplier profile, search for the supplier then, please click on the “edit” button.

The screenshot shows the 'Search Page' interface. It includes a 'Search By' section with fields for Name, Country, Supplier Classification, Request Status, Supplier Number, City/Town, Supplier Status, and Requestor. Below the search filters is a 'Search Results' table. The table has columns for Select Request ID, Name, Supplier Number, Supplier Site, Country, City/Town, Edit, Delete, View Detail, Requestor, and Request Status. The first row is selected, and the 'Edit' button (represented by a pencil icon) is highlighted with a red box. Below the table are buttons for 'Create Supplier' and 'Create Supplier Site'.

Select Request ID	Name	Supplier Number	Supplier Site	Country	City/Town	Edit	Delete	View Detail	Requestor	Request Status
<input checked="" type="radio"/>	DEMBELE, DOCTOR ROBERT	53940	BAMAOKO	Mali	Bamako					

- 1) If user would like to re-activate the supplier profile, please remove the date at the “Inactive on” field and they can proceed to submit the request to GSC for approval.

The screenshot shows the 'Supplier Information' form. It includes fields for Supplier Category, Name, Title, First Name, Last Name, Middle Name, Nationality, Supplier Classification, Supplier Number, Requestor, Request Status, and Request ID. The 'Inactive on' field is highlighted with a red box and contains the date '27-Aug-2015'. There is also a note field for 'Reason for Create / Update'.

* Supplier Category	Non-Individual	* NOTE (Reason for Create / Update)	
Name	DEMBELE, DOCTOR ROBERT	Last Name	
Title		Middle Name	
First Name		Nationality	Mali
* Supplier Classification	Individual Service Contractor	Supplier Number	53940
Requestor	MANICKAVASAGAMN	Inactive on	27-Aug-2015
Request Status		Request ID	848183

- 2) If user would like to re-activate the supplier site, please remove the date at the “Inactive on” field and they can proceed to submit the request to GSC for approval

Supplier Site Information			
Supplier Site Name	BAMAKO	Inactive on	
* Address Line 1	Programme Schisto/STH	Address Line 2	BPE.4421
Address Line 3		Address Line 4	
* Country	Mali	* City/Town	Bamako
Postal Code		State/Province	
Business Phone Number	223 20 22 19	Fax Number	
* E-mail Address	rdembele2000@yahoo.fr	* Major Office	
		PI Key	
		Supplier Currency	XAF
		Payment Terms	Immediate

[Show Purchasing/General Details](#)

Q27. How long does it take for my request to be processed?

Kindly allow 2 working days for the creation/ modification of Corporate/NSMP Suppliers and any other requests through the AP self service page before raising a ticket through MyService portal (https://sn-gv.vcdp.who.int/self_service/) or email to: globalservicedesk@who.int

The **Turnaround Time (TaT)** is measured from the time a transaction is received by GSC together with all supporting documents and information, to the time when the transaction is completed by GSC. If the transaction cannot be processed by GSC due to lack of, or incorrect information or missing/incomplete supporting documents, it will be rejected.

Upon submission of a creation / modification request for a Corporate/ NSMP supplier, the status becomes 'In Process'. Supplier management processors review the 'In Process' queue and Approve / Reject the requests using the **FIFO (First in First Out)** method for processing.

Q28. How do I ensure my requests related to graded EMERGENCIES are prioritized and being handled timely?

Kindly be informed that GSC handles EMERGENCIES based on the authoritative list of recognized in the eManual (<https://emanual.who.int/p17/s02/Pages/XVII.2.1-List-of-active-Graded-Emergencies.aspx>). Urgencies will not be given Emergency handling treatment.

In the event there is an emergency/crisis, please follow this **Outbreak & Crisis Response (OCR)** link (https://workspace.who.int/sites/whogsc/Publ_Docs/90600_OCRFocalPoints_2016.pdf) for GSC contact information.

Q29. Do I need to amend Purchasing or general details if the supplier does not need to be paid?

1. NEVER untick Pay or Purchasing selection in the field on the Corporate supplier profile below:

The screenshot shows a form section with a link 'Hide Purchasing/General Details'. Below it are two columns of checkboxes. The first column has 'Pay' (checked) and 'Primary pay' (unchecked). The second column has 'Purchasing' (checked) and 'RFQ Only' (unchecked). Red boxes highlight the 'Pay' and 'Purchasing' checkboxes.

2. NEVER select 'No' option at the "Required to be Paid" field on the Non Staff Meeting Participant profile below:

The screenshot shows a 'Request for Participant Creation Page' with a 'Personal Information' section. The 'Required to be Paid' dropdown menu is highlighted with a red box and is set to 'Yes'. Other fields include Title, Middle Name, Expertise, Language of Correspondence, Status, Last Name, Gender, Other Expertise, Person Type, First Name, Institution, Position, Department, and Supplier Number.

Q30. Do I need to create/add new bank information when beneficiary bank address only has changed?

If the newly added bank information has the same bank account number, bank name, SWIFT, IBAN/Local Clearing Code, the changes in bank address is not required.

Adding the same bank account will result in a duplicate.

NOTE: This is not applicable for Suppliers with bank accounts in Vietnam.

Q31. Why are SWIFT/IBAN/Local Clearing Code not indicated as compulsory(*) in GSM?

Banking requirements are country and currency specific.

You will find that the mentioned fields are greyed out(non-editable) when raising a request. However, according to country requirements, these fields may become editable once you had entered country and currency details.

The screenshot displays the 'Supplier Bank Information' form. It is divided into two main sections: 'Bank Branch Address' and 'Bank Information'. The 'Bank Branch Address' section includes fields for Street, Zip Code, City/Town, Country, and Currency. The 'Bank Information' section includes fields for IBAN, SWIFT/BIC Code, Local Clearing, PI Key, and Account End Date. The fields for Country, Currency, IBAN, SWIFT/BIC Code, and Local Clearing are highlighted with red boxes, indicating they are currently greyed out (non-editable). The form also features a 'Delete' button, an 'Audit Trail' button, and a 'Help' button. At the bottom, there is a 'Hide/Show Other Bank Details' toggle.

NOTE: If you find any of these 3 fields editable (appears white, no longer grey), this means that it is compulsory information for that country.