

HOW TO GUIDE

GEM Supplier Portal – Part II. Supplier Support

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Supplier Support can only be accessed by spend authorized suppliers, if the supplier is not spend authorized, the tab will not be visible.

Introduction

This guide will help suppliers to make the best use of the Government of Saskatchewan’s new **Supplier Portal**.

This How To Guide is one in a series of four. Each guide describes part of the activities that can be performed in the Supplier Portal.

The four guides are:

- [I. Supplier Registration](#)
- II. Supplier Support**
- [III. Supplier Tasks](#)
- [IV. Manage Profile](#)

Resources

Title	Audience	Source
Supplier Portal Registration	Suppliers	Supplier Portal Registration
Supplier Dashboard Demo	Suppliers	Supplier Dashboard Demo
Supplier Change Request	Suppliers	Supplier Change Request
Respond to Vendor Performance Questionnaire - Suppliers	Suppliers	Video - SCM-06C
View Sourcing Events - for Suppliers	Suppliers	Video – SCM-12
Develop RFx Response/Submission	Suppliers	Video – SCM-13
Receive and Redline a contract - for Suppliers	Suppliers	Video – SCM-15

Purpose

The purpose of this How To Guide is to ensure suppliers are confident in their abilities to use the Supplier Portal. Furthermore, it will help suppliers comply with government regulations while making the experience of being a supplier as efficient and effective as possible.

Glossary

Acronym/Word	Definition
GEM	GEM is a cloud computing service used by the Government of Saskatchewan to implement its new integrated Supply Chain Management system.
Purchase Order	In GEM, a purchase order is used for purchasing any goods or services.

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Acronym/Word	Definition
Purchase Requisition	In GEM, a purchase requisition is used for obtaining internal permission to buy goods or services within the system.
Requisition	An alternative simplified term for a purchase requisition.
SCM	Supply Chain Management.

There is training both to orient suppliers to GEM and to accomplish various tasks. See **Resources** above.

II. Supplier Support

1. Submitting a support request

Support requests can be submitted by suppliers that

From the GEM home page, click the **Supplier Support** tab

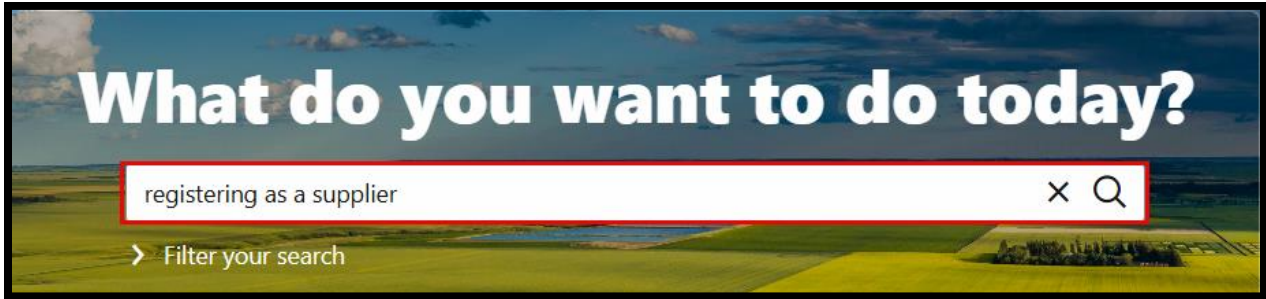
Click the **My Support** app

My Support window will open where suppliers can:

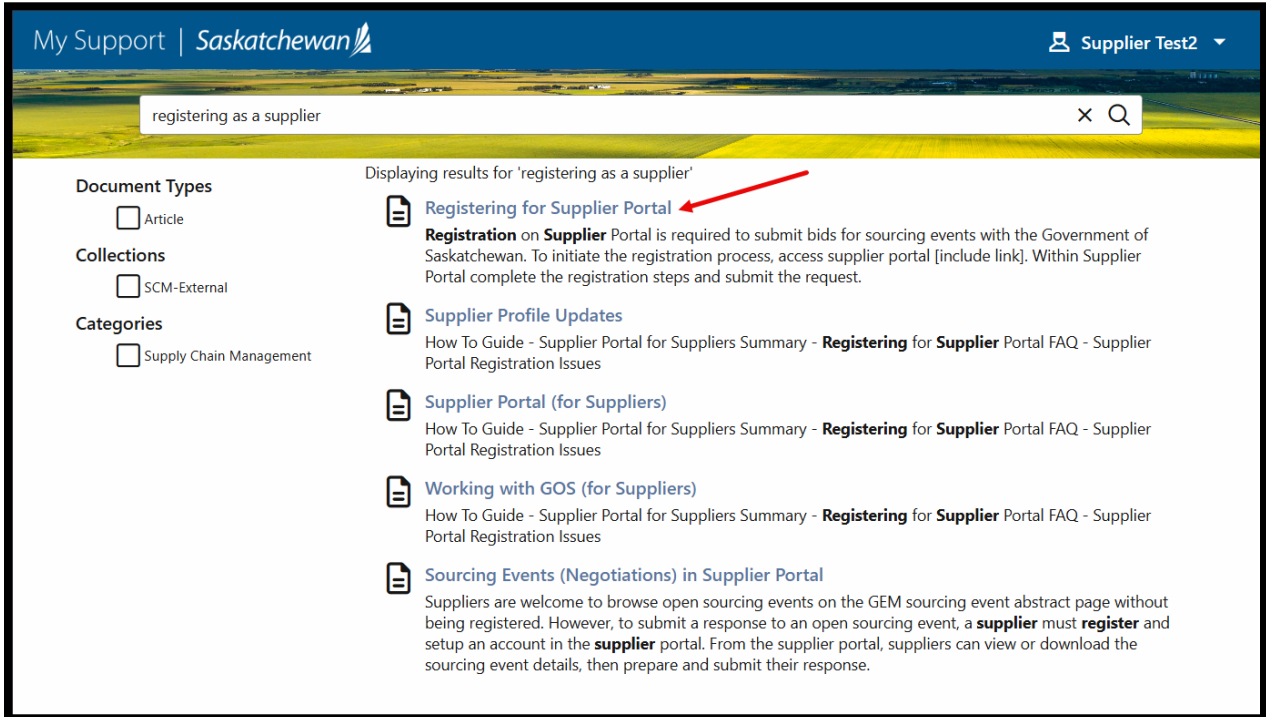
- Ask a question
- View previously submitted support requests
- Submit a new support request
- Review any support documents that may help with the issue
- Use the quick links available

Type a question or keyword into the text box and click the magnifying glass to search the My Support database for information related to the issue.

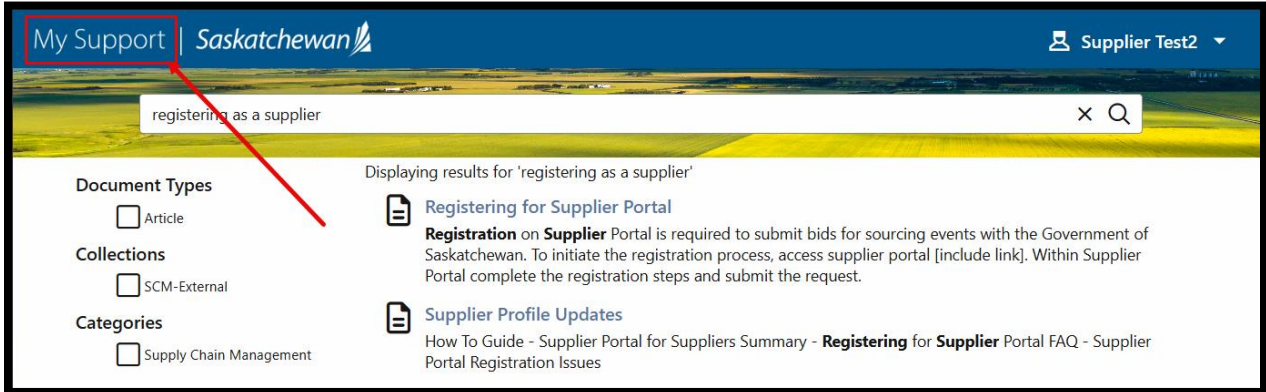
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If one of the items in the search results will address the issue, click the hyperlink to open the file.

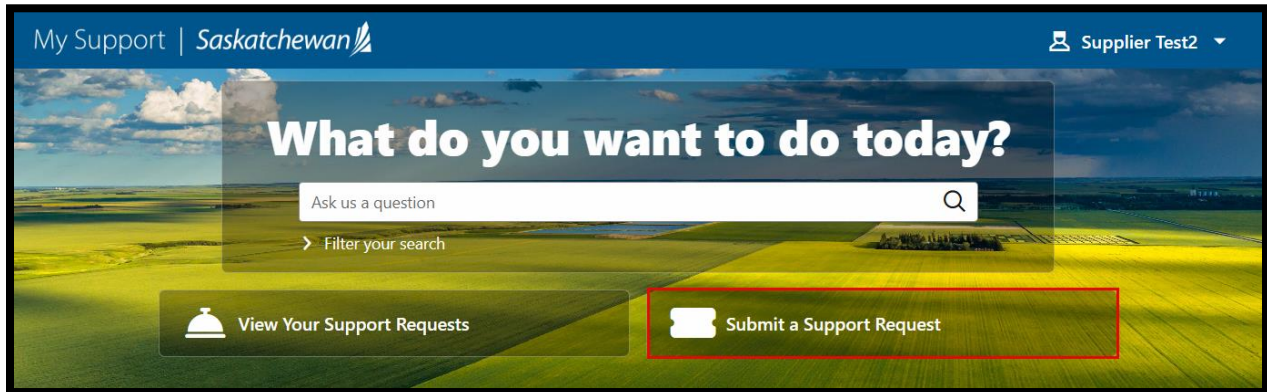


If the items in the search results do not address the issue, click **My Support** to return to the home screen.



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Click **Submit a Support Request** to submit a new request for support.



The Submit a Support Request screen will open. Complete the request information, fields marked as required are mandatory fields that must be completed before submitting the request.

Enter a title for the support request and include a description of the problem.

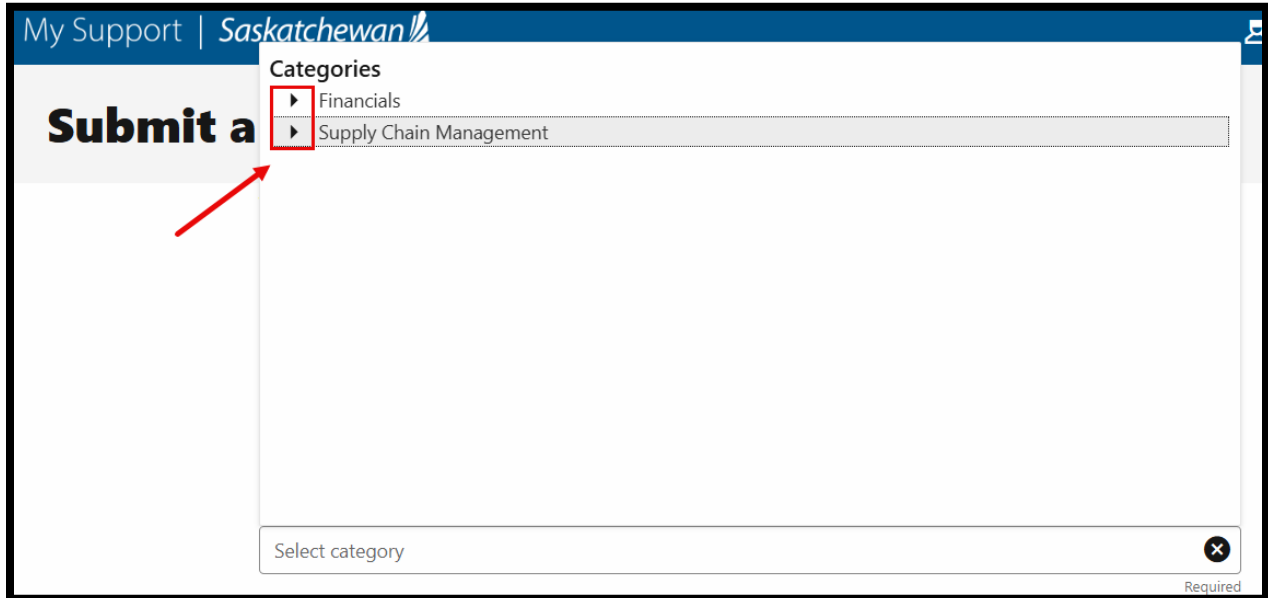
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Title *

Describe the Problem

Click the Category field to open the drop-down

Click the arrow beside Financials and Supply Chain Management to expand the options and help narrow which team should receive the request.



After expanding the drop-down, click the arrow beside the best option from the list to expand the selection further.

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Categories

- ▶ Financials
- ▼ Supply Chain Management
 - ▶ Communications or Print Procurement Request
 - ▶ Contracts and Agreements
 - ▶ Purchase Requisitions and Purchase Orders
 - ▶ SaskTenders
 - ▶ Sourcing Events
 - ▼ **Supplier Portal**
 - Manage User/Company Profile
 - Registration/Support
 - ▶ Supply Chain Legislation and Policy
 - ▶ System Support
 - ▶ Vendor Performance and Engagement

Select category ✕

Select the best option from that drop-down.

Categories

- ▶ Financials
- ▼ Supply Chain Management
 - ▶ Communications or Print Procurement Request
 - ▶ Contracts and Agreements
 - ▶ Purchase Requisitions and Purchase Orders
 - ▶ SaskTenders
 - ▶ Sourcing Events
 - ▼ Supplier Portal
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 - Registration/Support**
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 - ▶ System Support
 - ▶ Vendor Performance and Engagement

Select category ✕

The category will now be filled in based on the selection process. Additional fields may appear depending on the selected category.

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Title *

Describe the Problem

Category

 **Drop files to attach or browse**

If there are supporting documents to be attached to the support request, drag and drop the files into that field or click into the field to select a document from your device. Note: If no attachments are needed, the field can be left blank. Click **Submit**.

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Category

Registration/Support ✕

Company Name

User ID

Attachments

Drop files to attach or browse

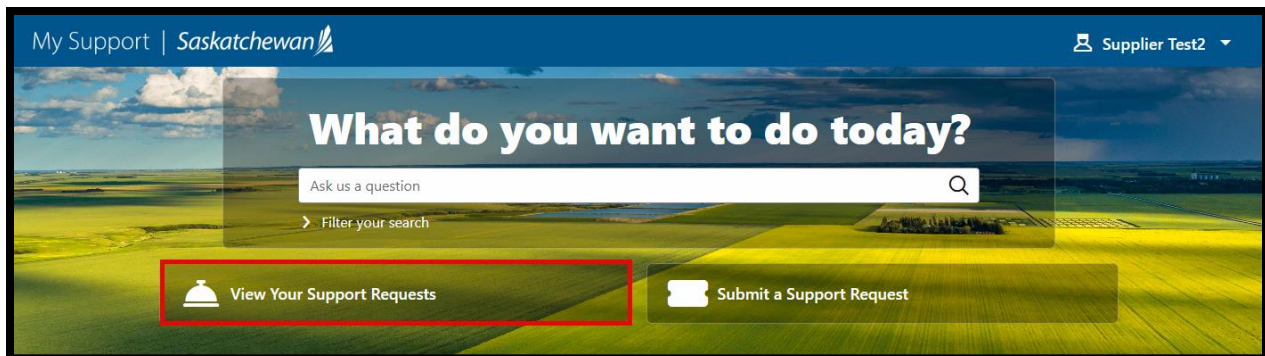
By submitting this request, you agree to allow agents to access your account. Accessing your account provides us with a better understanding of the nature of the problem and helps us resolve it quickly.

Cancel
Submit

A confirmation message will confirm the Support Request has been sent to the support team for review.

2. Managing existing support requests

From the My Support app, select View Your Support Requests.



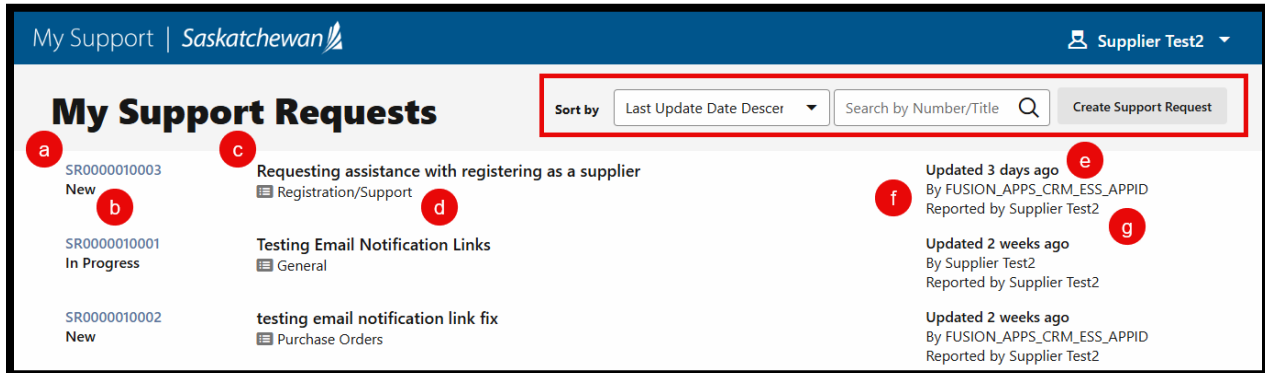
The My Support Requests page will open. On this page you will see a list of all support requests that have been submitted including the following details:

- a. Support Request Number
- b. Status
- c. Title
- d. Category
- e. Last Updated Date

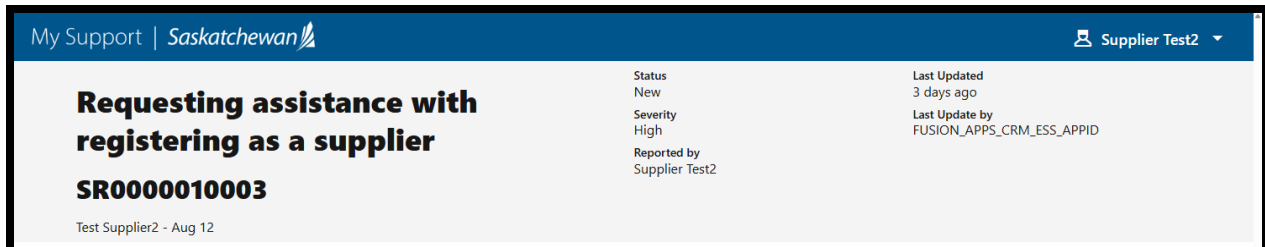
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- f. Last Updated By
- g. Reported By

Suppliers will also be able to modify the sort order, search the listing using keywords and create a support request.

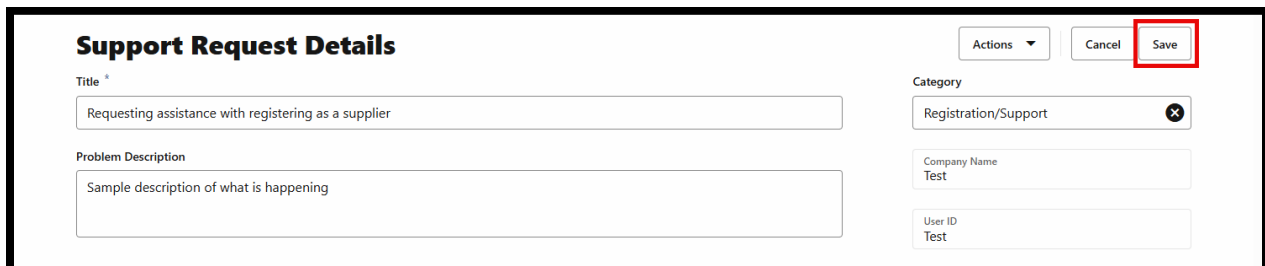


To open a support request, select the **support request number**. The header of the support request will provide information on the request.



Under **Support Request Details** the supplier can review and edit the support request **Title** and **Description**. The Category, Company Name and User ID are all visible but not editable.

To save any changes select **Save**.



To send a message to the support agent, select the **Messages** tab, type the message in the textbox, then select **Submit** to send the message. All messages sent or received from the support agent will be listed below the Messages textbox

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The screenshot shows the 'Messages' tab selected. At the top, there are three tabs: 'Messages', 'File Attachments', and 'URL Attachments'. Below the tabs is a text input field with the placeholder 'Write a new message'. To the right of the input field are 'Clear' and 'Submit' buttons. Below the input field, there is a message timestamp '7 seconds ago' and the text 'supportaluser2@gmail.com commented on the support request' followed by 'Example of a message sent to the support agent.'

To review existing file attachments or add new file attachments, select the **File Attachments** tab and drag and drop the files into that field. Existing file attachments will be listed under the drag and drop box.

The screenshot shows the 'File Attachments' tab selected. At the top, there are three tabs: 'Messages', 'File Attachments', and 'URL Attachments'. Below the tabs is a large dashed box with the text 'Drop files to attach or browse'. Below this box, there is a list of attachments. One attachment is visible: 'Example Attachment.xlsx' with a size of '10.26 KB' and a timestamp of '3 seconds ago'. There is a 'Click edit to add description' link and an edit icon (pencil) next to the attachment.

To review existing URL attachments or add new URL attachments, select the **URL Attachments** tab and open the **Create URL attachment** title. Complete the Title, URL, and Description fields. Select **Submit** to save. Existing file attachments will be listed under the Create URL attachment fields.

The screenshot shows the 'URL Attachments' tab selected. At the top, there are three tabs: 'Messages', 'File Attachments', and 'URL Attachments'. Below the tabs, there is a dropdown menu labeled 'Create URL attachment'. Below the dropdown are three input fields: 'Title', 'URL', and 'Description'. Each input field has a clear button (X). The 'URL' field is marked as 'Required'. Below the input fields is a 'Submit' button. At the bottom, there is an existing URL attachment: 'Example URL' with a timestamp of '1 second ago', a 'Click edit to add description' link, and an edit icon (pencil).

If the request is no longer required the supplier can cancel it themselves by, selecting Actions, then **Resolve this request**. This will update the support request status to cancelled.

The screenshot shows the 'Support Request Details' page. On the left, there is a form with a 'Title' field containing 'Requesting assistance with registering as a supplier' and a 'Problem Description' field. On the right, there is an 'Actions' dropdown menu with 'Resolve this request' selected. Other buttons include 'Cancel', 'Save', and 'Reopen this request' (with a clear button X). There is also a 'Company Name' field.

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Alternatively, if a resolved or cancelled request needs to be reopened, select **Actions**, then **Reopen this request**. Please note, support requests that are in resolved or cancelled status for over 30 days will automatically be put into closed status and can no longer be reopened.

Support Request Details

Actions ▾ Cancel Save

Title *
Requesting assistance with registering as a supplier

Category Resolve this request

Registration Reopen this request

Problem Description

Company Name

To return to My Support home, select **Cancel**.

Support Request Details

Actions ▾ Cancel Save

Title *
Requesting assistance with registering as a supplier

Category Registration/Support