

## Frequently Asked Questions

### 1. What should I do, if I forget my User ID and/or Password?

If you forget your User ID/Password, you should send an Email to [erphelpdesk@balmerlawrie.com](mailto:erphelpdesk@balmerlawrie.com) containing the Following Information:

Full Name	
Email ID	

As soon as, your Password will be Reset, You will receive a Mail containing a Password & Challenge Phrase on your Email ID. Then, you would be able to login to the system, and Create a New Password.

### 2. What should I do, if I want to add/delete a Category, or make any changes?

If you want to add/delete a Category or make some changes, you can make the changes by editing your Profile. Your changes will be reflected after necessary approvals from Balmer Lawrie. After making the changes, you should also send an Email to [erphelpdesk@balmerlawrie.com](mailto:erphelpdesk@balmerlawrie.com) containing the Following Information:

Full Name	
Email ID	
Company Name	
Vendor Code	
Changes to be made	

### 3. What should I do, if I want to attend Trainings for Suppliers?

If you want to attend Training sessions, you should send an Email to [erphelpdesk@balmerlawrie.com](mailto:erphelpdesk@balmerlawrie.com) containing the Following Information:

City	
Name & Contact Number of Concerned Person	

Depending upon the feasibility, Training Details would be sent back to you. At the time of Registration in Balmer Lawrie Registration of Suppliers Portal define correct e-mail id. You will not receive notifications if this e-mail Id is wrong.

### 4. What Internet settings do I have to maintain for Registration?

Web Browser: Internet explorer v6.0 or higher recommended. ii) Proxy: If you are unable to access BL ROS Portal, if you are using proxy to connect to internet or if your PC is behind any firewall. Contact your system administrator to enable connectivity. Please note that Port

should be enabled on your proxy/firewall for HTTPS connectivity. Dial-up internet connectivity without Proxy settings is another option. Recommended Screen Resolution: 1024 by 768 pixels Settings for Microsoft Internet Explorer.

### **5. What technology will Suppliers need to use the BL ROS Portal?**

The service is web-based and is designed to be accessible to any prospective Supplier using a computer equipped with Internet connection. That means that if you are reading this page on the Internet, then you can probably use the service.

### **6. How Secure is it?**

Balmer Lawrie ROS Portal is a secure portal. The security features incorporated in the application ensures that all activities are logged and no unauthorized person has access to data. All the documents are encrypted. Unauthorized Access: The entire solution is behind a firewall and Unauthorized access is not allowed. The login passwords of all users are encrypted at the database level. 128 bit SSL Certificate from Symantec is used for communication between the browser and the web server. This ensures that all communication between browser and web server is encrypted and cannot be hacked.

### **7. What if I need help while submitting my details?**

If you want any help regarding registration, you should send an Email to [erphelpdesk@balmerlawrie.com](mailto:erphelpdesk@balmerlawrie.com) with following Details:

Full Name	
Email ID	
Company Name	
Vendor Code	
Query	

### **8. How do I upload my tender documents**

You can go to [http://balmerlawrie.com/pages/supplier\\_reg](http://balmerlawrie.com/pages/supplier_reg) and upload all the listed Documents. Kindly upload the mentioned Documents within defined Size Limits for necessary approvals. Suppliers providing Incomplete or Incorrect Documents may not be approved.

### **9. What if I have some problem/queries regarding your website?**

If you facing some issues regarding registration, you should send an Email to [erphelpdesk@balmerlawrie.com](mailto:erphelpdesk@balmerlawrie.com) with following Details:

Full Name	
Email ID	
Company Name	
Vendor Code	
Problems	

## 10. How do I get a valid User Id to access Balmer Lawrie e-Procurement portal

On filling all details, and uploading all Documents, your User ID will be activated after approval and you will get an intimation on your registered mail ID.

For any other Queries, you can Contact Us at:

**Balmer Lawrie Help Desk:**

**Contact Number:** 033-22225214

**E-Mail:** [erphelpdesk@balmerlawrie.com](mailto:erphelpdesk@balmerlawrie.com)

Other Details for Registration can be downloaded from  
<http://balmerlawrie.com/pages/contentdetails/38>

Feedback : [http://balmerlawrie.com/feedback/feedback\\_supplier](http://balmerlawrie.com/feedback/feedback_supplier)

