

# Supplier Portal

## Frequently Asked Questions (FAQ)



Do we need to register if we are already registered with an ~~SBU~~ portfolio company and have a vendor code/number?

All previously registered suppliers from any of the former Bapco Energies portfolio companies (Bapco Refining, Bapco Upstream, Bapco Gas, Bapco Tazweed) have already been **migrated and merged into the new centralized system.**

No new registration is required.



Tatweer & Bapco Refining Portals are not working. Are my old logins still valid?

The old portals have been **decommissioned**.

Please use the **new Supplier Portal**:

 <https://suppliers.bapcoenergies.com>



## What is my login & password for the new portal?

Your **login** = your registered email address.

To set your **password**, click "**Forgot Password**" on the login page. You will receive a reset link by email.

If you do not receive the link, please contact:

 [suppliermanagement.hq@bapcoenergies.com](mailto:suppliermanagement.hq@bapcoenergies.com)



## What is Multi-Factor Authentication (MFA)? Can I share my login details with colleagues?

- **Multi-Factor Authentication (MFA)** is a security feature that ensures only the correct user can log in.
- When you sign in, you will be required to **approve a code** through your authenticator app. (download any Authenticator App)
- Each email/login is linked to **one phone number**, so:
  - Login details **cannot be shared** between colleagues.
  - However, you **can add additional authorized contacts** to your vendor account so multiple people can have access.
  - For adding users, please refer to the **Supplier Portal User Guide**.



## Is only one user able to access the account?

- Multiple users can access the account **as long as their details are added as contacts** and linked to your profile.
- Refer to the Supplier Portal User Guide for adding contacts.



## How do I receive business opportunities?

- All public tenders above **BHD 10,000** are managed by the **Bahrain Tender Board (BTB)**.
- To view or participate, you must register on the BTB portal:

 [Bahrain Tender Board – Kingdom of Bahrain.](#)



## How do I receive RFQs below 10,000 BD?

- Ensure the following:
  - Your **business activities** in the Supplier Portal match your **Commercial Registration (CR)**.
  - All your **contact emails** are valid and active.
  - When a requirement arises, the procurement team will send an RFQ invitation to the emails linked to your account.



## How do I upload my invoice?

- For **service-related invoices**, you must:
  - Raise a **Work Confirmation (WC)**.
  - After approval, upload your **invoice** through the portal.
  - Please refer to the **Supplier Portal User Guide** for full instructions.



## Other Common Issues & Contact Emails

- **Login / Multi-factor Authentication Issues:**

Please contact:

 **supplieriam.hq@bapcoenergies.com**

**CC: suppliermanagement.hq@bapcoenergies.com**



## Other Common Issues & Contact Emails

- **Purchase Orders not showing**

Please contact:

 [transitionsupportcenter.hq@bapcoenergies.com](mailto:transitionsupportcenter.hq@bapcoenergies.com)

CC: [suppliermanagement.hq@bapcoenergies.com](mailto:suppliermanagement.hq@bapcoenergies.com)



## Other Common Issues & Contact Emails

- **Invoicing & Payment Matters**

Local Invoices:

 [apdomesticinvoices.hq@bapcoenergies.com](mailto:apdomesticinvoices.hq@bapcoenergies.com)

International Invoices:

 [apinternationalinvoices.hq@bapcoenergies.com](mailto:apinternationalinvoices.hq@bapcoenergies.com)

Invoice Helpdesk:

 [apvendorhelpdesk.hq@bapcoenergies.com](mailto:apvendorhelpdesk.hq@bapcoenergies.com)

CC: [suppliermanagement.hq@bapcoenergies.com](mailto:suppliermanagement.hq@bapcoenergies.com)

Thank you