

## How to Respond to an Invitation to Engage

1. Follow the link in the “Invitation to Engage” email. The first time you log in you should see or the “Customer Engagement” window (the first image below), or the “Supplier Network” window (the second image below)

*If you do not see either of these windows please contact [suppliers@sussex.ac.uk](mailto:suppliers@sussex.ac.uk). Do not set up your organisation independently as this will create a duplicate conflicting record. If you have any questions please email [suppliers@sussex.ac.uk](mailto:suppliers@sussex.ac.uk).*

**If you have arrived at the Customer Engagement window (below), proceed to step five of this guide.**

Customer Engagement | Step 1 of 11

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1 2 3 4 5 6 7 8 9 10 11

Organisation Details

Organisation Name

Registration Number  Not Applicable

VAT Number  Not Applicable

DUNS Number  Not Applicable

Construction Industry Scheme (CIS) Details

CIS Registration Type

Organisation Type

Public Company

Limited Liability Company

Partnership

Sole Trader

Limited Liability Partnership

Government Body

Third Sector

Other Organisation Categories

Landlord - Private

Landlord - Commercial

Representative/Agent (Working with International School)

Employer (For Internships and Placements)

Individual, not registered as organisation/entity



If you arrive at the Supplier Network window, you should have at least one “Customer Request”.

2. Click into Customer requests. (Green bubble).

- You will then arrive at the “Your Relationships and Requests” window below. Look for the “University of Sussex” in the “Customer Name” column. Click on the blue arrow on the right and then click “Respond”

From here you can search for and manage trading relationships and requests between you and your customers.

Search by customer reference, description or customer name... Search Filters

Customer Name	Reference	Description	Type	Request Status	Relationship Approved?	Show Me
University of Sussex	SREQ59	Link test	Invitation to Engage	Awaiting Response	-	
University of Sussex	SREQ58	Invitation to Engage	Invitation to Engage	Awaiting Response	-	

**Invitation to Engage**

Documents ⓘ  
No documents found

Customer Contacts

Name	Contact	Address
Pippa Robertson	p.robertson@sussex.ac.uk 0121012122122	Sussex House, Falmer, Brighton, BN1 9RH, UNITED KINGDOM

Decline Respond

- You will be taken to the “Customer Engagement” window.
- There are eleven tabs in this section, with multiple questions per page. On some pages the form will not let you move on until you have provided an answer to a compulsory question.
- TOP TIPS

Tab 1 – if you are not a Construction Company please enter Company type as “None” in the Construction Industry Scheme (CIS) question. Please enter your VAT number if you have one.

Tab 2 – if you use a Sort code and account number payment method – do not enter your IBAN or SWIFT codes. Do not enter spaces or hyphens in the Sort code or account number fields ONLY NUMBERS. Please choose a currency. Enter the bank account holder’s name, not the name of the bank.

Tab 3 – the University use the profile you are creating in this process for your supplier profile within the Finance System. Therefore you must ensure that within “Categories” your “Ordering Address” reflects the email address you want your Purchase Orders sent to and your “Payment Address” reflects the email address for your remittances. You may need to add more users (on Tab 4) to do this. In order to check your “Categories” use the Edit icon (blue pencil on the right) to access the “Address Details” window.



In this window there are three tabs. Check each tab has the correct details. NB if your set up had an issue with incorrect email addresses being added to your profile, please ensure that any errors are corrected in the “Contact Details” tab too.

In “Address Types” use the drop downs to ensure that the correct contact has been added for the correct category. You may need to add more users in Tab 4 to ensure the correct contacts are available to you at this stage.

Tab 4 – add Users here to receive PO’s and remittances and if you need to give access to other people to complete elements or manage this profile. If you update any information in future this portal is how you manage that process so please bear this in mind when adding users.

Tab 5 – this is where you select what your company does/provides. CPV (Common Procurement Vocabulary) codes have been developed by the European Union specifically for public procurement. Please select the most appropriate code/codes. These allow all university users to find your company easily. The portal is used by large organisation like the University to find new suppliers. By adding appropriate codes you may be made aware of other new business too. Type your keywords into the search box. Tick the appropriate codes so they drop into the left hand side column “Available” and tick the codes you want to use (the red circle in the picture below). Use the Arrow buttons in the centre (orange circle in picture below) to move these to the right hand column “added” (green circle in picture below).

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Type some key words here describing what you sell...

Available	Added
<input type="checkbox"/> 01000000: Agricultural farming fishing forestry and related products.	<input type="checkbox"/> 02000000: Agricultural farming fishing forestry and related products.
<input type="checkbox"/> 09000000: Petroleum products fuel electricity and other sources of energy.	<input type="checkbox"/> 37310000: Musical instruments.
<input type="checkbox"/> 10000000: Mining basic metals and related products.	
<input type="checkbox"/> 15000000: Food beverages tobacco and related products.	
<input type="checkbox"/> 16000000: Agricultural machinery.	
<input type="checkbox"/> 18000000: Clothing footwear luggage articles and accessories.	
<input type="checkbox"/> 19000000: Leather and textile fabrics plastic and rubber materials.	
<input type="checkbox"/> 22000000: Printed matter and related products.	
<input type="checkbox"/> 24000000: Chemical products.	
<input type="checkbox"/> 26000000: Office and computing machinery equipment and supplies except furniture and software packages.	
<input type="checkbox"/> 31000000: Electrical machinery apparatus equipment and consumables; Lighting.	
<input type="checkbox"/> 32000000: Radio television communication telecommunication and related equipment.	
<input type="checkbox"/> 33000000: Medical equipments pharmaceuticals and personal care products.	
<input type="checkbox"/> 34000000: Transport equipment and auxiliary products to transportation.	

Tab 6: answer ALL questions even if they are not listed as mandatory.

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Please complete the following questionnaire from University of Sussex.

Click or touch the headings to expand each section. You must fill in all questions with a \* next to them.

- 1: Agreement (4 questions)
- 2: Financial Information (5 questions)
- 3: Compliance (10 questions)
- 4: Corporate Social Responsibility & Environment (10 questions)
- 5: Provision of Goods (5 questions)
- 6: Your Business / Organisation (11 questions)

- The system will save your answers as you enter them and you can use the Invitation to Engage link to access the portal again if you need to gather information and come back to the form. When you complete Tab 11 and “submit”, your form will be sent to the University of Sussex finance team for checking. If we have any amendments we will email you a fresh invitation (so you can regain access) and a list of queries to amend. This can hold up the creation of your profile which will result in delayed ability to raise PO’s and pay invoices.

**If you have any questions please email [suppliers@sussex.ac.uk](mailto:suppliers@sussex.ac.uk)**