

Vendor Portal User Guide for Vendors

Published v1.1 – 23/02/2024



Bethanie



Responsibilities

Bethanie vendors are responsible to maintain their organisation's details and supporting documents to be up-to-date at all times to ensure compliance. It is your responsibility to ensure access to the vendor portal is only granted to authorised staff in your organisation and to ensure your profile is kept secure at all times.

Gatekeeper, Bethanie's vendor portal, will issue automated notifications before documents expire. Once the expiry date is reached and no action was taken to update the information, the vendor record will be temporarily suspended until compliant, during which time no new orders can be placed by Bethanie.

Contents

1. [Activate Your Gatekeeper Account – Existing Vendors](#)
2. [Activate Your Gatekeeper Account – New Vendors](#)
3. [Change Vendor Contact Email Address](#)
4. [Change Password](#)
5. [Update Organisation Details](#)
6. [Update Payment Details](#)
7. [Update Expiring Supporting Documents](#)
8. [Change Australian Business Number \(ABN\)](#)



1. Activate Your Gatekeeper Account – Existing Vendor

1. Activate Your Gatekeeper Account – Existing Vendor

As part of the transition to Gatekeeper from 27 Feb 2024, the system will issue an invitation email (see to right) to the nominated vendor contact email address we had on record.

The email will be sent from no-reply@gatekeeperhq.com and contains a link to activate your account.

Click the 'Activate Account' button and follow the instructions on the following page.



You are invited to join Gatekeeper

Dear Bethanie Vendor Contact

You are receiving this email as we would like to onboard you as a Bethanie Vendor. The internal request was approved by the Bethanie Procurement department and we require further details from you.

If you accept this invite, please follow the link below to create your account and complete all the necessary details, including your entity, contact, bank and supporting document information. User guides on how to use the vendor portal can be found on our website at www.bethanie.com.au/about-us/vendors.

Once your completed information is received, Bethanie will conduct final checks and complete the vendor onboarding process to allow purchase orders to be created and submitted.

It is your organisation's responsibility to update and maintain your details using this account to ensure our systems reflect your up-to-date information at all times. This will help us to ensure orders and payments reach you in a timely manner and that your organisation remains a compliant vendor. Only authorised staff should be a vendor contact and given access to update your organisation's details.

Please note, that the email address to which this email was sent to is recorded as the main vendor contact email address to which our vendor portal will issue notifications to. Should this not be the correct email address, please do not create an account but notify us by emailing

The below link will be active for 24 hours. If you do not activate your account in this time, you can follow the forgotten password routine.

Please click on the link to activate your account:

[Activate Account](#)

Bethanie (2519)

Gatekeeper Contract & Vendor Management - Simple, Secure, Collaborative



1. Activate Your Gatekeeper Account – Existing Vendor

Set-up your new password on the screen that opens in your browser and click 'Save Password' to open your Gatekeeper profile.

Ensure to use a strong password with at least 12 characters, upper- and lower-case letters, numbers and special characters.

If you would like to change your profile email address, to which system notifications are sent, please see p. 12.

Bethanie

Password Setup

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Strength Checker
✔ At least 12 characters

SAVE PASSWORD

By clicking "Save Password" You agree to Gatekeeper's [Privacy Policy](#)

1. Activate Your Gatekeeper Account – Existing Vendor

If you would like to review and confirm your details on record, you can click 'UPDATE THIS FORM' to do so.

If you would like to change your profile email address, to which system notifications are sent, please see p. 12.

The screenshot displays the Bethanie Vendor Portal Dashboard. The left sidebar contains navigation links: Dashboard (highlighted with a red box), Vendors, Contracts, Events, Messages, Forms, and Files. The main content area is titled 'Vendor Portal Dashboard' and includes a 'Quick Links' section with 'Update Profile' and 'Contact Us' buttons. Below this is a 'My Open Forms' section with a table containing one entry: 'New Vendor Onboarding' with a status of 'Phase 3 (of 7)' and a progress bar. The 'UPDATE THIS FORM' button is highlighted with a red box. Below the forms section is a 'My Open Events' section with a table that currently displays 'There are no items to display.'

Form Name	Card name	Linked To	Status	Progress
New Vendor Onboarding	TEST SD 25 Jan 1		UPDATE THIS FORM	Phase 3 (of 7)

Event Type	Event Title	Linked to	Due Date
There are no items to display.			

2. Activate Your Gatekeeper Account – New Vendor



Bethanie



Gatekeeper

2. Activate Your Gatekeeper Account – New Vendor

During the onboarding process, Gatekeeper will issue an invitation email (see to right) to the nominated vendor contact email address, which you provided to the Bethanie staff member requesting your organisation to be onboarded.

The email will be sent from no-reply@gatekeeperhq.com and contains a link to activate your account.

Click the 'Activate Account' button and follow the instructions on the following pages.



You are invited to join Gatekeeper

Dear Bethanie Vendor Contact

You are receiving this email as we would like to onboard you as a Bethanie Vendor. The internal request was approved by the Bethanie Procurement department and we require further details from you.

If you accept this invite, please follow the link below to create your account and complete all the necessary details, including your entity, contact, bank and supporting document information. User guides on how to use the vendor portal can be found on our website at www.bethanie.com.au/about-us/vendors.

Once your completed information is received, Bethanie will conduct final checks and complete the vendor onboarding process to allow purchase orders to be created and submitted.

It is your organisation's responsibility to update and maintain your details using this account to ensure our systems reflect your up-to-date information at all times. This will help us to ensure orders and payments reach you in a timely manner and that your organisation remains a compliant vendor. Only authorised staff should be a vendor contact and given access to update your organisation's details.

Please note, that the email address to which this email was sent to is recorded as the main vendor contact email address to which our vendor portal will issue notifications to. Should this not be the correct email address, please do not create an account but notify us by emailing

The below link will be active for 24 hours. If you do not activate your account in this time, you can follow the forgotten password routine.

Please click on the link to activate your account:

[Activate Account](#)

Bethanie (2519)

Gatekeeper Contract & Vendor Management - Simple, Secure, Collaborative



2. Activate Your Gatekeeper Account – New Vendor

Set-up your new password on the screen that opens in your browser and click 'Save Password' to open your Gatekeeper profile.

Ensure to use a strong password with at least 12 characters, upper- and lower-case letters, numbers and special characters.

Follow the instructions on the following pages.

Bethanie

Password Setup

.....|

SAVE PASSWORD

Strength Checker
✔ At least 12 characters

By clicking "Save Password" You agree to Gatekeeper's [Privacy Policy](#)

2. Activate Your Gatekeeper Account – New Vendor

Click 'Update This Form' to complete your onboarding process by providing all the necessary information and documents.

Follow the instructions on the following pages.

The screenshot displays the Bethanie Vendor Portal Dashboard. The user is logged in as 'Bethanie'. The dashboard includes a sidebar with navigation options: Dashboard (highlighted with a red box), Vendors, Contracts, Events, Messages, Forms, and Files. The main content area shows 'My Open Forms' with a table containing one entry: 'New Vendor Onboarding' with a card name 'TEST SD 15 Jan 3' and a status of 'Phase 8 (of 14)'. A red box highlights the 'UPDATE THIS FORM' button. Below this, there is a section for 'My Open Events' which currently shows 'There are no items to display.'

Form Name	Card name	Linked To	Status	Progress
New Vendor Onboarding	TEST SD 15 Jan 3		UPDATE THIS FORM	Phase 8 (of 14)

Event Type	Event Title	Linked to	Due Date
There are no items to display.			

2. Activate Your Gatekeeper Account – New Vendor

Provide all the necessary information and documents by following the form provided.

All required fields are marked with a red asterisk *.

Once submitted, your details will be reviewed by Bethanie Finance and you may be contacted to confirm the bank details provided to finalise the onboarding.

You will be notified via email once your vendor record is live. The Status in your Dashboard will state 'Completed'.

Vendor Portal
✕

Form
Messages

VENDOR INFO

* Legal Name

* Registered Address

 ✕ ▾

* Australian Business Number (ABN)

VENDOR CONTACT DETAILS

* Vendor Contact Name

* Vendor Contact Department

* Vendor Contact Phone

* Email for Purchase Orders



Bethanie



Gatekeeper

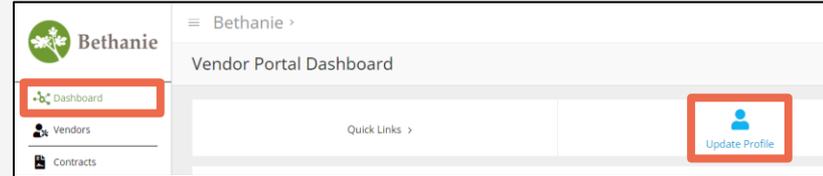
3. Change Vendor Contact Email Address

3. Change Vendor Contact Email Address

You can change the vendor contact email address, which is used to login and to which all system generated notifications and reminders are sent to, by logging into <https://apac.gatekeeperhq.com/> and following the steps shown to the right.

Once the email address was changed, logon to Gatekeeper can be done using the new email address and the same password as previously used.

Should you want to change the password, follow the steps on the next slides.



Profile Manager

Please ensure all of your information is complete and correct:

PERSONAL DATA

* First Name

* Last Name

Job Title

Telephone

Mobile

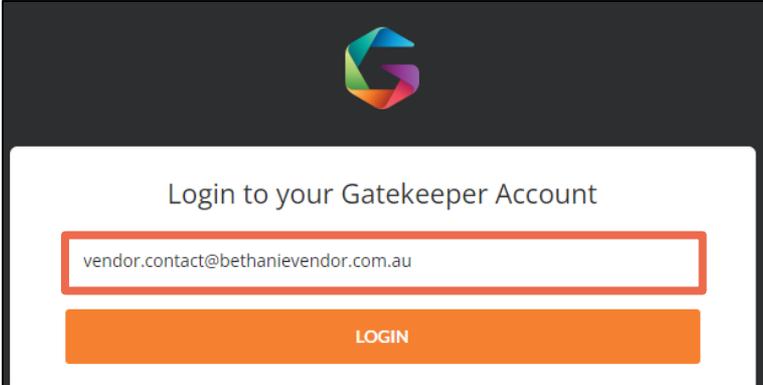
* Email

4. Change Password

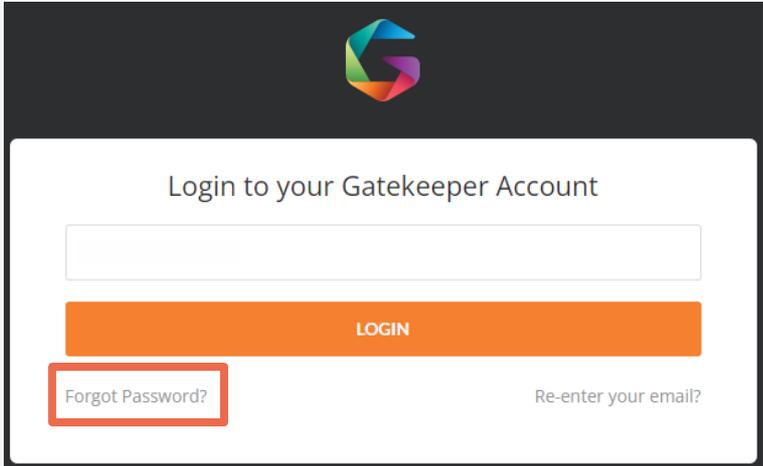
4. Change Password

You can change your Gatekeeper account password whenever required by logging into <https://apac.gatekeeperhq.com/>, entering your account email address, clicking 'Login' and clicking 'Forgot password?'.

An email will be issued to your account email address with instructions and a link to change the password.



The screenshot shows the login page for a Gatekeeper account. At the top center is the Gatekeeper logo, a colorful geometric 'G'. Below it, the text 'Login to your Gatekeeper Account' is centered. Underneath is a white text input field containing the email address 'vendor.contact@bethanievendor.com.au', which is highlighted with a red rectangular border. Below the input field is a wide orange button with the word 'LOGIN' in white capital letters.



The screenshot shows the same login page as above. The email input field is now empty. Below the orange 'LOGIN' button, there is a link labeled 'Forgot Password?' which is highlighted with a red rectangular border. To the right of this link, the text 'Re-enter your email?' is displayed.



5. Update Organisation Details

5. Update Organisation Details

Do not make a **'General Details Update'** (including an Organisation Details change) if you have a **'Supporting Document Update'** pending. (as highlighted in image).

If two forms are active, please complete **'Supporting Document Update'** first.

The screenshot shows the Bethanie Vendor Portal Dashboard. The left sidebar contains navigation options: Dashboard (highlighted with a red box), Vendors, Contracts, Events, Messages, Forms, and Files. The main content area is titled "Vendor Portal Dashboard" and includes a "Quick Links" section with an "Update Profile" button. Below this is a section for "My Open Forms" containing a table with the following data:

Form Name	Card name	Linked To	Status
Supporting Document Update	TEST SD 30 Jan 3	TEST SD 30 Jan 3	UPDATE THIS FORM
General Details Update	TEST SD 30 Jan 3	TEST SD 30 Jan 3	UPDATE THIS FORM
New Vendor Onboarding	TEST SD 30 Jan 3		Completed

5. Update Organisation Details

An Organisation Details change is considered a **'General Details Update'**.

Login via <https://apac.gatekeeperhq.com/> and click **'UPDATE THIS FORM'** to open the form.

Follow the instructions on the following page.

The screenshot shows the Bethanie Vendor Portal Dashboard. The left sidebar contains navigation options: Dashboard (highlighted with a red box), Vendors, Contracts, Events, Messages, Forms, and Files. The main content area is titled 'Vendor Portal Dashboard' and includes a 'Quick Links >' section with an 'Update Profile' button. Below this is a 'My Open Forms' section containing a table of forms.

Form Name	Card name	Linked To	Status
General Details Update	TEST SD 29 Jan 3	TEST SD 29 Jan 3	UPDATE THIS FORM
General Details Update	TEST SD 29 Jan 3	TEST SD 29 Jan 3	Completed
New Vendor Onboarding	TEST SD 29 Jan 3		Completed

5. Update Organisation Details

On the form, select YES for 'Update Organisation Details', which will show what details are currently stored and can be over-written if changes are required.

VENDOR ADMIN	
* Update Organisation Details	<input type="text" value="Yes"/>
* Change Payment Details	<input type="text" value="No"/>
* Change ABN	<input type="text" value="No"/>
VENDOR INFO	
* Legal Name	<input type="text" value="ABC PTY LTD"/>
* Registered Address	<input type="text" value="520 Test Street"/>
	<input type="text" value="Line 2"/>
	<input type="text" value="Perth"/>
	<input type="text" value="6000"/>
	<input type="text" value="Australia"/>
	<input type="text" value="Western Australia"/>
VENDOR CONTACT DETAILS	

VENDOR CONTACT DETAILS	
* Vendor Contact Name	<input type="text" value="This is the vendor contact who will be address"/>
	<input type="text" value="Jennifer White"/>
* Vendor Contact Department	<input type="text" value="Sales"/>
* Vendor Contact Phone	<input type="text" value="08 6222 9062"/>
* Email for Purchase Orders	<input type="text" value="po@email.com"/>
* Email for Remittance Advice	<input type="text" value="remit@email.com"/>

6. Update Payment Details



6. Update Payment Details

Do not make a **'General Details Update'** (including a Payment Details change) if you have a **'Supporting Document Update'** pending. (as highlighted in image).

If two forms are active, please complete **'Supporting Document Update'** first.

The screenshot shows the Bethanie Vendor Portal Dashboard. The left sidebar contains navigation options: Dashboard (highlighted with a red box), Vendors, Contracts, Events, Messages, Forms, and Files. The main content area is titled "Vendor Portal Dashboard" and includes a "Quick Links" section with an "Update Profile" button. Below this is a section for "My Open Forms" containing a table with the following data:

Form Name	Card name	Linked To	Status
Supporting Document Update	TEST SD 30 Jan 3	TEST SD 30 Jan 3	UPDATE THIS FORM
General Details Update	TEST SD 30 Jan 3	TEST SD 30 Jan 3	UPDATE THIS FORM
New Vendor Onboarding	TEST SD 30 Jan 3		Completed

6. Update Payment Details

A Payment Details change is considered a **'General Details Update'**.

Login via <https://apac.gatekeeperhq.com/> and click **'UPDATE THIS FORM'** to open the form.

Follow the instructions on the following page.

The screenshot shows the Bethanie Vendor Portal Dashboard. The left sidebar contains navigation options: Dashboard (highlighted with a red box), Vendors, Contracts, Events, Messages, Forms, and Files. The main content area is titled 'Vendor Portal Dashboard' and includes a 'Quick Links >' section and a user profile icon with an 'Update Profile' link. Below this is a 'My Open Forms' section containing a table of forms.

Form Name	Card name	Linked To	Status
General Details Update	TEST SD 29 Jan 3	TEST SD 29 Jan 3	UPDATE THIS FORM
General Details Update	TEST SD 29 Jan 3	TEST SD 29 Jan 3	Completed
New Vendor Onboarding	TEST SD 29 Jan 3		Completed

6. Update Payment Details

On the form, select YES for 'Change Payment Details', which will show what details are currently stored and can be over-written if changes are required. This will show your EFT or BPay details, depending on the payment method set-up.

VENDOR ADMIN
* Update Organisation Details
No
* Change Payment Details
Yes
* Change ABN
No
PAYMENT METHOD
Payment Method
EFT (AP)
VENDOR BANK DETAILS
* Bank Name
Westpac Banking Corp.
* Bank Address
Level 32
111 St Georges Tce
Perth
6000
Australia
WA
* Bank Account Name
ABC PTY LTD



7. Update Expiring Supporting Documents

7. Update Expiring Supporting Documents

An update to your supporting documents is considered a **'Supporting Document Update'**.

Login via <https://apac.gatekeeperhq.com/> and click **'UPDATE THIS FORM'** to open the form.

Follow the instructions on the following page.

The screenshot shows the Bethanie Vendor Portal Dashboard. The left sidebar contains navigation options: Dashboard (highlighted with a red box), Vendors, Contracts, Events, Messages, Forms, and Files. The main content area displays the user's name 'Bethanie', a 'Vendor Portal Dashboard' title, and a 'Quick Links' section with an 'Update Profile' link. Below this is a section titled 'My Open Forms' containing a table with the following data:

Form Name	Card name	Linked To	Status
Supporting Document Update	TEST SD 30 Jan 2	TEST SD 30 Jan 2	UPDATE THIS FORM
General Details Update	TEST SD 30 Jan 2	TEST SD 30 Jan 2	UPDATE THIS FORM
New Vendor Onboarding	TEST SD 30 Jan 2		Completed

The 'Supporting Document Update' row is highlighted with a red box, and its 'UPDATE THIS FORM' button is also highlighted with a red box.

7. Update Expiring Supporting Documents

Please review each supporting document in the form and identify **the document or multiple documents** that will expire within 30 days or may have already expired.

Replace the evidence (upload) and the dates with the latest details. If the issuer's details have changed, please update all details as required.

Please update all expiring/expired supporting document information in one submission to ensure you remain compliant and reduce the risk of being temporarily suspended.

PUBLIC/PRODUCTS LIABILITY INSURANCE

Public/Products Liability insurance

20230104_083139.jpg

Choose Files No file chosen

* Document Type

Public & Broadform Liability Insurance PL

* Issuer Name

Zurich Insurance

* Issuer Phone

02 1234 5678

* Issuer Policy/Ref. Number

ZRH123s5df5

* Insured Amount

20000000.00

* Valid From Date

📅 04-Jan-2023

* Valid To Date

📅 04-Jan-2024

* Document Description

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public liability insurance



8. Change Australian Business Number (ABN)



8. Change Australian Business Number (ABN)

Do not make a **'General Details Update'** (including an ABN change) if you have a **'Supporting Document Update'** pending. (as highlighted in image).

If two forms are active, please complete **'Supporting Document Update'** first.

The screenshot shows the Bethanie Vendor Portal Dashboard. The left sidebar contains navigation options: Dashboard (highlighted with a red box), Vendors, Contracts, Events, Messages, Forms, and Files. The main content area is titled "Vendor Portal Dashboard" and includes a "Quick Links" section with an "Update Profile" button. Below this is a section for "My Open Forms" containing a table with the following data:

Form Name	Card name	Linked To	Status
Supporting Document Update	TEST SD 30 Jan 3	TEST SD 30 Jan 3	UPDATE THIS FORM
General Details Update	TEST SD 30 Jan 3	TEST SD 30 Jan 3	UPDATE THIS FORM
New Vendor Onboarding	TEST SD 30 Jan 3		Completed

8. Change Australian Business Number (ABN)

An ABN change is considered a **'General Details Update'**.

Login via <https://apac.gatekeeperhq.com/> and click **'UPDATE THIS FORM'** to open the form.

Follow the instructions on the following page.

The screenshot shows the Bethanie Vendor Portal Dashboard. The left sidebar contains navigation options: Dashboard (highlighted with a red box), Vendors, Contracts, Events, Messages, Forms, and Files. The main content area is titled 'Vendor Portal Dashboard' and includes a 'Quick Links' section with an 'Update Profile' button. Below this is a 'My Open Forms' section containing a table of forms.

Form Name	Card name	Linked To	Status
General Details Update	TEST SD 29 Jan 3	TEST SD 29 Jan 3	UPDATE THIS FORM
General Details Update	TEST SD 29 Jan 3	TEST SD 29 Jan 3	Completed
New Vendor Onboarding	TEST SD 29 Jan 3		Completed

8. Change Australian Business Number (ABN)

When your organisation changes ABN, your current vendor record will be archived, and a new vendor record will be created. All current details will be copied to a new vendor record.

On the form, select YES for 'Change Payment Details', which will show what details are currently stored and can be over-written if changes are required. This will show your EFT or BPay details, depending on the payment method set-up.

Once submitted, an invitation to be onboarded will be issued to your email address. Please follow the instructions therein and make sure to change your ABN and any other details on the new vendor record.

VENDOR ADMIN

* Update Organisation Details

No

* Change Payment Details

No

* Change ABN

Yes

CHANGE ABN

You are about to request an ABN change. After submitting this change, you will receive an email issued to your email to set-up the new account where the ABN needs to be used.

* Please confirm you are indeed requesting an ABN change.

VENDOR AUTHORISATION & ACKNOWLEDGEMENT

* I confirm to be authorised, by the company for which this process is completed.

* Legal Name of Authorised Person Submitting This Information

* I acknowledge that the Bethanie standard Terms & Conditions will apply to this account.

The Bethanie standard Terms & Conditions (T&Cs) can be viewed [here](#).





Thank you.

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Bethanie