



PERSOLKELLY Programmed Vendor Onboarding Prequalification Questionnaire Instructions

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Vendor Onboarding
Programmed Prequalification Questionnaire
Guideline (Australia)
programmed.com.au
persolkelly.com.au

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Programmed Vendor Onboarding Prequalification Questionnaire

Purpose	The purpose of this User Guide is to assist Vendor Administrators with the online Prequalification Process and the steps performed in the system to successfully complete and submit the Prequalification Questionnaire. This guide is specific to Australia.
Overview	Before being able to work as a vendor for Programmed, the Programmed Procurement team generates a Pre-Qualification questionnaire for vendors to complete. This enables the Programmed Procurement team to pre-qualify vendors, confirm the data provided by new vendors and ensure licensing compliance. Programmed will not be able to engage you to start work until all documentation is completed and provided.
Pre-Requisite	Prior to commencing the online Pre-Qualification Questionnaire, it is recommended you collect the information and documents listed in the Pre-Qualification Checklist below.
Assistance	A list of answers to frequently asked questions (FAQs) is at the end of this User Guide. Please read the Pre-Qualification Questionnaire User Guide and the answers to the FAQs, and then contact PMS.Procurement@programmed.com.au for further assistance. If you are a PFM WA vendor, then contact vendormanagement@programmed.com.au

ACCESSING THE PORTAL AND UPDATING USER ACCOUNT

You will have to log into the Programmed Vendor Portal as a Vendor Prospect to complete and Submit Prequalification questionnaire.

The steps below outline how to log into the Programmed Vendor Portal.



Please ensure that you use a Google Chrome browser to log into the portal. Other browsers may not display details/forms in the portal correctly.

1.1 Logging in for the First Time

You will receive an email from Microsoft Invitations on behalf of Programmed inviting you to login. This email will also provide the link to the Vendor Portal. This email will be from: invites@microsoft.com

To create your login credentials, open up the email sent from Microsoft on behalf of Programmed:

1. Click on Accept invitation

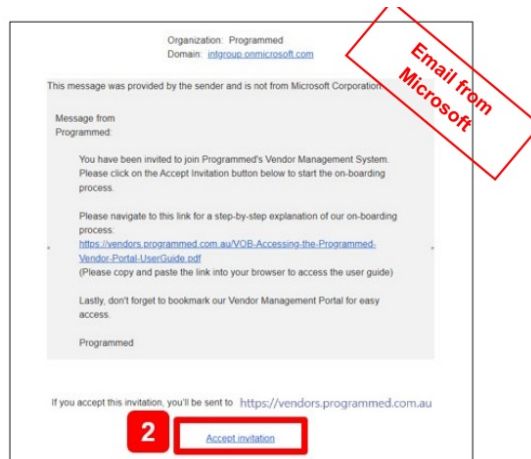
If your email account is associated with any of the following Microsoft accounts, then go to section 1.1.2:

- @Hotmail.com
- @Live.com
- @Outlook.com
- @MSN.com
- @Microsoft.com

Note: This includes all the other variations/domains such as .com.au or .com.nz etc

If not a Microsoft account, then go to section 1.1.1

If using your organization domain related email account go to section 1.1.3.



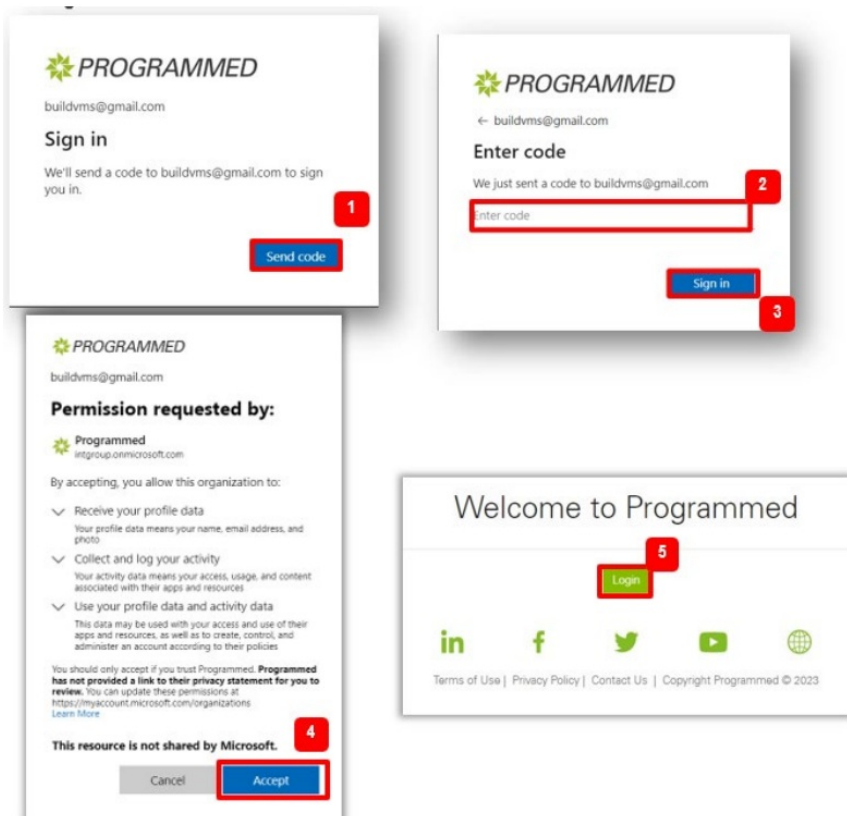
If you haven't received the email, please check your Junk / Spam folder in your mailbox. If the issue persists, please contact Programmed for assistance.

1.1.1 If you have a Non-Microsoft Account

To login to the Programmed Vendor Portal: Click on the Accept invitation button, you have received from Microsoft (invites@microsoft.com) on behalf of Programmed. Follow the steps and the associated screenshots below.

- Click Send Code
- Copy and enter the code sent to your email
- Click Sign In
- Review the permissions and click Accept to proceed
- Click on Login

RESULT: Your login credentials have been created to log into the Programmed Vendor Portal. You will now be directed to the Vendor Portal. Remember to save the Programmed Vendor Portal as a Favourite in your browser using Google Chrome.

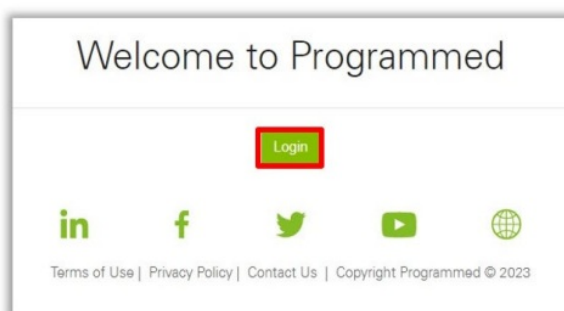
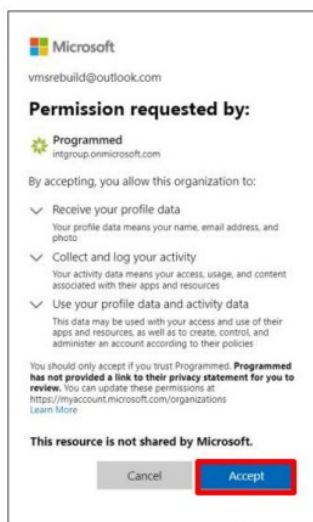


1.1.2 If you have a Microsoft Account

To login to the Programmed Vendor Portal: Click on the Accept invitation button, you have received from Microsoft (invites@microsoft.com) on behalf of Programmed. Follow the steps and the associated screenshots below.

1. Review the permissions and click Accept to proceed
2. Click on Login

RESULT: Your login credentials have been created to log into the Programmed Vendor Portal. You will now be directed to the Vendor Portal. Remember to save the Programmed Vendor Portal as a Favourite in your browser using Google Chrome.

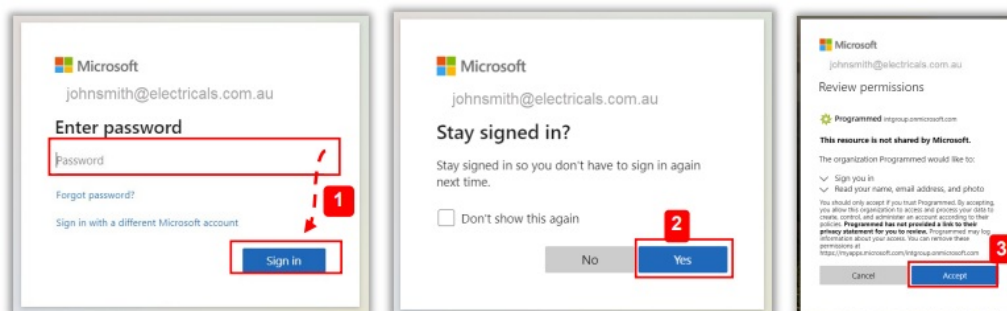


1.1.3 If you have an Organisation Account

To login to the Programmed Vendor Portal: Click on the Accept invitation button, you have received from Microsoft (invites@microsoft.com) on behalf of Programmed. Follow the steps and the associated screenshots below.

1. Enter the password relating to your company email account and click Sign in
2. Click Yes
3. Review the permissions and click Accept to proceed.

RESULT: Your login credentials have been created to log into the Programmed Vendor Portal. You will now be directed to the Vendor Portal. Remember to save the Programmed Vendor Portal as a Favourite in your browser using Google Chrome.



1.2 Update Your Account Details

To update details in your account:

1. Check your details and update accordingly to ensure the correct First Name, Last Name, Email address, Business Phone, Job Title, and Mobile Phone displays.
2. Click on Update once the profile has been updated.
RESULT: Changes to the User profile will be saved
3. Click on Return to Start to return to the main screen.
RESULT: You will be taken to the home screen of your account.

The screenshot shows a 'Profile' page with a sidebar on the left containing 'Profile' and 'Security' links. The main area is titled 'Your Information' and contains several input fields. A red box labeled '1' highlights the 'First Name *' and 'Last Name *' fields. A red box labeled '2' highlights the 'Update' button at the bottom right. A red box labeled '3' highlights the 'Return To Start' button at the bottom left. The 'E-mail' field is pre-filled with 'vmsmarch01@gmail.com'. The 'Job Title' field is empty. The 'Business Phone' and 'Mobile Phone' fields are labeled 'Provide a telephone number'.

COMPLETE THE PRE-QUALIFICATION QUESTIONNAIRE

To open the Pre-Qualification in the Home screen:

1. Click on the Submit Pre-ualification

RESULT: The Your Pre-Qualification Progress page displays with multiple sections.

To complete a section, click on the Section name and populate as required.

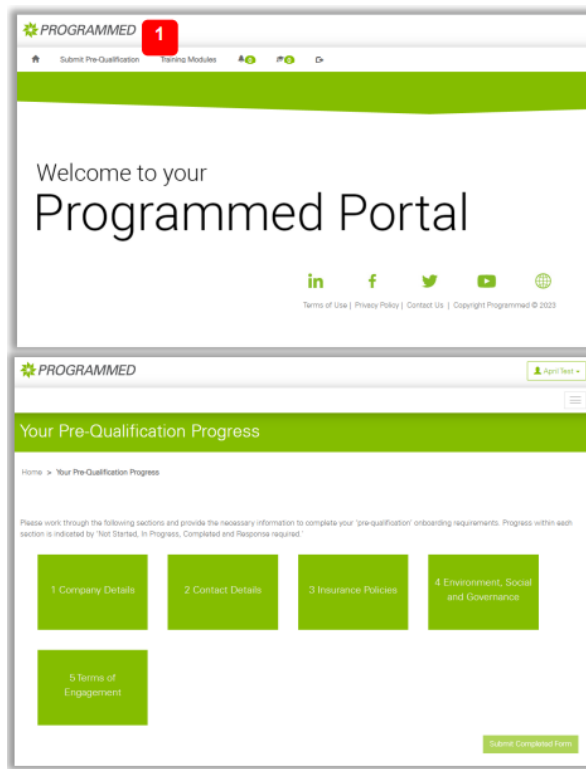
Mandatory fields are indicated with a * – you need to populate these fields to complete the sections.

Each section appears as a green box and as you hover over it, the progress for each square displays. Once a section has been completed, the box colour changes from green to grey.

he progress status for each section includes:

1. Not Started – you have not started providing information in the section
2. In Progress – you have started providing information in the section but haven't provided all the required information
3. Completed – you have submitted all the required information for this section.

Once you have completed all the sections (status is Completed for all the sections), click on Submit Completed Form.



COMPLETE COMPANY DETAILS

To complete the Company Details section:

1. Click on Company Details.
2. Check and / or update the Registered Company Name.
3. Select the Type of Business from the Type of Business Dropdown.
4. Check and / or update the Trading Name.
5. Select a Date of Registration.
6. Check and / or update the ABN (Australian Business Number) field.
7. If the ACN (Australian Company Number) field is visible, ensure this is filled in.
8. Identify if the business is registered for GST from the GST Registered field.

 The ACN field is only visible for 3 Types of Business. This includes the Trust, Franchise and Sole Trader. If your business is a Sole Trader or Partnership, this field is not required and not visible.

In the Head Office Section:

9. Enter the Head Office address including the Company Address, Suburb, State, Postcode and Country.

10. Add the Head Office contact details including the Phone Number and Email address.

The Bank Details section is required so that Programmed can validate your company's bank details.

11. Enter the Payments Bank, the BSB number, Account Name and Account Number.

12. Click on Attach Bank Details to attach the bank details document (.txt, .docx, .xls, .xlsx, .pdf, .jpg, .png).

The document should display the following information:

- BSB & Account Number
- Company Name
- Address

The document does not have to be a bank statement but must show legitimate bank account number details (e.g.: deposit slip, etc.).

13. Click on Choose File.

14. Select the File you want to upload from your computer.

15. Click on Open.

16. Click on Attach.

The image contains three screenshots of a web form. The first screenshot shows the 'Head Office' section with fields for Company Address, Suburb, State, Post Code, Country, Phone Number, and Email Address. A red box with the number 9 is in the top right corner, and a red box with the number 10 is in the bottom left corner. The second screenshot shows the 'Bank Details' section with fields for Payments Bank, BSB Number, Account Name, and Account Number. It also includes a text area for Description and a green button labeled 'Attach Bank Details'. A red box with the number 11 is in the top right corner, and a red box with the number 12 is in the bottom right corner. The third screenshot shows a file upload dialog with the text 'Please attach a file 1MB (1024KB) or less' and 'The following types of files can be uploaded - txt, docx, xls, xlsx, pdf, jpg, png'. It has a 'Choose File' button and an 'Attach' button. A red box with the number 13 is in the top right corner, and a red box with the number 16 is in the bottom left corner.

RESULT: Your document will display on the page.



If you want to remove the document, click on the drop-down arrow at the right-hand side of the document and select Remove. The document will be deleted from the page.

Clarify the Company Licences and Accreditations.

17. Select the relevant type of engagement you will be providing on your work with Programmed.

18. Identify if you hold any company trade license or company accreditations.

RESULT: An additional field to add company license and accreditation will appear.

19. Click on Save and Add license / Accreditation.

RESULT: The page reloads for Company Trade Qualifications and Licences.

Attach Bank Details

Description ↑

Bank Details

View

Remove

Company Licences and Accreditations

Select the definition that is most relevant to your engagement with Programmed. *

☐ Subcontractor

- Can freely subcontract / delegate work
- Paid based on result of Quote
- Most / all tools and equipment provided by subcontractor
- Subcontractor is legally responsible and liable for work done
- Subcontractor has freedom in how work is done, subject to terms of agreement / contract
- Subcontractor operates their own business independently of Programmed
- Subcontractor is free to provide services for multiple clients

☐ Employee

- Cannot subcontract / delegate work
- Paid for time worked, price per item or commission
- Most / all tools and equipment provided by Programmed; or
- Most / all tools and equipment provided by employee but Programmed provides an allowance / reimbursement
- Programmed is legally responsible and liable for work done
- Programmed can direct how worker does work
- Employee works within and is considered part of Programmed
- Employee usually works exclusively for Programmed

Do you hold any company trade licences (e.g. electrical contractor)? *

☒ No ☐ Yes

Do you hold any company accreditations (e.g. FSC, ISO)? *

☒ No ☐ Yes

You've indicated you hold company trade licences or company accreditations. Please upload them for review. *

Save and Add Licence/Accreditation

Licence/Accreditation Name	State Jurisdiction	Document Number	Expiry Date	Issue Date	Description	Created On ↓
----------------------------	--------------------	-----------------	-------------	------------	-------------	--------------

20. Enter a License / Accreditation Name.
21. Select the State Jurisdictions this qualification is applicable in from the drop down.
22. Select the Evidence Type.
23. Type in the organisation that issued this qualification.
24. Enter a Document Number.
25. Select the Issue Date and Expiry Date.
26. Click on Save and Next.
- RESULT: An additional field to add license and accreditation documents appears.
27. Click on Add Qualification/License
28. Click on Choose File.
29. Select the File you want to upload from your computer.
30. Click on Open.
31. Click on Attach.

RESULT: Your document will display on the page.

Company Trade Qualifications and Licenses

20 Licence/Accreditation Name *

21 State Jurisdiction

22 Evidence Type

23 Issuer

24 Document Number

25 Issue Date DD/MM/YYYY

25 Expiry Date DD/MM/YYYY

26 Save and Next Return To List

27 Add Qualification/License

28 Attach a file *

31 Attach



If you want to remove the document, click on the drop-down arrow at the right hand side of the document and select Remove. The document will be deleted from the page.

32. Click on Save and Complete to return to the Company Details.

RESULT: Company Details form displays.

To add the locations where you provide goods and services:

33. Click on Locations.
34. Select all the locations that you provide your goods and services.
35. Click on Add.

RESULT: The service locations display in the Company Details form.

Once all the details of the Company Details have been entered:

36. Click on Save and Complete to submit the Company Details

RESULT: The Company details will be submitted and sent back to the Programmed systems. You will be returned to the Submit Prequalification page and the Company Details section will turn grey.

COMPLETE CONTACT DETAILS

This section is for you to provide key contact details for your company.

To complete Contact Details information:

1. Click on Contact Details
2. Fill in the Main Operational Contact Details with the details of the person that can be reached for operational purposes (this could also include out of hours communications)

 Please note that if your Office Administrator changes, you must inform Programmed so that their details can be updated in the system.

A shared inbox email address is preferable.

4.1 Copy the Main Operational Contact Details for Other Roles

If any of the Vendor Administrator, Director, Remittance Advice Recipient or Purchase Order Recipient are the same as the Main Operational Contact:

1. Ensure the checkboxes for each role are ticked
2. Click on Save and Complete to return to complete and return to the Submit Prequalification

RESULT: The Contact Details will be updated with the Main Operator contact as the contact for all communications.

☒ My Vendor Administrator is same as my Main Operational Contact
☒ My Director is same as my Main Operational Contact
☒ My Remittance Advice Recipient is same as my Main Operational Contact
☒ My Purchase Order Recipient is same as my Main Operational Contact

Save and Complete

4.2 Provide Different Contact Information for Other Roles

To add different Vendor Administrator details:

1. Untick the checkbox for My Vendor Administrator is the same as my Main Operational Contact.
2. Enter the Vendor Account Administrator Details

RESULT: The Vendor Account Administrator Details will be updated.

To add different Director details:

3. Un-tick the check box for My Director is the same as my Main Operational Contact.
4. Enter the Director Details

RESULT: The Director Details will be updated.

To add different Remittance Advice Recipient details:

5. Un-tick the check box for My Remittance Advice Recipient is the same as my Main Operational Contact.
6. Enter the Remittance Advice Recipient Details

RESULT: The Remittance Advice Recipient Details will be updated.

To add different Purchase Order Recipient details:

☐ My Vendor Administrator is same as my Main Operational Contact
 Vendor Account Administrator Details
 First Name *
 Last Name *
 Email *
 Position *
 Mobile Phone (Numeric only) *
 Provide a telephone number

☐ My Director is same as my Main Operational Contact
 Director Details
 First Name *
 Last Name *
 Email *
 Position *
 Phone (Numeric only) *
 Provide a telephone number

☐ My Remittance Advice Recipient is same as my Main Operational Contact
 Remittance Advice Recipient
 Email Address *
 Phone Number (Numeric only) *
 Provide a telephone number

☐ My Purchase Order Recipient is same as my Main Operational Contact
 Purchase Order Recipient
 Email Address *
 Phone Number (Numeric only) *
 Provide a telephone number

7. Untick the checkbox for My Purchase Order Recipient is the same as my Main Operational Contact.
8. Enter the Purchase Order Recipient Details

RESULT: The Remittance Advice Recipient Details will be updated.

Once all role contact details have been entered:

9. Click on Save and Complete to return to the Submit Pre-Qualification page.

RESULT: The Contact details will be submitted and sent back to the Programmed internal systems. You will be returned to the Submit Prequalification page and the Company Details section will turn grey.



COMPLETE INSURANCE POLICIES

This section is for you to provide evidence of Insurance Policies as per Programmed Insurance Guidelines. The following Insurance Policies are mandatory regardless of the type of vendor you are:

1. Public and Product liability.
2. Motor Vehicle Insurance.
3. Workers' Compensation or Income Protection depending on how many staff you have.



If you do not upload these Insurance Policies, you will not be able to progress further.

To complete the Insurance Policies section:

1. Click on Insurance Policies.
2. Respond to the list of queries based on your organisation and the work you perform.



Based on your responses, the system will alert you to which of your insurance policies are required.

3. Click on Save and Add an Insurance Policy.

RESULT: The Add Insurance Policy page displays.

4. Enter the Insurance Policy details.
5. Click on Save and Next to proceed to the next section.

RESULT: The Insurance Policy saves and an attachment section appears.

6. Click on Attach Evidence to upload evidence of the Insurance Policy.
7. Click on Choose file and select the File you want to upload from your computer (.txt, .docx, .xls, .xlsx, .pdf, .jpg, .png) and Click on Open.
8. Click on Attach.

RESULT: The Insurance Policy Evidence has been attached to the Insurance Policy.

9. Click on Save and Complete to save the Insurance policy and return to the Insurance Policies form.
10. Repeat Steps 3 – 9 to add all other insurance policies required.

RESULT: All insurance policies will be ready to submit

11. In the main Insurance Policy page, click on Save and Complete to complete this section. **RESULT:** The Insurance Policies section will be submitted and sent back to the Programmed internal systems. You will be returned to the Submit Pre-Qualification page and the Company Details section will turn grey.

Insurance Policy Type	Insurer Name	Policy Number	Expiry Date	Amount
Asbestos Insurance	Test	12345	17/05/2023	123456
Public & Product Liability	PPI Insurance	12345	31/05/2023	12345
Workers Compensation (Subcontractor with employees only)	Insurance	QW1234	30/06/2023	1000000
Motor Vehicle Insurance	MVI Insurer	Test1234	30/06/2023	9000000
Professional Indemnity (Minimum \$5 Millions)	Other Insurances	ty1234	31/05/2023	500 000

[Programmed Insurance Guideline](#)
[Motor Vehicle Insurance Waiver Template](#)
[Income Protection Insurance Waiver Template](#)

💡 If you want to remove the document, click on the drop-down arrow at the right-hand side of the document and select Remove.
The document will be deleted from the page.

COMPLETE ENVIRONMENT, SOCIAL AND GOVERNANCE

Programmed recognises the potential risk our procurement activity has on the environment and sustainability and will integrate sustainability, environmental and social issues into the procurement process. Through our Procurement practices we are committed to continuous improvement in pursuit of Zero Harm to our people, the community in which we work, and the environment.

Programmed is committed to building and fostering a culture in which diversity is valued and to providing a workplace that is safe and respectful. This means that Programmed Employees must treat other employees, customers and suppliers and other people with trust, dignity, respect, fairness and equity.

Programmed does not tolerate any form of modern slavery in any part of our business or supply chain. We ensure procurement decisions are made in an ethical, accountable and transparent manner.

4 Environment, Social and Governance

Health and Safety

Will you subcontract any of the work that you are proposing to perform for Programmed to third party subcontractors? *

Yes

If Yes, Please describe how you select and monitor your subcontractors health and safety performance. Your duties of care extend to any independent contractor you engage and to any employees of the independent contractor.

You must ensure the independent contractor follows and adheres to all systems and processes you have committed to in this pre-qualification. Programmed reserves the right to request evidence if required.

Please describe how you select and monitor your subcontractors health and safety performance: *

Select or search options

Programmed expects you to demonstrate Quality of service for works completed. Please select which methods you intend to use: *

Select or search options

Do you perform any works deemed to be high risk construction work (HRCW)?

For information on High Risk Construction work please click [here](#).

☒ No ☐ Yes

Governance

Do all employees have the right to work in Australia or New Zealand (as applicable) ? *

Does your business comply with relevant employment legislation? Please be advised Programmed may ask for proof of evidence if required. *

☐ No ☒ Yes

Business Ethics and Modern Slavery

Does your business comply with International Labour Organisation (ILO) conventions against child labour specifically with respect to age, work situation and attendance to school? *

Can your business confirm there is no forced or compulsory labour used to provide its services and it complies with the provisions of the Modern Slavery Act 2018? *

To complete the Environment, Social and Governance section:

1. Click on Environment, Social and Governance

RESULT: Environment, Social and Governance section displays questions based on your organisation type. If you are a sub-contractor, fill in the Health and Safety questions.



This section is only visible to those who are recorded as sub-contractor in Programmed systems. If you are a supplier, please skip to the steps for Governance (Step 5)

2. Select Yes/No if you will be using third party sub-contractors to complete the work.
3. If you select Yes, complete the next question describing how you will monitor the works completed.



To avoid missing questions, please click out of the responses in this question and respond to the question under the prompts.

4. Continue answering the next questions in the Health and Safety section.

RESULT: The health and safety section will be completed.

To fill in the Governance section:

1. Identify if all employees in your company have a right to work in Australia.
2. Select if your organisation complies with the relevant employment legislation.

RESULT: Details for Governance have been entered.

3. Select Yes/No from the questions around Business Ethics and Modern Slavery section

RESULT: The Business Ethics and Modern Slavery section is completed.

Once all the Environment, Social and Governance section has been completed

If your company has a related party interest with an employee or Director of Programmed, or if a Programmed Employee or Director has a controlling interest in your business / company, further field will appear for you to provide details of the Employee or Director.

4. Click on Save and Complete to complete this section

RESULT: The Environment, Social and Governance section will be submitted and sent back to the Programmed internal systems. You will be returned to the Submit Pre-Qualification page and the Company Details section will turn grey.

COMPLETE INDIGENOUS AND FIRST NATIONS ENGAGEMENT SURVEY

Some vendors maybe asked to complete an additional section.

To complete the Survey:

1. Click on Dynamic Questionnaire

RESULT: The Indigenous and First Nations Engagement survey is displayed under the Questionnaires To Be Completed section

2. Click on the survey to open
3. Answer the questions
4. Click Save and Finish
5. The survey will move out from Questionnaires To Be Completed and into the Questionnaires Completed section.

NOTE: Sometimes this may take upto 10 minutes to move into the Questionnaires Completed section.

6. Click on Save and Complete RESULT: The Indigenous and First Nations Engagement survey is now completed

1

5 Dynamic Questionnaire

2

Name ↑	Questionnaire Category	SurveyTemplate	Questionnaire Purpose	FinalScore	Mandatory to Complete
Indigenous and First Nations Engagement - VR	Indigenous and First Nations Engagement	Indigenous and First Nations Engagement	External		Yes

3

Indigenous and First Nations Engagement

Is your business an Australian First Nations business?

☐ Yes ☐ No

Is your business registered with any business directories as a First Nations Business?

☐ Yes ☐ No

4

BACK SAVE FINISH

5

Name ↑	Questionnaire Category	SurveyTemplate	Questionnaire Purpose
Indigenous and First Nations Engagement - VR	Indigenous and First Nations Engagement	Indigenous and First Nations Engagement	External

6

Save and Complete

COMPLETE TERMS OF ENGAGEMENT

This section is for you to agree to the Terms of Engagement. These may differ based on your service offering to Programmed.

Programmed is a leading provider of staffing, maintenance & facilities management services in Australia & New Zealand.

Our uncompromising commitment to health & safety, creating value and sustainability means that we are regularly chosen by many of the largest and most prestigious organisations as their facilities & asset management partner. Programmed utilises Subcontractors to assist in providing services and expects the same uncompromising commitment to health safety and environment from its Subcontractors as it does from its own employees.

This section is for you to get familiar with Programmed Policies and Procedures for you to provide information about the staffing of your company. You need to read and understand these documents.

Programmed is committed to building and fostering a culture in which diversity is valued. Our goal when procuring goods and services is to reflect the diversity of our customers and communities through the diversity of our own supply chain.

Programmed endorses and abides by the relevant legislation in regard to the promotion of equal opportunity for all persons.

This forms the basis for recruitment, employment terms and conditions, development and promotion of all employees.

This section is also for your company's Authorised Person (Company Director / Owner) to sign off the Pre-Qualification questionnaire and for you to provide the details of the Vendor Administrator that will be managing the relationship with Programmed if the Pre-Qualification is approved. It is very important that they have a unique email address (preferable a shared email address).



The Vendor Administrator is your company contact who will be responsible for maintaining up-to-date compliance documents and initiate PRG induction invitations for your employees who require access to Programmed sites.

To complete the Terms of Engagement section:

1. Click on Terms of Engagement.

RESULT: The Terms of Engagement details based on your account type display.

If you are a sub-contractor in our systems:

2. Click on the Sub-Contractor Handbook to review, accepting the contents have been read once completed.
3. Click on the Programmed Policies and Procedures on the Contractor Essentials webpage to review, accepting

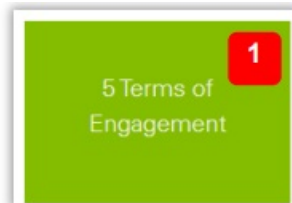
to act in accordance with these once completed.

If you are a supplier:

4. Click to review each of Programmer's Policies and Procedures.
5. Click to confirm the acceptance of information that can be found in the Sub-Contractor Handbook.

The next agreements are to be completed by both Suppliers and Sub-Contractors:

6. Click to review the Programmed Terms and Conditions for Purchase Result: Programmed Terms and Conditions will display a PDF Document in a new tab. (It is recommended that you print this off or save it somewhere you can refer to it).
7. Click to agree to the Terms and Conditions
8. Review the Authorised Person Declarations and click to confirm you are the authorized person and to agree to the declaration.

A white rectangular box with a red square containing the number "2" in the top right corner. It contains two paragraphs of text, each followed by a checkbox and a declaration statement. The first paragraph mentions the Subcontractor Handbook, and the second mentions Programmed Policies and Procedures on the Contractor Essentials webpage.A white rectangular box with a red square containing the number "4" in the top right corner. The title "Policies and Procedures" is at the top. Below it, a list of policies is shown, including Health, Safety and Wellbeing Policy, Quality Policy, Sustainability Policy, Human Rights Policy, Information Security Policy, Green Procurement Guideline, Code of Conduct, Equal Employment Opportunity Policy, Programmed Modern Slavery and Human Trafficking Statement, Programmed Supplier Diversity Guideline, and Respectful Workplace Policy. A checkbox and declaration statement are at the bottom.A white rectangular box with a red square containing the number "6" in the top right corner. The title "Programmed Terms of Purchase" is at the top. Below it, a section titled "Programmed Terms and Conditions" is highlighted in green. The text describes standard terms and conditions for the provision of goods and services. A checkbox and declaration statement are at the bottom.

9. Once the declarations have been completed, click on Save and Complete to submit this section.

RESULT: The Terms of Engagement section will be submitted and sent back to the Programmed internal systems. You will be returned to the Submit Pre-Qualification page and the Company Details section will turn grey.

SUBMIT PRE-QUALIFICATION QUESTIONNAIRE

Once you have completed all the sections, all the section statuses will be set to Completed. To submit the Pre-Qualification Questionnaire:

1. Click on Submit Completed Form.

RESULT: Thank you for submitting the Pre-Qualification Questionnaire, it is now under review by Programmed. You will receive an email confirming your Pre-Qualification was successfully submitted.

If your Pre-Qualification is rejected, you will receive a notification email with the rejection reason(s) and potentially a follow up call regarding the reasons for rejection. You may need to re-submit the Pre-Qualification Questionnaire with updated information. The section(s) requiring updates will be tagged as In Progress for you to complete. If your Pre-Qualification is approved, you will receive 2 emails:

1. An Approval Confirmation email
2. A link to log into the Vendor Portal

If you are a Subcontractor, you will be able to login to set up the employees that will be engaged with Programmed and will require to complete Programmed induction and / or upload further documentation such as licenses and other relevant certifications or compliance documents. The Vendor Administrator will be able to send invitation links to the identified employees.



You may be contacted by the Procurement team regarding further specific pricing and agreements.

FREQUENTLY ASKED QUESTIONS (FAQS)

Below is a list of answers to the questions most frequently asked by vendor administrators.

If you have a question not answered in this document, please contact PMS.Procurement@programmed.com.au and we'll answer the question and update this document accordingly. If you are a PFM WA vendor, then contact vendormanagement@programmed.com.au

10.1 Internet Browser

Q: Which internet browser is best to use in accessing the Pre-Qualification Questionnaire?

A: Google Chrome works best in accessing the Pre-Qualification Questionnaire.

Q: My Google Chrome browser tries to auto-fill information when filling out the pre-qual, how do I stop this?

A: If Google Chrome auto-fills the information you are filling in for a Pre-Qual, you can delete the auto-fill information by following the steps below:

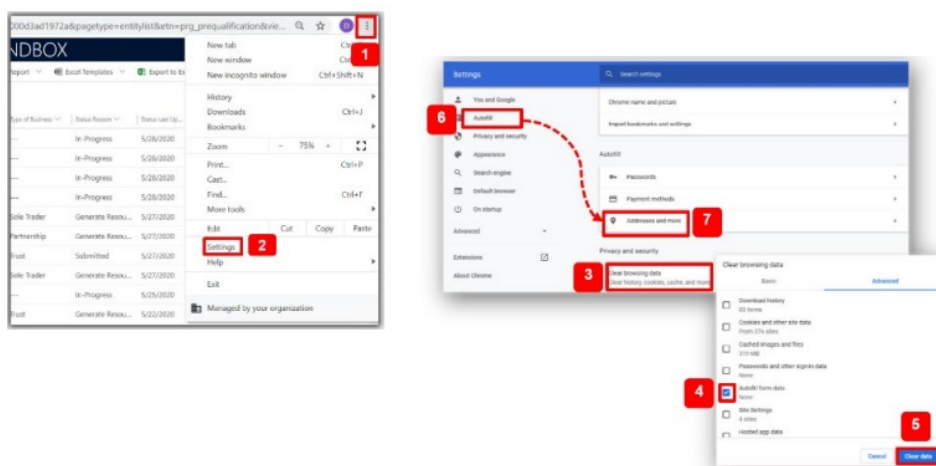
In your Google Chrome browser:

1. Click on the Ellipses at the top right corner of your Google Chrome browser
2. Click Settings
3. Click on Clear browsing data
4. Tick Autofill form data
5. Click Clear Data

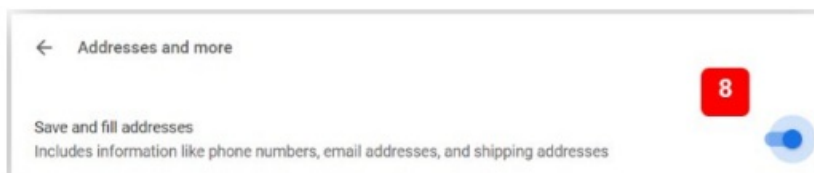
RESULT: The Autofill form data is now cleared in the Google Chrome browser.

Additionally, to turn off Autofill for addresses, phone numbers and email addresses:

6. Click on Autofill
7. Click on Addresses and more
- 8.



Toggle the Save and fill addresses to off



9. RESULT: The Autofill form data is now cleared in the Google Chrome browser.

10.2 Login Issues

Q: Why haven't I received the Microsoft email with the login link?

A: Please check your Junk/Spam folder. Ensure that the email you have submitted is valid and unique as shared mailboxes are not accepted. If the issue persists, please contact the programmed Procurement Team for assistance.

Q: What do I do if I can't login into the portal?

A: Contact the Programmed Procurement Team if you are unable to login using the username and password in the prequalification email

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10.3 Document Formats

Q: Which format of documents can I upload?

A: You can upload documents with the following formats: .txt, .docx, .xls, .xlsx, .pdf, .jpg, .png

10.4 Bank Details and Company Turnover Information

Q: What information must my Bank Details have for upload and why is this information required?

A: When attaching your bank details, it must display the BSB and Account Number, Company Name, and the Address. This is required so that Programmed can validate your company's bank details. The document does not have to be a bank statement but must show legitimate bank account number details (e.g.: deposit slip, etc.).

10.5 Insurance and Income Protection

Q: Is uploading Insurance Policies mandatory?

A: Yes. If you do not upload insurance policies you will not be able to submit your Pre-Qualification Questionnaire.

Q: Why do I need motor vehicle insurance?

A: All vehicles attending a Programmed site must have Motor Vehicle Insurance in place. If you do not have Motor Vehicle Insurance OR If you do not travel to site OR if you use a third party to deliver, please request the "Insurance Declaration Form" from your Programmed contact then complete and attach this to your Prequalification.

Q: Why do I need Professional Indemnity Insurance?

A: If you have declared that you provide professional advice OR if you are a Consultant, we will require this insurance cover.

Q: Is Income Protection and/or Worker's Compensation Insurance mandatory?

A: Your answers to the questions asked in the Insurance Policies section will determine whether Income Protection and/or Workers Compensation Insurance is required. If yes, you will need to provide information and evidence for it.

Q: I am unable to proceed and getting an error message?

A: Please check that the browser been used is Google Chrome as this is the most compatible browser with the system. If you are stuck under the Insurance section, please ensure you have attached the required insurances i.e. Motor Vehicle Insurance Certificate, Workers Compensation Insurance Certificate, Income Protection Insurance Certificate, Public and Product Liability Insurance Certificate, Professional Indemnity Insurance Certificate, etc. The required insurances will depend on the type of Prequalification you are completing.

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10.6 Health and Safety Procedure and Policies

Q: As a Sole Trader I do not have Health and Safety Procedures and Policies in place. Do I need to agree to Programmed Health and Safety Policy to be a Vendor?

A: Yes. If you do not have Health and Safety procedures and/or systems in place, you will need to agree to work within Programmed's policies and procedures.

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10.7 Office Administrators and Email Addresses

Q: What email is best to provide to Programmed?

A: A shared mailbox must not be used. A valid and unique email id is required for each user that logs into the Programmed Vendor Portal.

Q: What should I do if my Office Administrator has changed?

A: Contact and inform Programmed that your Office Administrator has changed so that their details can be updated in the system.

If you have a question not answered in this document, please let us know and we'll answer the question and update this document accordingly.



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[PERSOLKELLY Programmed Vendor Onboarding Prequalification Questionnaire](#) [pdf] Instructions
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References

- [User Manual](#)

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