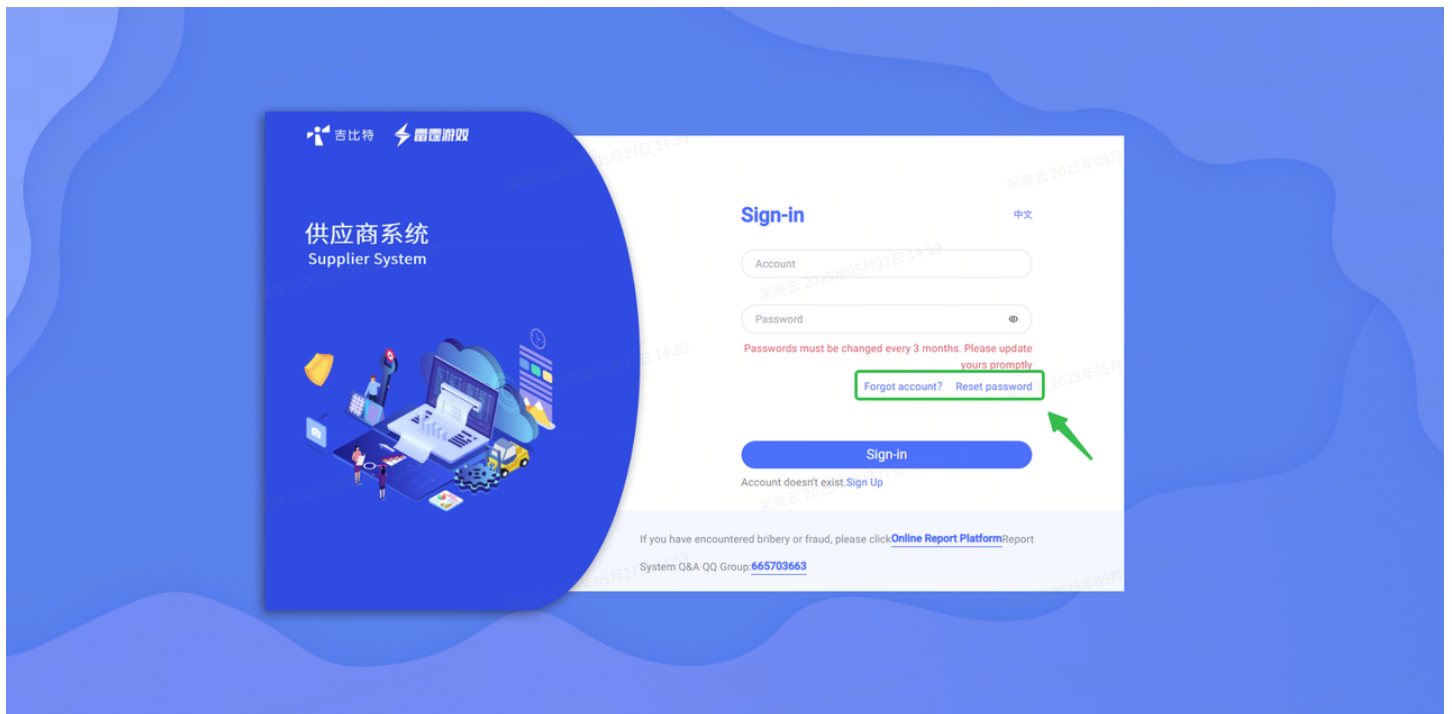


# Supplier System Q&A

## Q: What should I do if I forget my username/password?

1. If you only remember your account and contact information(email or phone number):  
Go to the Login Page > Reset Password, then follow the steps to reset your password.
2. If you only remember your contact information:  
Go to the Login Page > Forgot account, enter your registered contact details (e.g., email or phone number), and follow the steps to recover your account.



3. If you have forgotten both your account and contact information:  
Join the QQ Group chat [number:665703663] or send an email to [supplier@g-bits.com](mailto:supplier@g-bits.com) ,  
contact the administrator by providing your company' s full name, and request assistance to  
recover your account and registered contact details.

## Q: What should I do if a colleague has left the company and I cannot access their account?

1. Register a new account and send an email from your company email address to [supplier@g-bits.com](mailto:supplier@g-bits.com), including the following:
  - Subject Line: [Supplier Account Update] Full Company Name

○ Email Body:

- Legal Representative Name
- New Account name
- Business License Attachment
- Reason for Change (*must be company-stamped and uploaded as a separate attachment*)

## Q: After account registration, how do I select between Procurement Partner or Human resources suppliers?

The Human resources suppliers is for HR-related suppliers. Other types of suppliers should choose Procurement Partner.

## Q: What documents are required for qualification review?

1. Upload relevant qualification certificates if available. If none, describe past cases and attach supporting documents for review.
2. The review process typically takes **2-3 business days**.

## Q: What if I exceed the daily login attempt limit?

If login attempts are exceeded, access will be blocked until **the following day**. Contact the administrator for **IP unlock** if urgent.

## Q: Why does the system say "Supplier already exists" during registration?

The supplier is already registered. Contact your colleague for the account details or ask the administrator to check the **registered supplier contact**.

## Q: What should overseas suppliers enter for EIN?

Enter your **Company Registration Number** (local equivalent)

## Q: What are the requirements to view quotes? Why is the quote list empty?

1. You must pass both **basic licence** and **business license** to access quotes.
2. Quotes are categorized by business type. You will only see quotes under **approved business types**.
3. If licences expire, update and resubmit them for review. Otherwise, you **cannot quote**.

## Q: Will I be notified of new quote requests?

Yes. Check your **registered email** for notifications. Log in to submit quotes after receiving the email.

## Q: What if I never receive the verification code?

Delivery delays may occur. If unresolved, contact the administrator for assistance.

## Q: Who should I contact for system issues?

Join the **QQ Group [665703663]** to message the administrator or email [supplier@g-bits.com](mailto:supplier@g-bits.com).