

FAQ section

➤ **How do I log on to the Portal?**

You will need to have completed the registration process and been sent the link and temporary password.

When logging into the portal for the first time, you will be prompted to enter your username and temporary password. Once you have entered the temporary password correctly the system will prompt you to change this password to something memorable to you.

➤ **How will I receive Purchase Orders?**

Notification via email and the portal once PO has been submitted.

Please refer to [Managing Purchase Orders](#) for more information.

➤ **Where do I send my invoices?**

You can create and submit through Supplier Portal or email them to

Invoiceforpaymentonly@mandg.com

➤ **I have a query – who do I contact?**

If your query is in relation to Procurement please contact our team by email

mandgprocurementteam@uk.pgds.com

For queries relating to invoices, please contact our accounts payable team by email

AP.Queries@mandg.com

➤ **How will I know my invoice is paid?**

We will issue a Remittance Advice to confirm when a payment has been made. If you are not receiving a Remittance Advice please contact us by email AP.Queries@mandg.com

➤ **How do I respond and participate in a Negotiation?**

Please refer to our quick reference guide on

[Taking Part in a Negotiation](#)

➤ **How do I add another user to the portal?**

Please refer to our quick reference guide on

[Setting Up Your Company Contact Details](#)

➤ **How do I edit my company details e.g. bank details, address?**

Supplier Portal - company profile – manage profile – edit – change description field will need to be completed – make edits - review changes -submit

You must ensure changes are submitted and not just saved.

➤ **How do I reset a portal users password?**

Supplier Portal - company profile – manage profile - contacts – click on contact name – under user account 'reset password'

An email will be sent to the contact email address shown on the account. Follow the instructions to update the password.