

Registering and linking to supplier self service

Supplier self service is new functionality which will enable you, as a supplier, to access real time information on your supplier account, including the following:

- View payments processed and remittance advice information
- Raise enquiries and track a log of recent enquiries online
- Securely update supplier data via a one-time passcode sent to a nominated mobile phone
- View account changes
- Access supplier guidance and information online

In addition, where suppliers receive orders and submit invoices via the HCC Processing Centre, they will be able to:

- Access information about purchase orders raised via the eStore
- Upload invoices for processing by the HCC Processing Centre
- View the status of all invoices processed by HCC Processing Centre

Multiple supplier contacts can link to one supplier account, reducing the reliance on one member of your business.

Businesses with multiple supplier accounts will need to register and link separately for each supplier account, using different supplier contact email addresses.

To access the information available to you through supplier self service, you must first register as a supplier contact:

1) Registering as a supplier contact

Suppliers can register for Supplier Self Service by going to the 'Suppliers' page on Hantsweb :

Hantsweb > Business, economy and consumers > Suppliers

Hampshire County Council

Supplier Self Service

Manage your supplier account at times that suit you

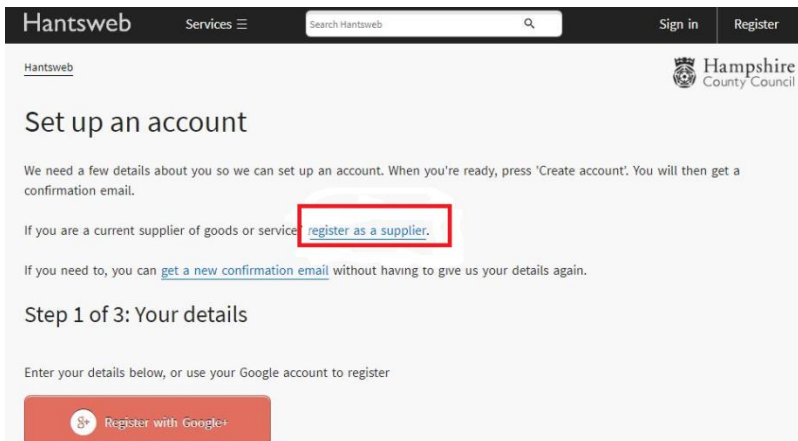
Supplier Self Service is available to all businesses supplying commercial goods and services to organisations within our partnership. You can:

- change business and bank details
- check status of invoices and payments
- check status of purchase orders
- check recent activity on the account
- upload invoices for payment
- raise enquiries

Getting started

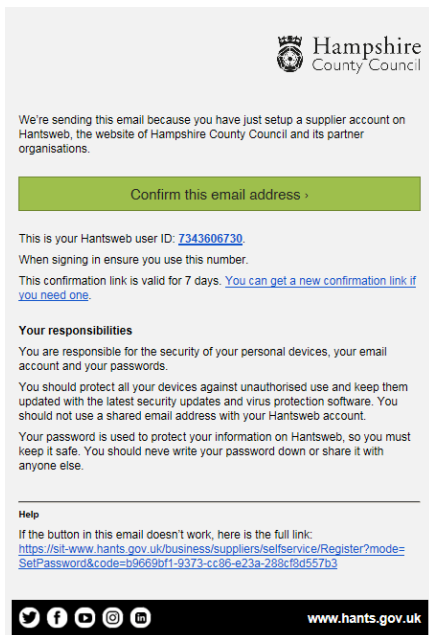
Using supplier self service is straightforward:

1. Register for Supplier Self Service
2. Provide your secure information when prompted
3. Sign in and start managing your supplier account



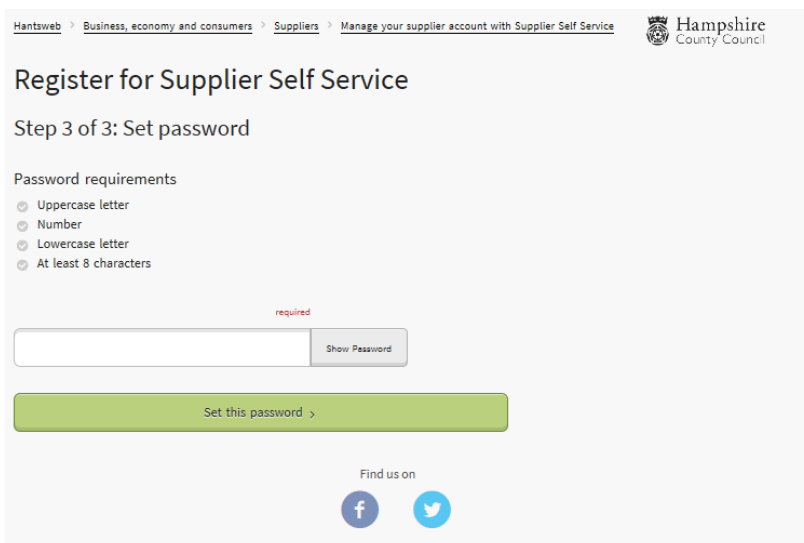
- Enter all required supplier contact details and agree to the terms and conditions. Full terms and conditions can be accessed by clicking on the link below the tick box.

An email will be sent to the supplier contact email address provided above. Ensure the email provided is your business email address and not a personal email address.



Once you have received the email, you will need to confirm the address. This can be done by clicking the link in the email or, if preferred, copy and paste the link at the bottom of the email into your internet browser, to be directed to the email confirmation page.

The final stage of registering as a supplier contact is to set a password on the contact account, in the format detailed on the password page.



Once you have registered as a supplier contact, you will need to provide two secure mobile phone numbers in order to link to your supplier account. The secure access phone number and the secure control phone number.

If you are a new supplier of goods and services, you will also need to use this process to provide your bank details. It is done on the same form as the phone numbers. The details you request to provide at this stage will be reflected in the links to the pages you are given to enter your secure information in. Ensure you confirm whether only phone details or phone and bank details need to be entered.

2) Providing secure access phone number, secure control phone number and bank details where applicable

Secure access phone number – the mobile phone number used for linking supplier contacts to the supplier account and will receive the one time passcodes via text message.

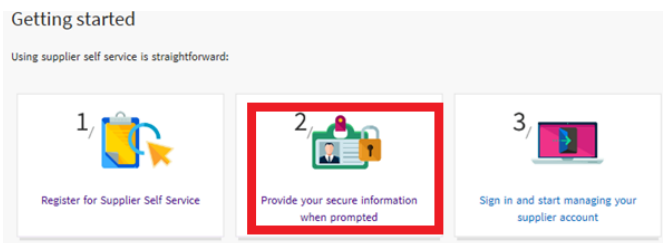
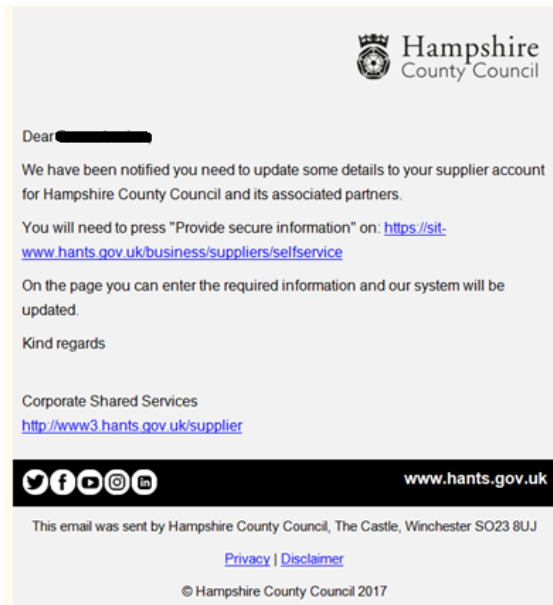
Secure control phone number – the mobile phone number used to monitor activity on the supplier account. It receives updates via text message.

If these have previously been supplied by another member of your company, that person will need to be present, with the secure access phone and you can proceed directly to linking.

- Raise an online enquiry via Hantsweb to provide secure access, secure control and if required, bank details. The enquiry you need to select is 'I need to provide secure information'

The image shows a two-part screenshot of the Hantsweb interface. The top part is a navigation area with a grey box on the left containing the text 'For suppliers' and 'Receiving payment for supplying goods and services to Hampshire County Council', with a 'Supplier services >' button below. To the right is a 'Contact us' button with an envelope icon. Further right is a 'Make an enquiry' button with a question mark icon. The bottom part is a detailed enquiry form with the following fields: 'Supplier number' (required), 'First name' (required), 'Last name' (required), 'Supplier name' (required), 'Email' (required), and 'Subject' (required). The subject dropdown menu is open, showing options: 'Please select...', 'Can I have a copy of my Remittance Advice', 'I need to provide some secure details' (highlighted in blue), 'I am having problems supplying my sort code', 'I have an issue with self service', 'I need to add/change my secure access number', 'I need to change my secure control phone number', and 'Other supplier query'. A 'Make enquiry >' button is at the bottom of the form.

- Once the enquiry has been processed, you will receive an email from Hampshire County Council. Click on the link embedded in the email or copy and paste the link into your browser to access the button to the secure page where you will need to enter your secure access and secure control phone numbers'.



- Once you have clicked on the 'provide secure information' button, you will be required to log in to your supplier contact account.

Supplier sign in

Don't have a supplier contact account? If you are a current supplier of goods or services [register now.](#)

User ID required

[Forgot user ID?](#)

Password required

[Forgot password?](#)

- You will then be directed to the secure page where you can check your supplier contact details and then enter your secure access and secure control phone numbers' and bank account details if required. At this point, you will need to agree to the terms and conditions the full version is available by clicking on the link at the bottom of the page.

Secure information

Dawn Jemina

Introductory text to explain the purpose of this page and what happens next.

Supplier details

Supplier name	DP Test Supplier CR24
Street address	The Castle,
City	Winchester
Postcode	SO23 8UB

Secure phones

- A secure access phone is required for a supplier contact to link to the supplier account. It receives a secure code via text message. The supplier contact can then use the secure access phone to make changes to the supplier account
- A secure control phone is used to monitor activity on the supplier account. It receives updates via text message. This phone will typically be held by the Managing Director or Finance Director

Secure access phone required

Secure control phone required

Bank details

Provide your bank details below

Sort code required

Account number required

Bank account name required

Roll number optional

Tick this box if you agree to us using the information you provide to register for and use Supplier Self Service. required

[Read the full terms and conditions about Supplier Self Service secure information](#)

- Once you have entered the required information and checked that it is correct, select 'Save secure information' and you will be taken to the final step of the process.

3) Linking supplier contact to supplier account :

The final stage of accessing the information available to you through supplier self service, is to link your supplier contact account, to your supplier account. You therefore link your individual account, to the business account. Once you have completed this stage, you will have access to all of the supplier information for your business.

- You will need to have the secure access phone to hand in order to link to the supplier account.

Link to your supplier account

name1 name2

Supplier details

To link to your supplier account you must provide your supplier number and postcode for security purposes. Your supplier number is referred to as Vendor number on your remittance advice and purchase order.

To link to your supplier account you need to provide 2 secure phone numbers:

- a secure access phone is required for a supplier contact to link to the supplier account. It receives a secure code via text message
- a secure control phone is used to monitor activity on the supplier account. It receives updates via text message

To provide phone numbers raise an online enquiry.

You will need your secure access phone with you to link.

Supplier number required

Business postcode required

[Link to your supplier account >](#)

- Enter your supplier number and business postcode to initiate the linking process – Supplier number can be found on your remittance advice or any purchase orders received. It is known as the Vendor number on these forms. Once details have been entered, click on Link to your supplier account.

Link to your supplier account
name1 name2

You are linking to supplier number 1216015

If correct confirm your supplier number. If not start the process again and link to your supplier account.

Confirm supplier details

Tick this box if you agree to us using the information you provide to register for and use Supplier Self Service. required

[Read our full Supplier Self Service terms and conditions](#)

[Confirm my supplier number >](#)

- You will need to then check your supplier details before confirming they are correct then agree to the terms and conditions and confirm supplier number.
- Once confirmed, a one time passcode will be sent to your secure access phone via text message and you will be directed to the following page in order to enter the code you have been sent. If you do not enter the code within 10 minutes, it will expire and you can request a new secure code.

Link to your supplier account
name1 name2

Confirm code

New code sent

We have just sent a code to your secure access phone 07 66 to complete the linking process. It will expire after 10 minutes. Enter the code below.

Secure code required


[Link to your supplier account >](#)

[Request new secure code](#)

Find us on


- You have now registered and linked. You will now be directed to the Supplier Self Service home page to begin using the Supplier Self Service functionality.

Your supplier account


 name1 name2, Diane Supplier


Account: 1626351

 reikie22@gmail.com

 [View or change your personal details](#)

Supplier number: 1216015

 [View or change your account settings](#)

You are now linked to your supplier account 



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[Upload invoices](#)



[View or change supplier details](#)



[Recent activities](#)



[Raise an enquiry](#)



[Supplier guidance and information](#)