

What is the Supplier Portal?

Supplier Portal is an Online Self-Service Portal for Onboarding and Updating Vendor Information.

What functionality does it provide for me?

Supplier portal allows vendors to register and complete online onboarding documentation. Allows existing vendors to update vendor information and complete any addition vendor forms.

How will I access Supplier Portal? What is the URL?

Supplier Portal can be accessed online at <https://supplierportal.pae.com> after the initial approval of your application.

How do I get an account?

To create an account, complete the Supplier Application Form on <https://supplierportalappform.pae.com>.

What browsers does it support?

Supplier Portal is supported by most web browsers; however, we recommend using Internet Explorer.

Do I need to install any software on my systems?

No, Supplier Portal is supported online through your web browser.

Where do I find user training guides?

Training materials and videos can be found at <https://www.pae.com/Suppliers-and-Small-Business-Opportunities>

Are there any password requirements?

No, there are no requirements to your password, however, we recommend utilizing best practice standards for setting up passwords.

I forgot my Supplier Portal password, who may contact to reset it?

Supplier Portal is a self-service portal, you can click “Forgot Password” and proceed with resetting it.

How can I request DUNS Number for my business?

D&B D-U-N-S Request Service for US Federal Government Contractors and Assistance Awardees can be done via <https://fedgov.dnb.com/webform/> Dun & Bradstreet (D&B) portal.

I am an existing PAE Vendor, can I register in Supplier Portal?

Yes, if you are an existing PAE Vendor for the initial login you will have to complete the Supplier Application Form and once your application is approved, you will get the access to Supplier Portal.

I am an existing vendor and my banking details have been updated, how should I proceed with requesting PAE to update my details?

Complete Supplier Application Form with your Vendor ID and notify your PAE GSCM Representative, if you have not yet done so. Once your application is approved, you will be able to proceed and register on Supplier Portal. Login to Supplier Portal and complete PRO – Vendor Modification Request Form.

I am an existing vendor and my address has been changed, what is the process of updating my address in your system?

Complete Supplier Application Form with your Vendor ID and notify your PAE GSCM Representative, if you have not yet done so. Once your application is approved, you will be able to proceed and register on Supplier Portal. Login to Supplier Portal and complete PRO – Vendor Modification Request Form.

How will I know that my application was reviewed and approved?

You will receive an email notification confirming the application was submitted, and a subsequent email notification confirming the results of the application review process. If approved, the email confirmation will communicate the next steps in the supplier registration process.

How long does it take for my application to be approved?

There is no specific timeline on approval of your application, for further details please reach out to your PAE GSCM Representative.

I am not able to attach my attachments when completing Supplier Portal forms?

It is recommended to use Internet Explorer Browser for completing any Supplier Portal Forms, if you still would face any technical issues, contact PAEVendorSetup@pae.com.

I am not sure which forms I am required to complete.

The portal will provide you the necessary documents that you are required to complete. Once you complete all documents, you will notice (after refreshing) the status on the right-hand side will update to GSCM Profile Review once all documents have been submitted.

I am an existing vendor, but I am not sure what is my Vendor ID, who may I contact?

Please contact your PAE GSCM Representative.

I keep getting an error that more than one fields are invalid, what do I do?

Review your form once again and make sure that all required fields are populated correctly. Review the fields highlighted on all tabs of your form. However, if you are still unable to submit the form, print the form and send a copy to PAEVendorSetup@pae.com stating the problem.

What is the size limit for the attachments in Supplier Portal?

Each file that can be loaded should not exceed 8 megabytes. If your file is bigger than 8 megabytes, please split it into 2 attachments as there is no limit to the number of files, just size of each file.

Is there a file type limitation for uploads?

It is suggested to attach only PDF versions of all files.

The postal code keeps getting an error, the text under it is red. What do I do?

This is not an error, please review each data point, and the fields that are HIGHLIGHTED in red are the errors, not the fields that have red text under them.

What email do I use for setting up an account?

Use your company's primary email address as the email address entered as Primary Contact Information will be used for communications from the portal and as your login. Please note this is case sensitive, and we recommend that you copy and paste the email from the email you receive after approval.

I used an incorrect email when setting up the account, what do I do to update it?

You can change your email address on Supplier Portal "User Settings" screen. For more details proceed to this page and review training videos for further details <https://www.pae.com/Suppliers-and-Small-Business-Opportunities>

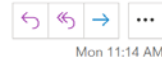
I received an email stating that there is no Supplier Application associated with my Vendor Name. What should I do?

If you have requested for Vendor Portal access and received email example as below, stating that there is no Supplier Application associated with your Vendor Name, this may be due to the fact that the Vendor Application ID entered is incorrect and does not exist. You will be required to request access again, however, this time ensure that if you are using the same email address, you use a different case for it, as an example, if you were using test@pae.com, you update it to Test@pae.com and use the correct Application ID.

PAE | Vendor Portal Access Update



DoNotReply@PAE.Com
To 1PAEGSCM



Mon 11:14 AM

Dear Vendor,

Thank you for your Access Request Submission. According to our records, there is no Supplier Application associated with your Vendor Name. Please navigate to our "Doing Business with PAE" site in order to fill this application out.

Sincerely,

PAE Team

I received an email stating that you, or someone else entered this email address when trying to create an account. What should I do?

If you have requested for Vendor Portal access and received email example as below, stating that someone else entered this email address when trying to create an account.

Account Creation Attempted



PAEVendorSetup@pae.com
To 1PAEGSCM



Mon 11:15 AM

<p>You, or someone else, entered this email address when trying to create an account.</p>

You will need to navigate to Supplier portal and click "Request Access to Site" again, re-enter your email address but must be entered differently. This email was previously used with the incorrect Application ID, please update the email to a different SENTENCE CASE and the application request will be approved provided the CORRECT Application ID was entered. Note that the login and password are case sensitive.

Example: If test@pae.com was used, please use Test@pae.com to correct accordingly.

****After reviewing training materials and FAQ, if you are still facing issues with submitting your Supplier Application or completing forms on Supplier Portal, please contact PAEVendorSetup@pae.com.***