



UNITED NATIONS
GLOBAL MARKETPLACE

UNGM guide

Instructions on how to register as a supplier
with **WIPO**



www.ungm.org

REGISTRATION PROCESS ON UNGM

In this guide, you will find instructions on how to register your company as a potential **WIPO** supplier to enable your access to the tender documentation on the **WIPO** e-tendering system via UNGM.

To access the tender documents, you need to be fully **registered on UNGM**.

IMPORTANT: WIPO recently went through an integration with the UNGM system.

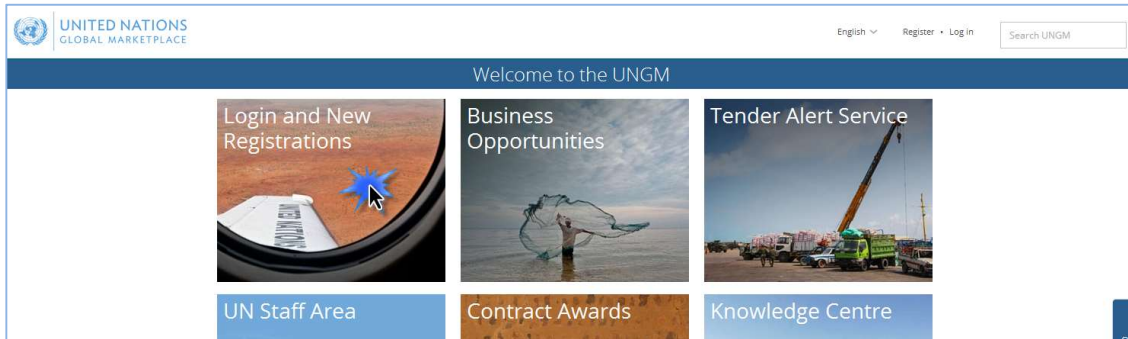
- If your company is already registered in UNGM, you may connect with your usual login details.
- If your company is not yet registered in either UNGM or WIPO's former e-tendering system, you may go ahead and register in UNGM now.
- If your company is not yet registered in UNGM but was registered in WIPO's former e-tendering system, you need to finalize your registration in UNGM, following the instructions sent to you by email from no-reply@ungm.org. Your company should not start a new UNGM registration to prevent duplicates.
- Once your company has completed the UNGM registration, synchronization of your data with the system will take place, which might take up to 24H. Your company will need to reconnect to the UNGM system after this phase in order to access the tender's documents.

Note: The UNGM website is currently available in 5 languages: English, French, Spanish, Portuguese and Mandarin. The site will soon be available in Arabic and Russian. The default language is English. If you want to change the language of the site, you can access the choice of languages at the top right of the page.

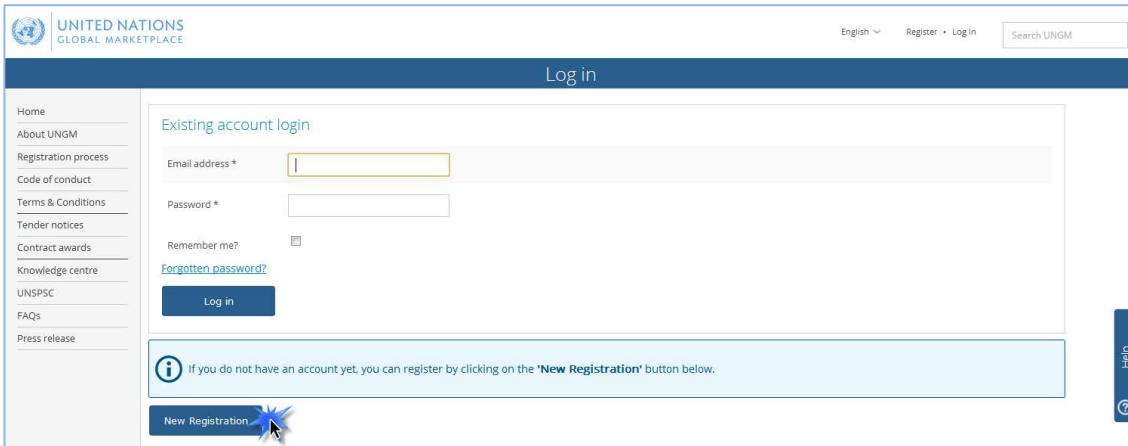
STEP 1: CREATION OF YOUR UNGM ACCOUNT

Registration at Basic level will be sufficient as **WIPO** does not require level 1 and 2 registrations.

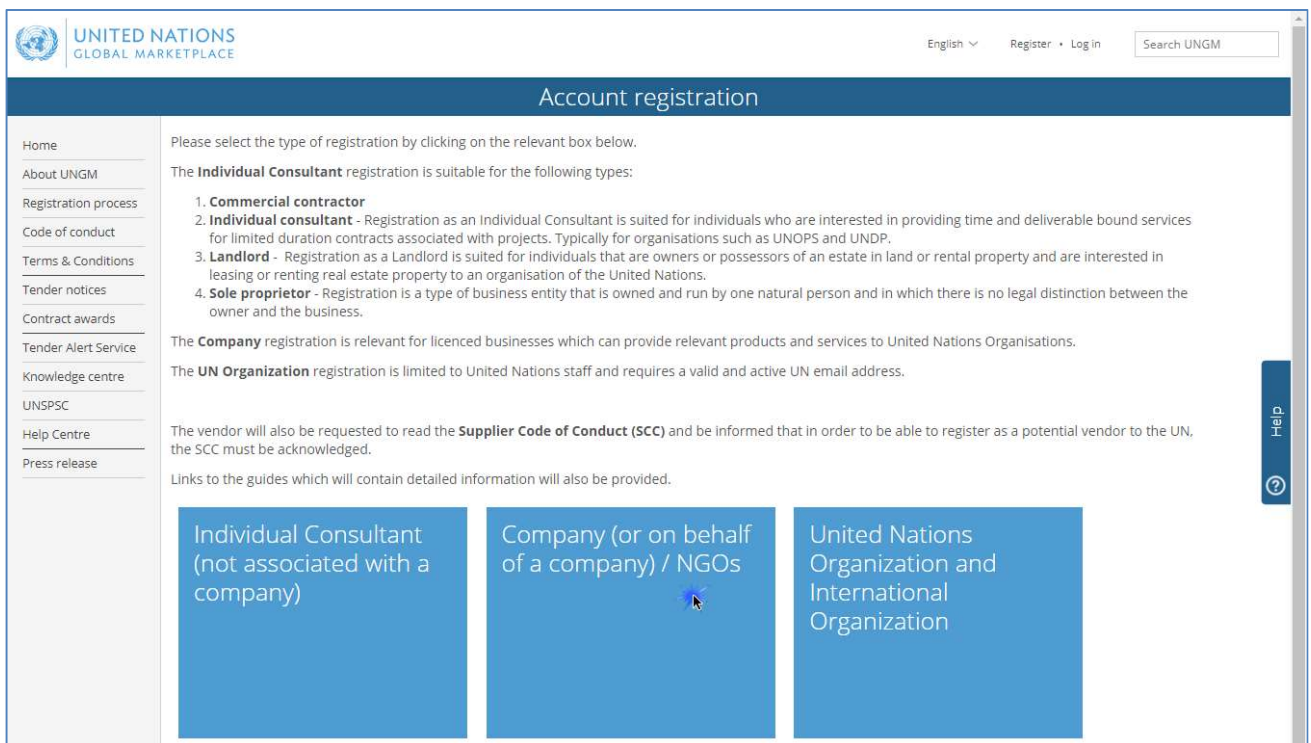
Go to **www.ungm.org** and click on the **“Login and New Registrations”** tile.



Click on the “**New registration**” button.



Please select the type of registration by clicking on the relevant box. If you represent a company or an NGO, please click on the “**Companies**” box. Please note that registration on the UNGM as a consultant limits your ability to participate electronically in WIPO tenders.



Introduce your company details and accept the *UN Supplier Code of Conduct*.

Please provide your company name as written in your company's Certificate of Incorporation. If an error message appears informing you that a company with a similar name already exists, please contact us at registry@ungm.org.

Then, click on the **“Send the activation link”** button.

The screenshot shows the 'Company registration' page on the United Nations Global Marketplace website. The page is titled 'UN Supplier Code of Conduct' and includes a sidebar with navigation links such as Home, About UNGM, Registration process, Code of conduct, Terms & Conditions, Tender notices, Contract awards, Tender Alert Service, Knowledge centre, UNSPSC, Help Centre, and Press release. The main content area is divided into sections: 'Company registration' with a note about the UN Supplier Code of Conduct, 'Basic company details' with fields for Company Name, License Number, and Country, 'Company Director details' with fields for First Name and Last Name, 'User account creation' with fields for First Name, Last Name, Email address, Confirm email address, Password, and Confirm password, and 'How did you hear about UNGM' with a Source dropdown. At the bottom, there is a checkbox for acknowledging the UN Supplier Code of Conduct and a 'Send the activation link' button. The footer contains the copyright notice: © 2018 - United Nations Global Marketplace • Terms and Conditions.

UNITED NATIONS
GLOBAL MARKETPLACE

English Register Log in Search UNGM

Company registration

UN Supplier Code of Conduct

Please download and read the [UN Supplier Code of Conduct](#).
To register your interest in doing business with the United Nations and its organizations, you are required to acknowledge that the UN Supplier Code of Conduct provides the minimum standards expected of suppliers to the United Nations and its organizations.

Company registration

* denotes required field

Basic company details

Company Name *

License Number *

Country * Type a country/territory name

Company Director details

First Name *

Last Name *

User account creation

☐ The contact data in previous step and the user are the same.

First Name *

Last Name *

Email address *

Confirm email address *

Password *

Confirm password *

How did you hear about UNGM

Source *

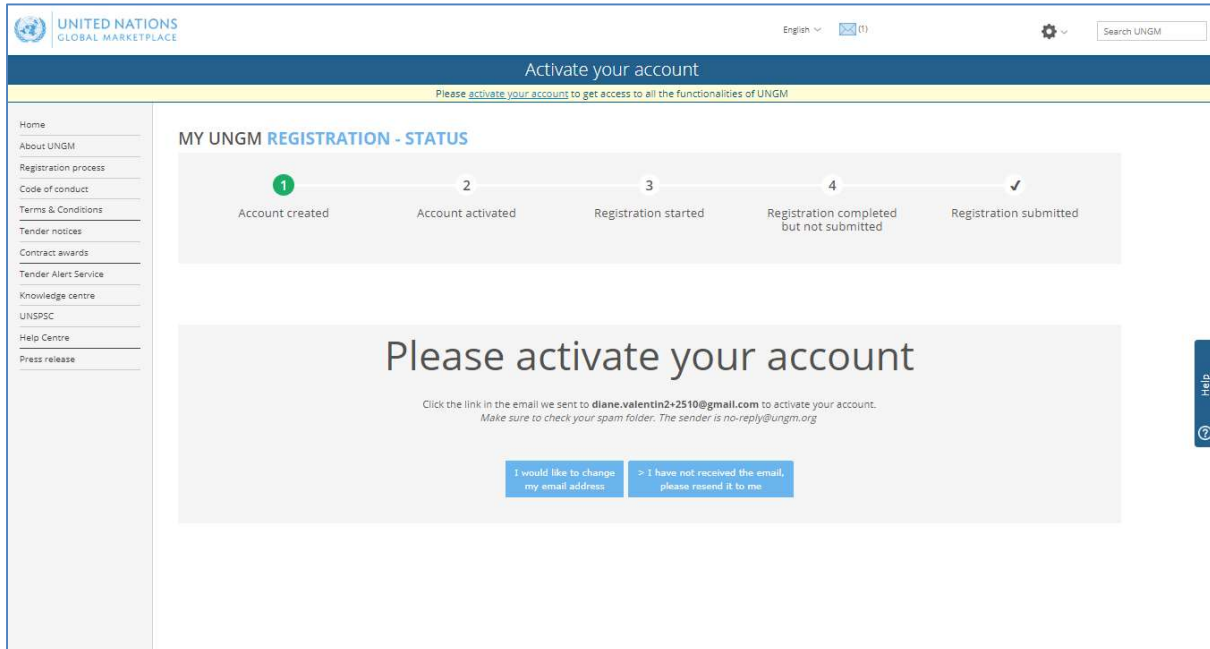
☒ I have read and acknowledge the [UN Supplier Code of Conduct](#) as the minimum standards expected of suppliers to the United Nations and its organizations.

Send the activation link

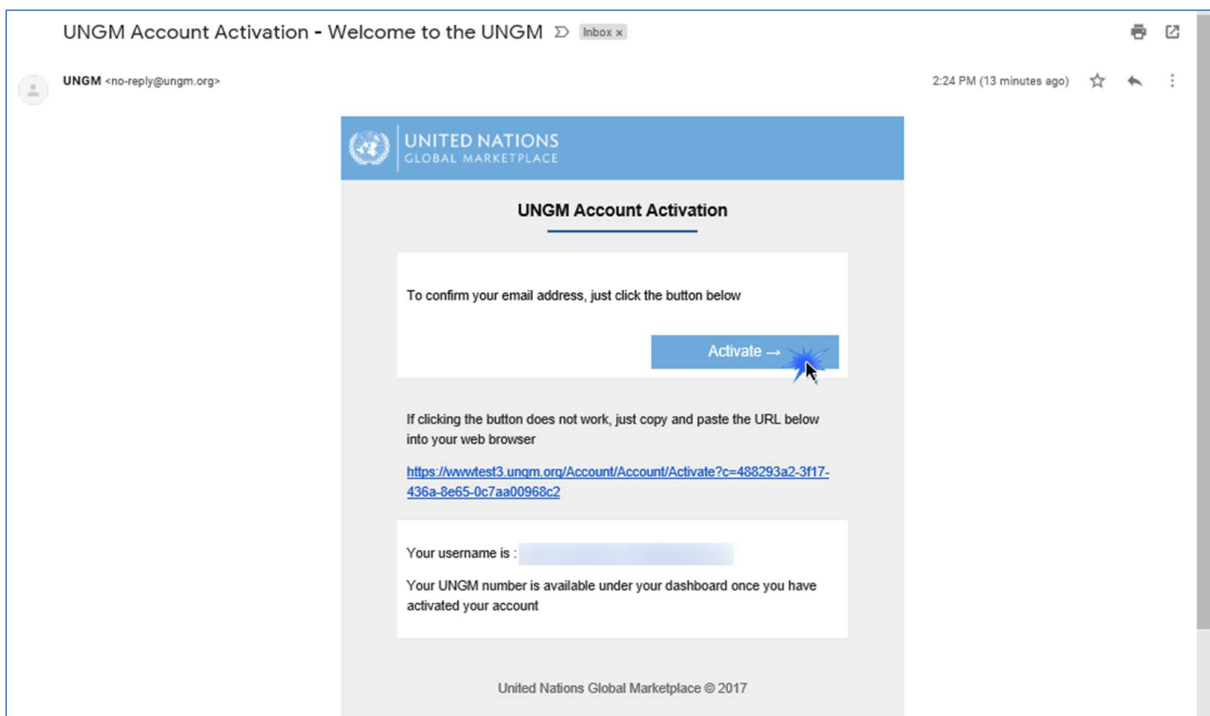
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STEP 2: ACTIVATE YOUR UNGM ACCOUNT

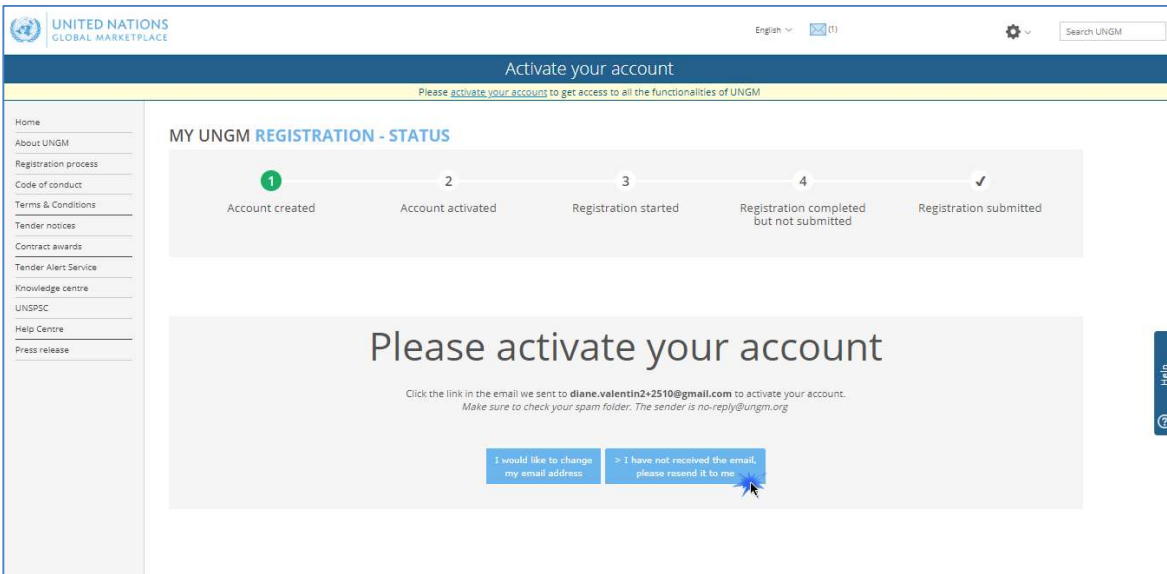
Once you have created your UNGM account, please **do not forget to activate it**.



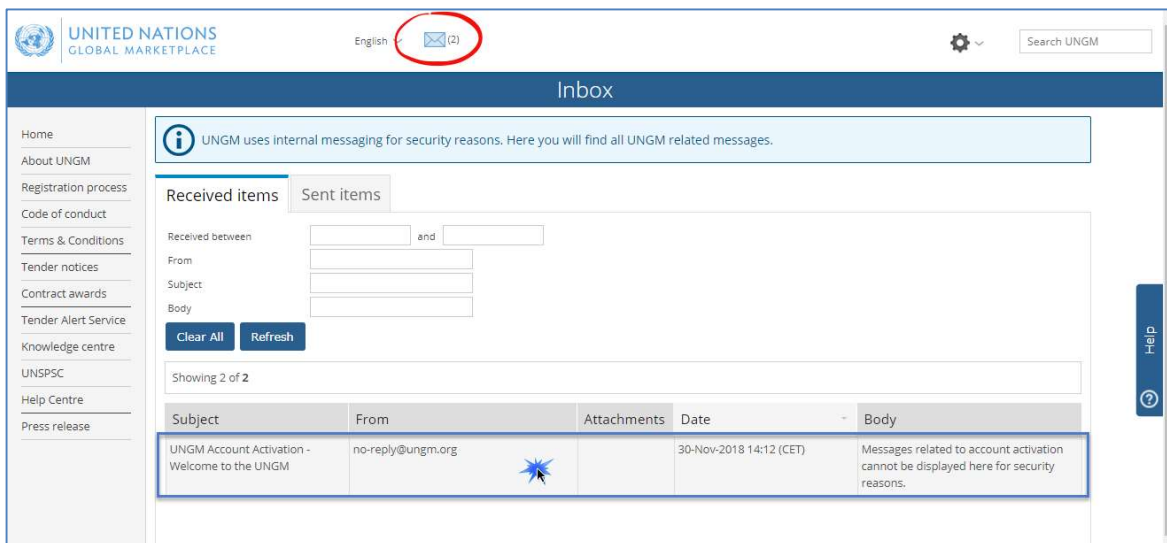
Go to your personal email inbox, where you should have received an email from UNGM containing an activation link. Please activate your UNGM account by clicking on the **“Activate”** button.



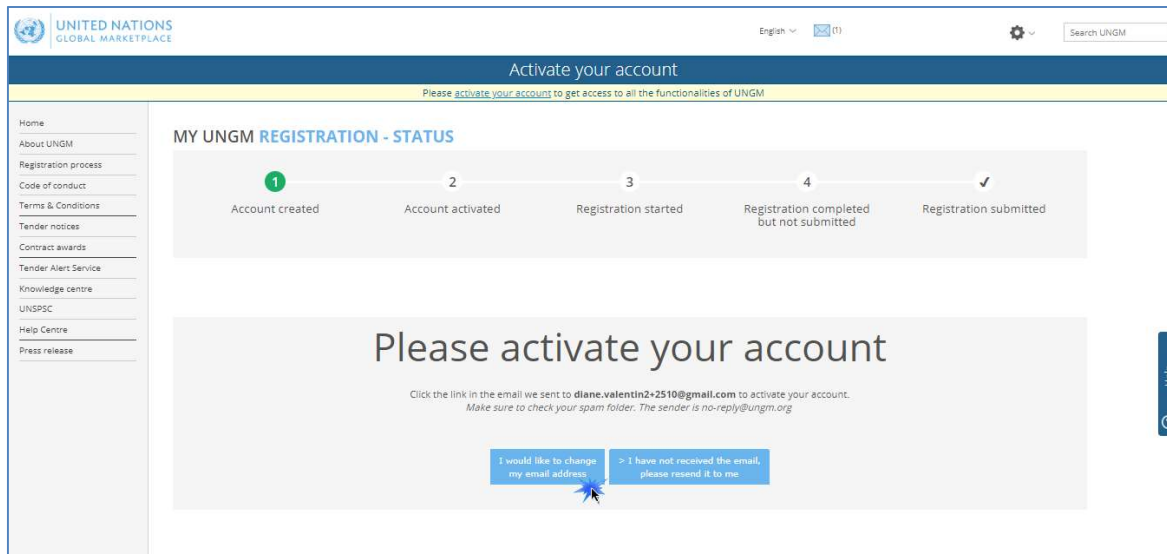
If you have not received the activation email, please note that you can resend it to yourself. You can either do it from the **“I have not received the email, please resend it to me”** button:



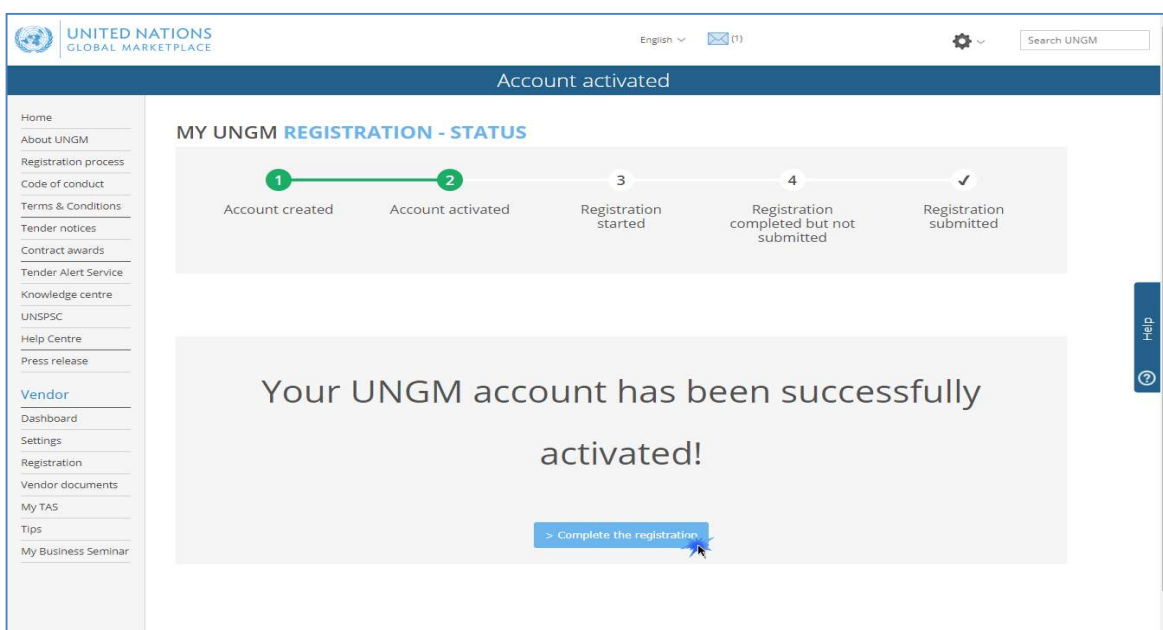
Or from your **UNGM inbox**, which is accessible from the little envelope symbol on the top right side of the page:



If you have not received the activation email because you have provided an incorrect email address when creating your account, please note that you can amend the provided email address by clicking on the **“I would like to change my email address”** button:



Once your UNGM account is activated, you should be redirected to the following page below. Click on the **“Complete the registration”** button to complete the UNGM registration. You can also click on the **“Registration”** link in the left-hand menu:



STEP 3: COMPLETE YOUR VENDOR REGISTRATION FORM IN UNGM

You will be redirected to the UNGM registration form. It only takes about 5-8 minutes to complete the registration.

In order to successfully complete the registration process, please provide the required details and click on the **“Save & continue”** button for each of the six steps. After clicking the **“Save & continue”** button, the provided details will be saved and you will be automatically redirected to the following step of the registration process.

The asterisk (*) indicates information that is required/mandatory to complete the step.

The screenshot shows the 'Vendor Registration' page on the United Nations Global Marketplace. The page is titled 'Vendor Registration' and features a progress bar at the top with seven steps: 1. General, 2. Address, 3. Registration type, 4. Contacts, 5. Coding, 6. Declaration, and 7. What's next? Step 1 is currently active. The form is divided into three main sections: 'General company information', 'Company's Contact Information', and 'Company's Ownership Type'. The 'General company information' section includes fields for 'Company name *' (filled with 'Sunshines Ltd'), 'Trade name/DBA', 'Parent company', 'Company type *' (a dropdown menu), 'License number *' (filled with '2191245546'), 'Country/territory *' (filled with 'Denmark'), 'Year established *', 'Number of employees *', 'Company Director's First Name *' (filled with 'Diane'), and 'Company Director's Last Name *' (filled with 'Valentin'). The 'Company's Contact Information' section includes fields for 'Telephone country code *' (a dropdown menu), 'Telephone number *', 'Fax country code' (a dropdown menu), 'Fax number', and 'Website'. The 'Company's Ownership Type' section includes a radio button for 'Not applicable' (which is selected) and three checkboxes for 'Privately-owned', 'Publicly-traded', and 'Part of a business conglomerate'. A 'Save & Continue >' button is located at the bottom right of the form. The left sidebar contains a navigation menu with links to Home, About UNGM, Registration process, Code of conduct, Terms & Conditions, Tender notices, Contract awards, Tender Alert Service, Knowledge centre, UNGSPSC, Help Centre, Press release, Vendor, Dashboard, Settings, > Registration, Vendor documents, My TAS, Tips, and My Business Seminar. The top right corner shows the language set to English and a search bar for UNGM.

I. General

Under **“General”**, please provide **basic details** about your company.

It is important to type your **company name** in the same way as it appears on your Certificate of Incorporation or any other legal document relating to the formation of your company or corporation.

The **license number** refers to the number that all legally operating businesses have which permits them to function in the city and/or country where they are located.

Once you have completed the step, click on the **“Save & Continue”** button **at the bottom right of the page**.

UNITED NATIONS GLOBAL MARKETPLACE

English (1)

Search UNGM

Vendor Registration

1 General 2 Address 3 Registration type 4 Contacts 5 Coding 6 Declaration 7 What's next?

General company information

Company name *

Trade name/DBA

Parent company

Company type *

License number *

Country/territory *

Year established *

Number of employees *

Company Director's First Name *

Company Director's Last Name *

Company's Contact information

Telephone country code *

Telephone number *

Fax country code

Fax number

Website

Company's Ownership Type

Company's Ownership * ☐ Not applicable ☒ Privately owned ☐ Publicly traded ☐ Part of a business conglomerate

Please provide the name(s) of owner(s) and/or principals (including parent company, subsidiaries/affiliates, CEO/Managing Director, and those with controlling interest, if applicable)

Women Ownership ☐ Not applicable ☒ The company is at least 51% owned and controlled by one or more women ☐ The company is less than 51% owned and controlled by one or more women

By selecting this option, you self-declare that your company is a women-owned business.

[Save & Continue](#)

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2. Address

Under “**Address**”, please provide your company’s **address information**.

Once you have completed the step, click on the “**Save & Continue**” button. If you wish to go back to the previous step to edit some information, click on the “**General info**” button.

UNITED NATIONS GLOBAL MARKETPLACE

English (1)

Search UNGM

Vendor Registration

1 General 2 Address 3 Registration type 4 Contacts 5 Coding 6 Declaration 7 What's next?

Company address information

House number

Address line 1 *

Address line 2

Address line 3

City/town *

Country/territory *

Postal code

P.O. Box address (optional)

P.O. Box number

P.O. Box postal code

City/town for P.O. Box

Country/area

[< General info](#)

[Save & Continue](#)

3. Registration type

Under **“Registration type”**, please inform **whether you prefer to do business only in your country or if you prefer to do business internationally**. Click either on **“National”** or **“International”**.

Once you have completed the step, click on the **“Save & Continue”** button. If you wish to go back to the previous step to edit some information, click on the **“Address”** button.

The screenshot shows the 'Vendor Registration' process at the United Nations Global Marketplace. The progress bar indicates seven steps: 1. General, 2. Address, 3. Registration type (current), 4. Contacts, 5. Coding, 6. Declaration, and 7. What's next? The 'Registration type' section has two radio buttons: 'National' (selected) and 'International'. Below this is a section titled 'Country/areas of business' with a message: 'Please select and list the countries in which your company is able to supply goods and services to UN organizations.' A yellow warning box states: 'No countries/areas are selected. It is assumed that you are able and interested in doing business in all countries/areas.' There are buttons for 'Select all' and 'Remove all'. At the bottom, there are buttons for '< Address' and 'Save & Continue >'. The left sidebar contains navigation links for Home, About UNGM, Registration process, Code of conduct, Terms & Conditions, Tender notices, Contract awards, Tender Alert Service, Knowledge centre, UNSPSC, Help Centre, Press release, Vendor, Dashboard, Settings, Registration, Vendor documents, My TAS, Tips, and My Business Seminar. The footer shows '© 2018 - United Nations Global Marketplace - Terms and Conditions'.

4. Contacts

Under **“Contacts”**, please provide your own **contact details**.

The screenshot shows the 'Vendor Registration' process at the United Nations Global Marketplace, specifically the 'Contacts' step. The progress bar indicates seven steps: 1. General, 2. Address, 3. Registration type, 4. Contacts (current), 5. Coding, 6. Declaration, and 7. What's next? The 'My contact details' section contains the following fields: 'Title/salutation' (dropdown menu with 'Mrs' selected), 'First/given name', 'Middle name', 'Surname', 'Job title/position' (dropdown menu with 'Sales Manager' selected), 'Country/area' (dropdown menu with 'Denmark' selected), 'Email', 'Telephone country code' (dropdown menu with 'Denmark (+45)' selected), 'Telephone number' (input field with '545645445456' entered), 'Extension', 'Mobile country code' (dropdown menu with 'Type a country/territory name' selected), and 'Mobile number'. There are buttons for '< Registration Type' and 'Save & Continue >'. The left sidebar contains navigation links for Home, About UNGM, Registration process, Code of conduct, Terms & Conditions, Tender notices, Contract awards, Tender Alert Service, Knowledge centre, UNSPSC, Help Centre, Press release, Vendor, Dashboard, Settings, Registration, Vendor documents, My TAS, Tips, and My Business Seminar. The footer shows '© 2018 - United Nations Global Marketplace - Terms and Conditions'.

Once you have completed the step, click on the **“Save & Continue”** button. If you wish to go back to the previous step to edit some information, click on the **“Registration type”** button.

Please note that you can also **invite/add colleagues** to your company’s account on UNGM at the **“Contacts”** step. They will receive a link to the account and will be able to log into the account in future with their own email address and password. To invite colleagues to the UNGM account, click the **“Invite another contact”** button at the bottom of the page.

The screenshot displays the UNGM account registration interface. At the top, there are input fields for 'Telephone country code' (set to Denmark (+45)), 'Telephone number' (54564545456), 'Extension', 'Mobile country code', and 'Mobile number'. Navigation buttons include '< Registration Type' and 'Save & Continue >'. Below this is the 'Account Contact Details' section, featuring a profile card for 'Mrs Diane Valentin' with her email, job title, country, and telephone number. A 'primary contact' label is visible. The 'Invited contacts' section contains an information box explaining the invitation process and an 'Invite another contact' button with a star icon. The footer shows the copyright notice: '© 2018 - United Nations Global Marketplace • Terms and Conditions'.

5. Coding

Under **“Coding”**, please **select codes which best describe the goods and/or services** which your company is able to provide, following the UNSPSC classification for products and services.

Search for new UNSPSC codes either by **typing keywords** or using the trimmed tree classification. To select a code, **tick the checkbox next to the code**.

If you are unable to find the correct codes for your products and services, please **contact us at registry@ungm.org** and provide us with a description of the products/services.

Vendor Registration

1 General 2 Address 3 Registration type 4 Contacts 5 **Coding** 6 Declaration 7 What's next?

UNGM uses a subset of the United Nations Standard Products and Services Code (UNSPSC) for the classification of products and services. The codes available for selection represent the majority of the products and/or services bought by UN organizations. Select the codes which best describe the products and/or services your company can provide. A list with your selected codes are shown below on the left. You can change your codes at any time.

If you are not able to find the codes for your products and/or services, it is possible that the UN organizations do not normally buy these products and/or services. You are welcome to contact us using the [Help?](#) button at the right-hand side of this page. When doing so, please provide detailed information on the products and/or services you were not able to select for registration.

For more information on UNSPSC codes in general and viewing the entire codeset, please visit www.unspsc.org

UNSPSC selector

Type keyword to search: [Clear filter](#) [Clear selected codes](#)

- Medical, Laboratory & Test Equipment & Supplies & Pharmaceuticals
 - 42200000 - Medical Equipment and Accessories and Supplies
 - 42200000 - Medical diagnostic imaging and nuclear medicine products
 - 42200000 - Medical radiological imaging information and archiving products
 - 42200000 - Medical x-ray film archiving system software
- Business, Communication & Technology Equipment & Supplies
 - 43000000 - Information Technology/Broadcasting and Telecommunications
 - 43200000 - Software
 - 43210000 - Business function specific software
 - 43211000 - Helpdesk or call center software
 - 43211000 - Procurement software
 - 43211000 - Human resources software
 - 43211000 - Material requirements planning logistics and supply chain software
 - 43211000 - Project management software
 - 43211000 - Inventory management software
 - 43211000 - Bar coding software
 - 43211000 - Label making software
 - 43211000 - Expert system software
 - 43211000 - Expense management software
 - 43211000 - Office suite software

[< Contacts](#) [Save & Continue >](#)

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Once you have completed the step, click on the **“Save & Continue”** button. If you wish to go back to the previous step to edit some information, click on the **“Contacts”** button.

6. Declaration

The **Declaration of Eligibility** is a formal and explicit statement on behalf of your company. Under **“Declaration”**, please review the seven statements and select the most appropriate option by **ticking the corresponding checkbox**.

Vendor Registration

1 General 2 Address 3 Registration type 4 Contacts 5 Coding 6 **Declaration** 7 What's next?

Declaration of eligibility

Please review the following seven (7) conditions and select one of the options provided

- Sunshines Ltd is not a company or associated with a company or individual prohibited from being engaged in procurement by any of the Organizations within the United Nations system and the World Bank Group.
- Sunshines Ltd is not currently ineligible, removed or suspended by any of the Organizations within the United Nations system and the World Bank Group.
- Sunshines Ltd is not under formal investigation, nor has been sanctioned within the preceding three (3) years by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice.
- Sunshines Ltd has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.
- Sunshines Ltd does not have any legal proceedings against or disputes with a UN entity.
- Sunshines Ltd undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with any of the Organizations within the United Nations system and the World Bank Group, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the Organization(s) within the United Nations system and the World Bank Group.
- In the case that Sunshines Ltd situation changes with regard to any of the statements listed above, after having been included in the United Nations Global Marketplace, shall immediately inform the United Nations Global Marketplace thereof. Sunshines Ltd understands that non-compliance with this requirement will automatically render the Sunshines Ltd ineligible.

Select an option

☒ I am, to the best of my knowledge, the entity that I represent, i.e. Sunshines Ltd meets all the seven (7) conditions described above and agrees to immediately inform the United Nations Global Marketplace of any change.

☐ The entity that I represent, i.e. the Sunshines Ltd does not meet all the seven (7) conditions described above, for the reasons provided below. (Please provide ample information as to why the Sunshines Ltd does not meet specific criteria).

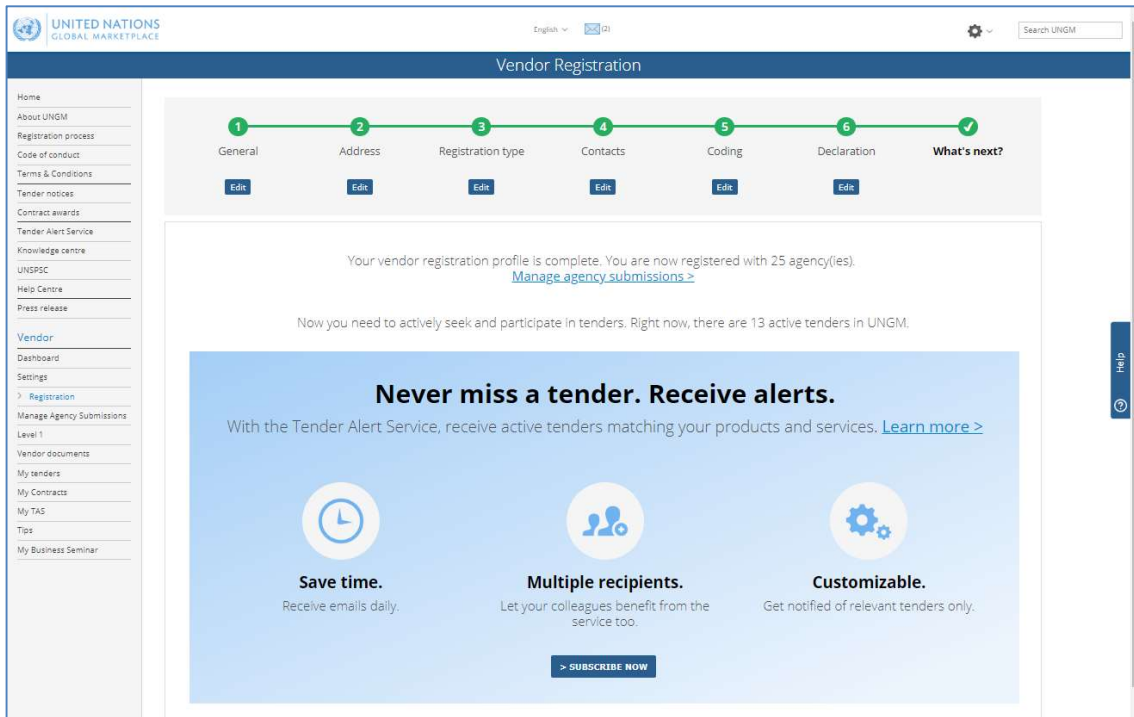
☐ I confirm and declare that the entity that I represent, i.e. Sunshines Ltd, meets all seven (7) conditions described above at this time and I submit the entity's application on the understanding that the Sunshines Ltd needs to provide the information later. (Please provide explanation below).

[< Coding](#) [Save & Continue >](#)

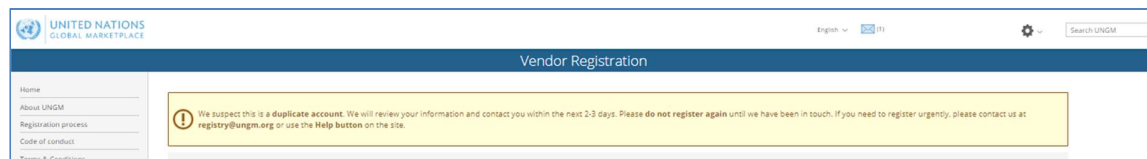
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Once you have completed the step, click on the **“Save & Continue”** button. If you wish to go back to the previous step to edit some information, click on the **“Coding”** button.

Once you have clicked on the **“Save & Continue”** button, you will have successfully completed your registration and will be redirected to the **“What’s next?”** step. This section gives you access to your registration status with the various UN bodies and gives you access to certain information regarding the tender alert service.

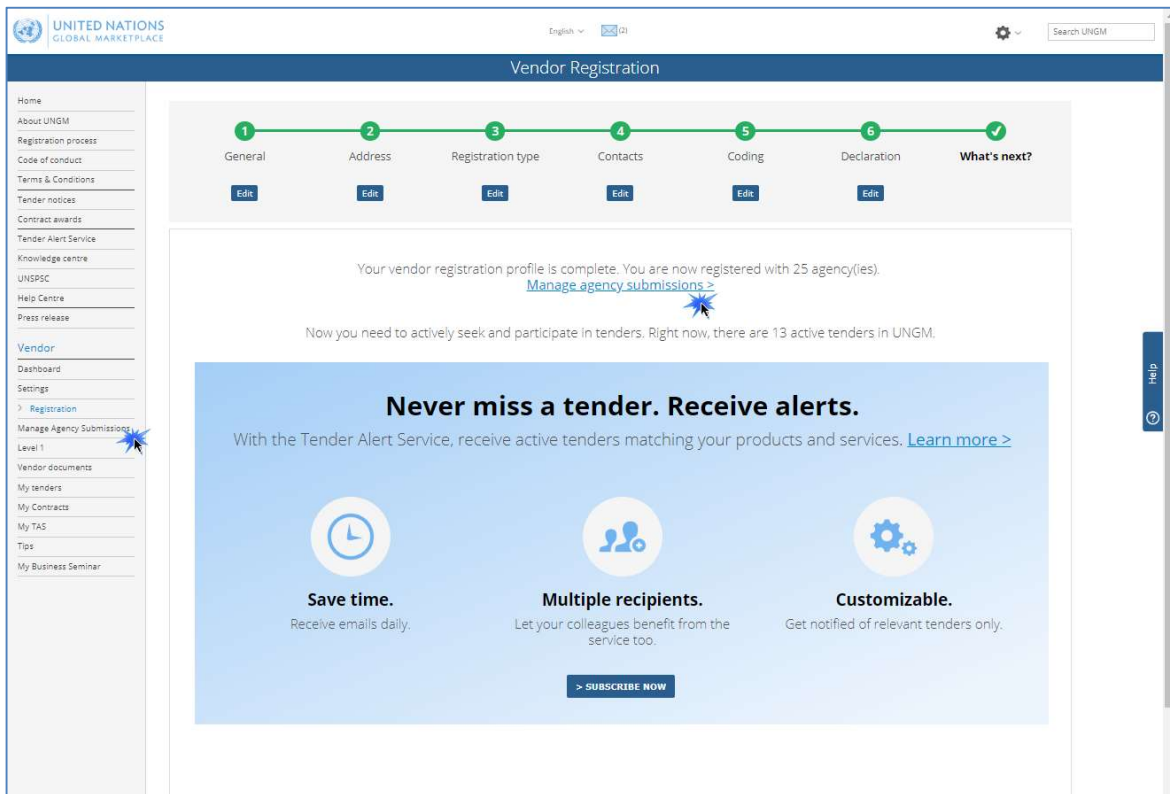


In case you see the following screening with a message informing that a duplicate account has been identified, please contact us immediately at registry@ungm.org.



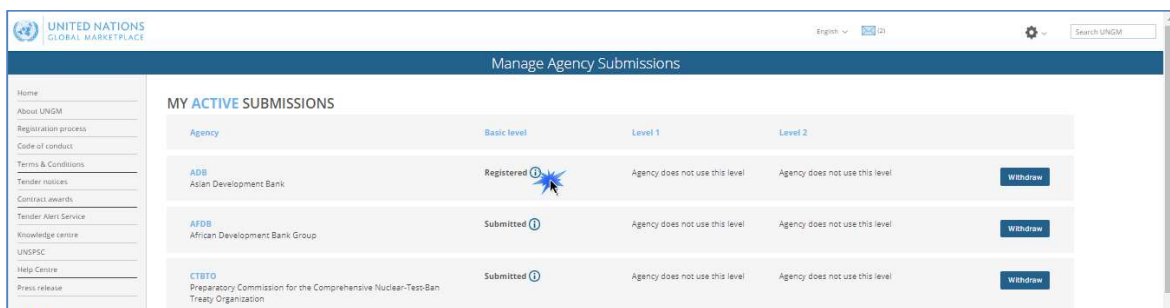
STEP 4: MANAGE AGENCY SUBMISSIONS

Under the **“What’s next”** section, you will be able to see the number of UN organizations your company’s profile is registered with. To find out more about your company’s registration with UN agencies, click the **“Manage agency submissions”** button or the link in the left-hand menu.

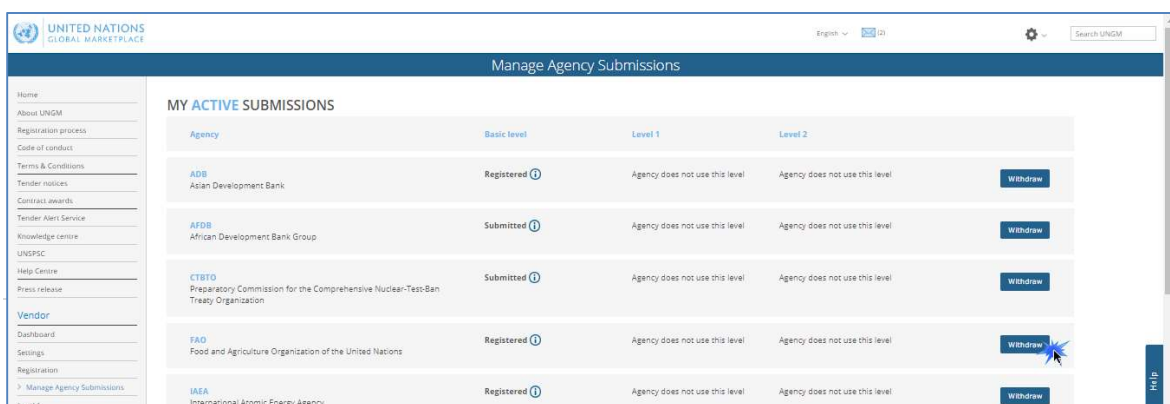


Depending on where your company is registered and/or the type of products and services your company can provide, the number of UN organizations with whom you can register may vary. The system is intuitive and your company's profile will be matched automatically with relevant UN agencies.

If you place your mouse over the information symbol next to the status, **you will be able to see a description of the registration status with a specific agency.**



You can always **withdraw your submission with UN agencies** if you are not interested in doing business with some of them. In order to do so, click on the **“Withdraw”** button on the right side of the page.



Some UN agencies use an additional level of registration. If a specific agency uses registration at level 1 and/or 2, you will be able to access the registration form for this level from the **“Manage agency submission”** page.

Please do not forget to **submit your completed registration** to the UN organizations matching your company’s profile by clicking on the **“Submit registration”** button.

Registration	IAEA International Atomic Energy Agency	Registered ⓘ	Agency does not use this level	Agency does not use this level	Withdraw
> Manage Agency Submissions	IFAD International Fund for Agricultural Development	Registered ⓘ	Complete level 1 >	Registration at this level is currently not accessible	Withdraw
Level 1	ILO International Labour Organization	Registered ⓘ	Agency does not use this level	Agency does not use this level	Withdraw
Vendor documents					
My tenders					
My Contracts					
My T&S					
Tools					
My Business Seminar					

STEP 5: CHECK YOUR REGISTRATION STATUS WITH WIPO

In order to check the status of your registration with WIPO, please click on the **“Manage agency submissions”** link from the **“Next step”** section or from the **“My dashboard”** accessible from the left menu.

In order to be able to access the details of WIPO 's tender notices and participate in WIPO's tenders, you must have obtained the **“Registered”** status at the Basic level with WIPO. Registration at the Basic level is sufficient to access the tender details.

If WIPO does not appear on your list of UN organizations, please check that you have successfully completed your registration form.

If you need assistance to complete your registration form, please do not hesitate to contact the UNGM helpdesk at registry@ungm.org or by clicking on the **“Help”** tab on the right side of the screen.

WFP World Food Programme	Registered ⓘ	Submitted ⓘ	Submitted ⓘ	Withdraw
WHO World Health Organization	Registered ⓘ	Agency does not use this level	Agency does not use this level	Withdraw
WIPO World Intellectual Property Organization	Registered ⓘ	Agency does not use this level	Agency does not use this level	Withdraw
WMO World Meteorological Organization	Registered ⓘ	Agency does not use this level	Agency does not use this level	Withdraw
WTO World Trade Organization	Registered ⓘ	Agency does not use this level	Agency does not use this level	Withdraw

STEP 6: CHECK YOUR UNGM NUMBER

Your UNGM number is a 6-digit number that allows UN staff to identify your company's account on UNGM. You will probably be asked to provide your UNGM number when participating in tenders announced by tender notices. You can identify your UNGM number from the **“Dashboard”** once you are logged in to your UNGM account. Click on the **“Dashboard”** link in the left-hand menu to access your dashboard.

Under your **“Dashboard”**, you can find all details regarding your UNGM account such as your **UNG M number**.

The screenshot displays the 'My Dashboard' page of the United Nations Global Marketplace. The page is divided into several sections:

- Header:** Includes the United Nations Global Marketplace logo, language settings (English), and a search bar.
- Left Sidebar:** Contains navigation links such as Home, About UNGM, Registration process, Code of conduct, Terms & Conditions, Tender notices, Contract awards, Tender Alert Service, Knowledge centre, UNGM SC, Help Centre, Press release, Vendor, Settings, Registration, Manage Agency Submissions, Level 1, Vendor documents, My tenders, My Contracts, My TAS, Tips, and My Business Seminar.
- Main Content Area:**
 - Tip:** A yellow box at the top states: 'TIP: Please ensure that your company name is exactly like it appears on your certificate of incorporation. You can edit it by using the "Change Company Name" button under the General tab of the registration.'
 - MY UNGM ACCOUNT:** Displays the user's profile with a red circle highlighting the UNGM Number: 520214. Other details include Last login: 25-Oct-2018 14:49:34, Email: [redacted], and Preferred language: en. A button for '> Manage my account settings' is present.
 - NEED HELP?:** Includes a search bar and links for FAQs, Video tutorials, and User manuals.
 - MY UNGM REGISTRATION - STATUS:** A progress bar showing five steps: 1. Account created, 2. Account activated, 3. Registration started, 4. Registration completed but not submitted, and 5. Registration submitted (marked with a checkmark).
 - Right now 23 active tenders in UNGM:** A section promoting active tenders.
 - Tender Alert Service - CONNECTING Vendors to Tenders:** A section encouraging users to subscribe to the service. It includes a 'Show me more!' link and a 'SUBSCRIBE NOW' button.
 - MY AGENCY SUBMISSIONS:** A table showing submission levels and dates.

Agency	Basic level	Level 1	Level 2
WHO	Registered		
	25-Oct-2018		

TENDER ALERT SERVICE

The **Tender Alert Service** is an added service for vendors who would like to be notified of relevant tender notices via email. With the Tender Alert Service, **you can receive notification of relevant business opportunities that match your company's products and/or services directly to your email address.**

This service is provided at a fee of USD250 per year.

The screenshot shows the 'Tender Alert Service' page on the United Nations Global Marketplace. The page has a dark blue header with the UNGM logo and navigation links. The main content area is white with a blue sidebar on the left. The sidebar contains links to Home, About UNGM, Registration process, Code of conduct, Terms & Conditions, Tender notices, Contract awards, Tender Alert Service (highlighted), Knowledge centre, UNSPSC, Help Centre, Press release, Vendor, Dashboard, Settings, Registration, Manage Agency Submissions, Level 1, Vendor documents, My tenders, My Contracts, My TAS, Tips, and My Business Seminar. The main content area features the title 'TAS - CONNECTING Vendors to Tenders' and a description: 'Receive new and revised tenders matching your products and services via email'. There are two buttons: '> SUBSCRIBE NOW' and '> See Tender Alert Service in action'. Below these buttons is a section titled 'What is the Tender Alert Service?' with a sub-section 'What is it?' describing the service and its benefits. The benefits listed are: 'Never miss a tender/revision published on UNGM', 'Receive relevant tenders for your products and services', 'Saves you time and money, searching', 'Respond to tenders from the email', and 'Follow procurement trends in related products and services'. The footer of the page contains the copyright notice: '© 2018 - United Nations Global Marketplace • Terms and Conditions'.

HELP

If you need assistance at any stage of the process, you can contact UNGM via the **“Help”** functionality on the UNGM website. We aim to respond to all queries within 48 hours.

Please note that you can categorize your query, which enable us to treat it more efficiently.

