



VENDOR COLLABORATION

Vendor Registration Guide

A comprehensive walkthrough for vendors joining the **SWPC Vendor Portal**. This guide covers every step, from login to final submission, ensuring a smooth and error-free registration experience.

Agenda

This guide walks you through each stage of the vendor registration process in a clear, step-by-step format.

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Errors & Solutions

Vendor Registration (Login) Process

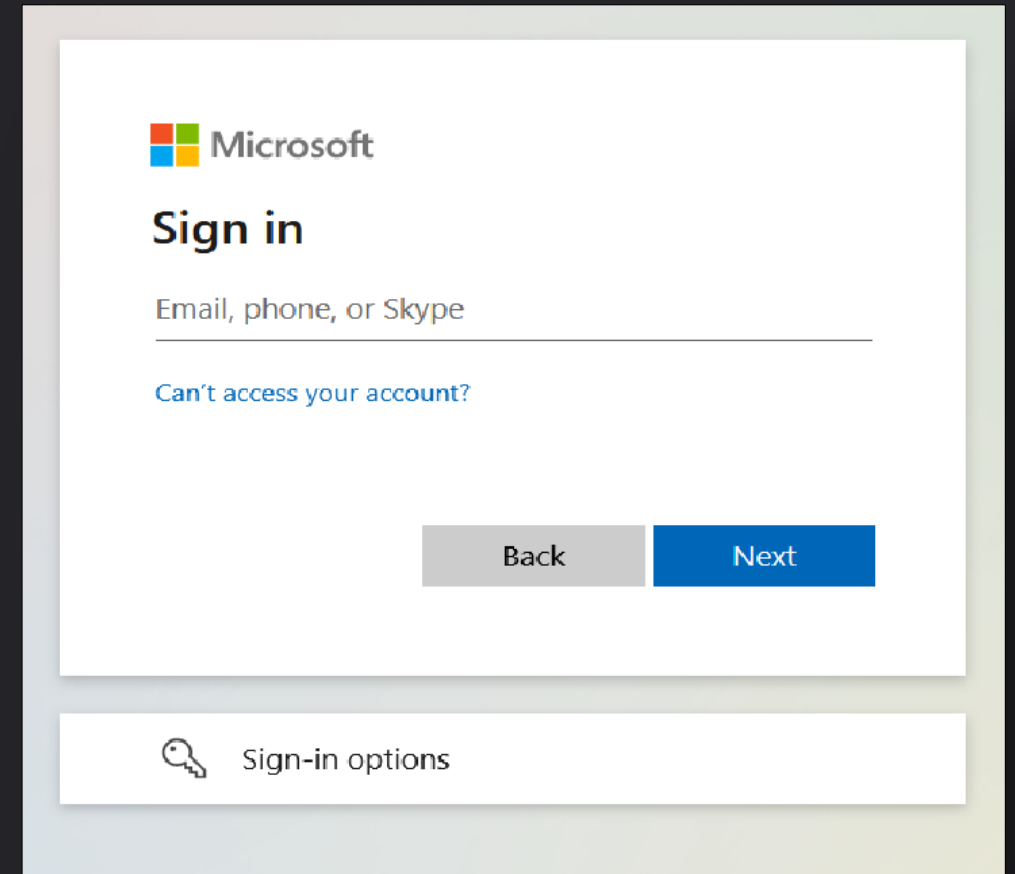
Access the SWPC Vendor Portal at [https://swpc.operations.dynamics.com /](https://swpc.operations.dynamics.com/)
For the best experience, use Microsoft Edge. Two login scenarios are available for vendors.

Scenario 1: Microsoft Account Users

Enter your registered email address and password, then click **Sign In** to access the portal.

Scenario 2: New Vendor Registration

Follow the invitation link sent to your email to begin the guided registration wizard.



Common Errors & Solutions



الشركة السعودية لشراكات المياه
Saudi Water Partnership Company

Microsoft

Sign in

Sorry, but we're having trouble signing you in.

AADSTS90072: User account '[redacted]' from identity provider 'live.com' does not exist in tenant 'Saudi Water Partnership Company' and cannot access the application '00000015-0000-0000-c000-000000000000'(Microsoft Dynamics ERP) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account

Troubleshooting details

If you contact your administrator, send this info to them.
[Copy info to clipboard](#)

Request Id: [redacted]
Correlation Id: [redacted]
Timestamp: 2026-01-11T09:08:09Z
Message: AADSTS90072: User account '[redacted]' from identity provider 'live.com' does not exist in tenant 'Saudi Water Partnership Company' and cannot access the application '00000015-0000-0000-c000-000000000000'(Microsoft Dynamics ERP) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account

Flag sign-in errors for review: [Enable flagging](#)
If you plan on getting help for this problem, enable flagging and try to reproduce the error within 20 minutes. Flagged events make diagnostics available and are raised to admin attention.



Signing in with an email that doesn't match the one provided to the procurement team is the most common cause of this error.

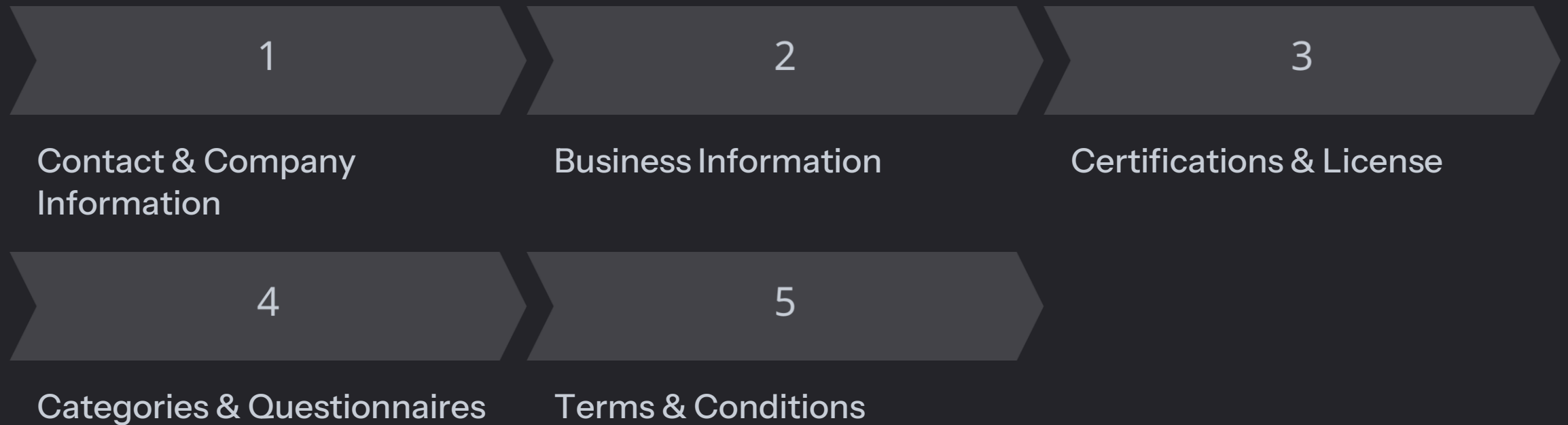
Unmatched Mail

The email used to sign in must **match the email** provided to the procurement team.

For further assistance, contact the SWPC procurement support team.

Registration Stages at a Glance

After accepting the invitation from the invitation mail received from the Portal system, the registration wizard will guide you through the following five stages. Once all steps are completed, your registration will be submitted and you will wait for approval from the procurement team.



Contact & Company Information

Finance and Operations

Search for a page

SWPC | Saudi water Partnership Company

Standard view

Vendor registration

الشركة السعودية لشراكات المياه
Saudi Water Partnership Company

- Contact information
- Company information
- Business information
- Certificate & License
- Procurement categories
- Questionnaires

GENERAL INFORMATION

First name: Vendor Middle name: Last name: Vendor Email: Telephone: *

ADDRESS INFORMATION

+ Add Edit

Name or description	Address	Purpose	Primary
We didn't find anything to show here.			

Back Next Cancel

General Contact Details

- Contact info for the invited portal user
- Organization name & vendor type
- Commercial register number & end date
- Company capital & number of employees
- Commercial activity, segment & sub-segment

Address Details

- Location ID (auto-generated)
- Address name, purpose, country/region
- ZIP/postal code, street, city, post box
- Primary address designation

Business Information

Business Profile

- Organization number
- Line of business
- Number of employees
- Currency & payment terms

Bank Information

- Bank account document (attachment)
- Account number & account name
- IBAN number & SWIFT code
- Currency

The screenshot displays the 'Vendor registration' form within the 'Finance and Operations' system. The form is divided into two main sections: 'BUSINESS INFORMATION' and 'BANK INFORMATION'. The 'BUSINESS INFORMATION' section includes fields for 'Organization number', 'Currency', 'Line of business', 'Terms of payment', and 'Number of employees'. The 'BANK INFORMATION' section includes a table for bank accounts with columns for 'Bank account number', 'Bank Name', 'Bank account', 'Bank IBAN', 'SWIFT code', 'Currency', and 'Country Region'. A 'Next' button is visible at the bottom of the form.

1 BUSINESS INFORMATION

BUSINESS PROFILE		TERMS OF PAYMENT	
Organization number	<input type="text"/>	Currency	<input type="text"/>
Line of business	<input type="text"/>	Terms of payment	<input type="text"/>
Number of employees	<input type="text"/>		

2 BANK INFORMATION

Bank account number	Bank Name	Bank account	Bank IBAN	SWIFT code	Currency	Country Region
<input type="text"/>						

3 Back Next Cancel

Certificate & License

Standard view

Vendor registration

SHARAKAT

Certificate & License

		Attachment		
	Certificate of Commercial Regist...	14384	11/16/2023	11/15/2026
	Certificate of Tax.	5666908822u	11/1/2025	11/1/2026
	Certificate of registration in the ...	5677778882kl	11/1/2025	11/1/2026

Next (Alt+Enter)

Back Next Cancel

i Attachments required: All certificate documents must be attached.

Certificate Number

Each certificate must have a **unique certificate number**. Ensure the number is correctly matched with the corresponding record in your documentation.

Certificate Attachments

Every certificate record must include an **uploaded attachment**. If a certificate is not yet available, upload a placeholder document to avoid submission errors. **All records must be fully completed** before proceeding.

Common Errors & Solutions



Missing certificate numbers or attachments are the most common cause of registration errors.

The screenshot shows the SWPC Vendor registration interface. A red box highlights an error message: "Please write the certificate number for Certificate of Saudization." Another red box highlights the "Attachment" column header in the "Certificate & License" table. The table contains the following data:

Certificate Type	Number	Start Date	End Date
Certificate of Commercial Registr...	14384	11/16/2023	11/15/2026
Certificate of Tax.	5666908822u	11/1/2025	11/1/2026
Certificate of registration in the ...			
Certificate of Saudization.	5677778882kl	11/1/2025	11/1/2026

Navigation buttons: Back, Next, Cancel. A "Next" tooltip is visible over the "Next" button.

Incomplete Records

All fields across every section must be fully filled. Partial records will block submission.

Duplicate Certificate Numbers

Each certificate must have a unique number. Do not reuse numbers across records.

Missing Certificate Attachments

Every certificate requires an uploaded file. Use a placeholder document if the actual certificate is pending.


Procurement Categories & Questionnaires

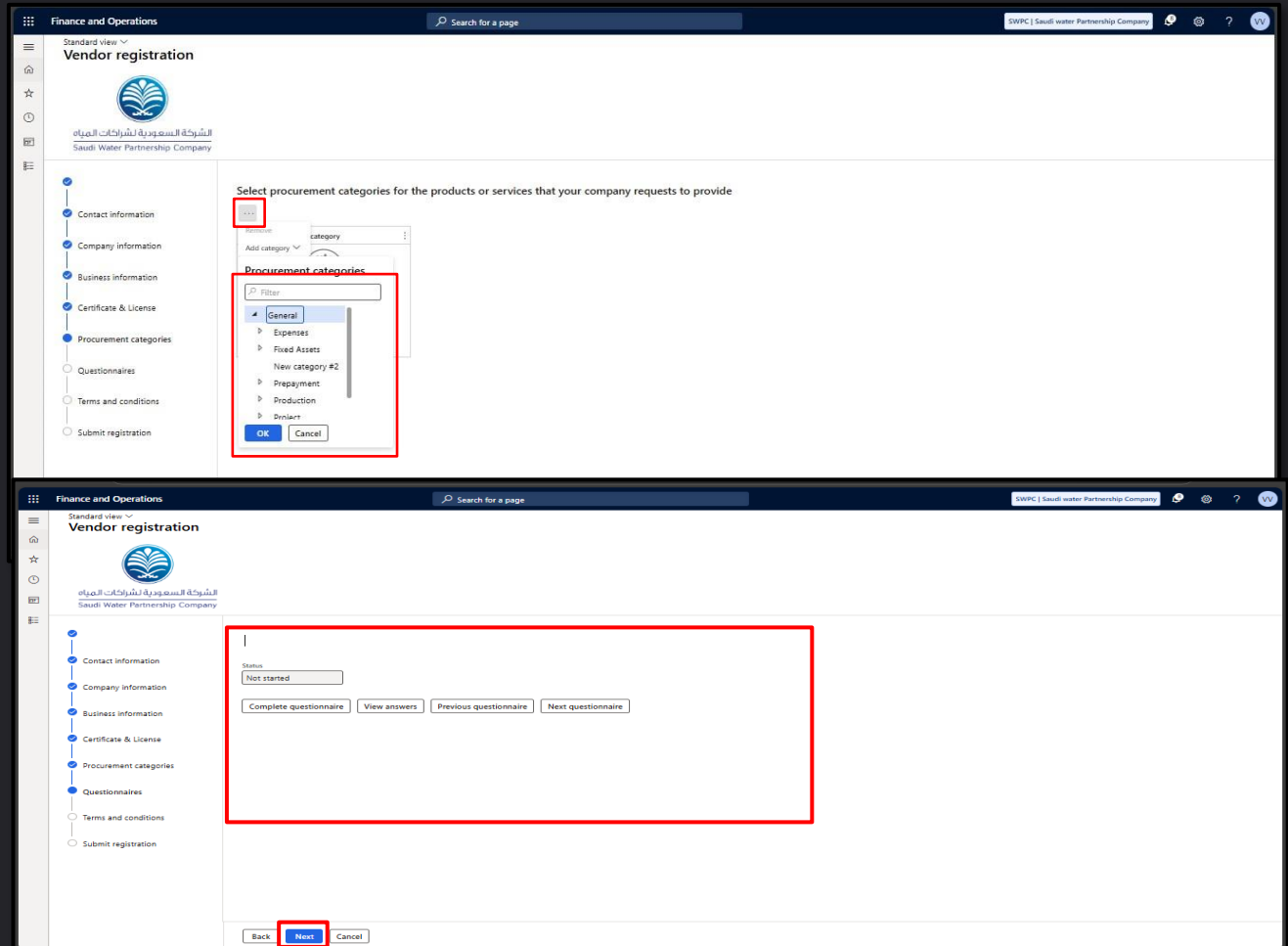
Procurement Category

Select the procurement categories that match your company's products or services. This determines which opportunities your organization will be considered for.

Questionnaires

Complete all required questionnaires associated with your selected categories. Responses help the procurement team evaluate vendor suitability.

 Questionnaire requirements vary based on the categories selected during registration.



The image displays two screenshots of the 'Vendor registration' interface for the Saudi Water Partnership Company (SWPC).

Top Screenshot: Procurement Categories Selection

- The page title is 'Vendor registration'.
- The breadcrumb trail includes: Contact information, Company information, Business information, Certificate & License, **Procurement categories**, Questionnaires, Terms and conditions, and Submit registration.
- The main heading is 'Select procurement categories for the products or services that your company requests to provide'.
- A modal dialog titled 'Procurement categories' is open, showing a list of categories: General (selected), Expenses, Fixed Assets, New category #2, Prepayment, Production, and Divulact.
- Buttons for 'OK' and 'Cancel' are visible at the bottom of the modal.

Bottom Screenshot: Questionnaires Section

- The breadcrumb trail is the same as the top screenshot.
- The main heading is 'Questionnaires'.
- The status is 'Not started'.
- Buttons for 'Complete questionnaire', 'View answers', 'Previous questionnaire', and 'Next questionnaire' are visible.
- Buttons for 'Back', 'Next', and 'Cancel' are visible at the bottom of the page.

Terms, Conditions & Submission

1.11 "KINGDOM" means the Kingdom of Saudi Arabia.

1.12 "PROPOSAL" means the proposal prepared by the ADVISOR to the CLIENT entitled for the Media coverage of events and occasions and incorporated by reference under the CONTRACT.

1.13 "SERVICES" means all the work and services to be performed by the ADVISOR pursuant to this CONTRACT.

1.14 "SERVICES SITE" means all locations at which the ADVISOR performs any portion of the SERVICES.

1.15 "SUBCONTRACT" means any subcontract entered into between the ADVISOR and any of its SUBCONTRACTORS.

1.16 "CONFIDENTIAL INFORMATION" means all information of the COMPANY (whether of a technical, legal, business or financial nature or otherwise) in whatever form, including:

(a) any techniques, methods, programs, source code, object code, software, materials, photographs, documents or manuals of the COMPANY used in its business;

(b) any information relating to the shareholders, employees, affiliates, business affairs, accounts, procurement plans, prospects, research, management or finances of the COMPANY;

(c) any databases, specifications, drawings, records, reports, software, or any source of information obtained and paid for by the COMPANY;

(d) the terms and contents of this CONTRACT.

(e) all information and documents designated or marked as "confidential" or "proprietary" and disclosed by or on behalf of the COMPANY to the ADVISOR.

(f) any information regarding the Project or any other projects being considered, prepared or processed by the COMPANY; and

(g) any other documents, material, and information whether in writing or otherwise concerning the COMPANY to which the ADVISOR gains access, or of which the ADVISOR becomes aware of or learns whether before, during or after this CONTRACT with the COMPANY.

but does not include information that

(i) is or becomes generally known to the public otherwise than through a breach of this CONTRACT or other obligation of confidentiality owed to the COMPANY or a third party;

(ii) is obtained by the ADVISOR from a third party without breach by that third party of any obligation of confidence concerning that information;

2.0 GENERAL OBLIGATIONS OF ADVISOR

The ADVISOR shall, in accordance with and subject to the terms and conditions of the CONTRACT, these GENERAL TERMS AND CONDITIONS and in conformity with the PROPOSAL:

2.1 Perform the SERVICES described in the PROPOSAL in accordance with the specifications and standards set forth or referred therein.

2.2 Except as otherwise provided in the PROPOSAL, provide all of the labor and supervision required to perform the SERVICES.

2.3 Except as otherwise provided in the PROPOSAL, provide computer equipment, computer programs, technical aids, office supplies, materials, tools and equipment required to perform the SERVICES.

2.4 Obtain all permits, licenses and other governmental or other authorizations which must be obtained in the ADVISOR'S name and which are necessary for the performance of the SERVICES.

2.5 Appoint one or more ADVISOR REPRESENTATIVE(S) for the duration of the CONTRACT.

2.6 Provide catering, accommodation, and transportation for all the ADVISOR'S personnel.

2.7 Perform all other obligations required by the terms and conditions of the CONTRACT.

3.0 ADVISOR'S PERSONNEL

3.1 The ADVISOR warrants that it has sufficient competent and fully qualified personnel able and reasonably available to execute the SERVICES in the manner and within the time required by the CONTRACT. As soon as reasonably possible after signature of the CONTRACT, the ADVISOR shall submit to the CLIENT, for the CLIENT'S approval, a list of curricula vitae of the key personnel selected to perform the SERVICES. The ADVISOR'S personnel approved by the CLIENT shall not be removed, reassigned or replaced by the ADVISOR for any reason without the CLIENT'S approval which shall not be unreasonably withheld.

3.2 In obtaining additional personnel to supplement its permanent staff in the performance of the in-KINGDOM portion of the SERVICES, the ADVISOR shall give priority to qualified KINGDOM Nationals.

3.3 The ADVISOR specifically acknowledges its responsibility to adhere to and abide by the KINGDOM'S requirements with regards to the issuance of visas for its expatriate personnel. Non issuance of visas to the ADVISOR'S expatriate personnel by the KINGDOM shall not relieve the ADVISOR of its obligation to perform the SERVICES. The ADVISOR'S expatriate personnel shall obtain the required passports, visas, and permits necessary to gain entrance into, and exit from, the KINGDOM.

3.4 The ADVISOR shall not during the course of the SERVICES, offer employment to any KINGDOM National who is at such time an employee of the CLIENT, without CLIENT'S prior written consent.

3.5 When working in the KINGDOM, all of the ADVISOR'S personnel shall have in their possession all required and properly validated licenses or certificates prescribed by the KINGDOM as being necessary for the performance of those aspects of the SERVICES to which they are assigned. The ADVISOR shall provide to the CLIENT upon the CLIENT'S request copies of these licenses.

Accepted terms and conditions

Yes

No

Back Next Cancel

Terms & Conditions

Review and accept the company's terms and conditions on the dedicated page. Click **Next** once accepted to proceed.

Submit Registration

After completing all wizard pages, click **Finish** to submit your information. Your registration will then be reviewed by the procurement team for approval.

- ✔ Your registration is complete once you receive confirmation from the procurement team.