

## **The HKJC Supplier Portal Frequently Asked Question (FAQ)**

### **1. What is the HKJC Supplier Portal?**

The HKJC Supplier Portal is a secure online platform for suppliers to perform self-service functions such as invoicing, submitting tenders, viewing purchase orders etc.

### **2. Is it compulsory for suppliers to use the HKJC Supplier Portal?**

Yes. All the Club's suppliers are required to use the HKJC Supplier Portal after they are granted the access to the Portal.

### **3. How many user accounts will be given to each supplier?**

Maximum of three user accounts will be given to each supplier.

### **4. When we login to the HKJC Supplier Portal on our desktops, do we need to install the "Symantec VIP Access"?**

Yes. Suppliers are required to install the Symantec VIP Access Security Token. For details, please refer to the Symantec VIP Access Security Token Installation Guide on the HKJC Supplier Network.

### **5. Do we need to pay for the Symantec VIP Security Token?**

No. Suppliers are not required to purchase the VIP Security Token.

### **6. What should I do after installing the Symantec VIP Access Security Token?**

Once you have installed the software token on your chosen device, please email the following information to [supplierportal@hkjc.org.hk](mailto:supplierportal@hkjc.org.hk) for verification and registration:

- 12-digit VIP Credential ID
- Company Name
- Contact Person

**NOTE:** Your sender email address should be one of the below which has been previously registered with the Hong Kong Jockey Club:

- Email of 'Contact Information for PO Purpose'      OR
- Email of 'Contact Information for RFQ Purpose'      OR
- Email of 'Contact Information for Payment Purpose'

**7. What should I do if I want to switch to a new PC or mobile phone with Symantec VIP Access installed on the old device?**

To transfer Symantec VIP Access Security Token to a new PC or mobile phone, it is necessary to re-register Symantec VIP Access on the new device. For details, please refer to the Symantec VIP Access Installation Guide on the HKJC Supplier Network.

**8. Can the HKJC Supplier Portal work on Windows XP?**

The Club only supports the use of Windows version 7 / 8; the use of other Windows versions is not recommended. The Club and its subsidiaries shall not be responsible for any consequences arising from or resulting in any company using or attempting to access the portal with software outside of the Software Requirements list.

**9. What should I do if I forget my password?**

Click on “Login Assistance” link in the login screen. Enter your user name in the “Forgot Password” section and click on the “Forgot Password” button in “Login Assistance” page. You will receive a system generated password at your registered email id. You need to change the password after your first login using the system generated password. Contact the HKJC Supplier Management Team at [supplierportal@hkjc.org.hk](mailto:supplierportal@hkjc.org.hk) if you have not received the e-mail within 10-15 minutes.

**10. What happens if my electronic tender submissions are late due to system errors or planned system outages?**

Suppliers are urged to submit their tender responses well in advance of the response deadline in order to avoid the risk of being late.

Deadline extensions may be considered by HKJC on a case-by-case basis. Please refer to the terms & conditions instructions specific to each tender issued by HKJC.

**11. Is there any limit for the file size of attachment for Invoice/ Tender submission?**

You can attach any number of files to an Invoice/Tender; however, the size of each file should not exceed 160 MB. For any file with file size exceed 160 MB, it is advised to have the file split to ensure that the file size is reduced up to 160 MB before being uploaded.

**12. Can I check the payment status? Can I get an expected payment date from the portal?**

Yes, the HKJC Supplier Portal allows suppliers to access the Portal to inquire about purchase orders, create invoices and track the payment status. The expected payment date is not shown in the HKJC Supplier Portal.

For more instructions on how to check the payment status, please refer to the training materials provided on the HKJC Supplier Network.

**13. Is it possible to set an effective date of a contact person?**

No. Setting an effective date for a contact person is not possible in the HKJC Supplier Portal. Suppliers are advised to login and update the Supplier Profile on the effective date.

**14. If a contact person leaves the company, what should I do?**

If a contact person leaves your company, the record of that person must be removed from the HKJC Supplier Portal. Suppliers must make sure that there is at least one contact in the HKJC Supplier Portal. Any changes on contact information will be sent to the HKJC Supplier Management Team for review and approval.

**15. Could I still send in hard-copy invoices in the future after the rollout of the HKJC Supplier Portal?**

HKJC is committed to improve the sustainability standards among the Club's Suppliers and encourage all suppliers to take advantage of electronic invoicing with the HKJC Supplier Portal after its rollout. .

- After a supplier has activated their HKJC Supplier Portal Account, the Club will only accept invoices submitted via the HKJC Supplier Portal
- If an invoice is submitted via the HKJC Supplier Portal, hard copies of that invoice are not required

**16. Can I change my address and bank details using the HKJC Supplier Portal?**

Yes, You can change your address and/or bank details via the HKJC Supplier Portal. For details, please refer to the training materials on the HKJC Supplier Network.

**17. Can I inactive my account in the HKJC Supplier Portal?**

You are not able to inactive your account via the HKJC Supplier Portal. If you wish to deactivate your account, please contact our Supplier Management Team at [supplierportal@hkjc.org.hk](mailto:supplierportal@hkjc.org.hk).

**18. What can I do if I have any question or want to know more about the HKJC Supplier Portal and its related services?**

For any enquiries, please contact our Supplier Management Team at [supplierportal@hkjc.org.hk](mailto:supplierportal@hkjc.org.hk).