

FAQs

- **Why should I register with the BuyZone Procurement Portal?**

The correct registration of supplier companies, the punctual submission of documentation requested, and the positive outcome of the registration and certification process constitute the single, mandatory means for establishing and/or maintaining commercial relationships with Reale Group.

- **For what reasons will I need to contact the Help Desk indicated on the Home page?**

You will be able to contact this service for any doubt relating to your position in the Suppliers Registry, or your registration and qualification. The Suppliers Registry is not the contact for asking information regarding the registration of invoices and related payments.

- **What information is mandatory for enrolment?**

The indispensable information includes the complete company name and tax data, and the contact details of the user who will work with our Suppliers Registry.

- **Can I add information to make my company more visible?**

First of all, you will need to insert the product categories relating to the services you offer. To have greater visibility in scouting, we invite you to add all the key words that make you easier to identify. In any case, the data can be changed in order to ensure they are always kept up-to-date.

- **How can I update my documents?**

You need to select the form where the document is contained and follow these steps: click “change” - click the replace icon - click “Select a File to Upload” - select the file to attach; click “Open” and “Confirm” - click “Save”.

If necessary, update the document’s expiry date in the relevant field.

- **What do I do if the category to which I belong is not there?**

For this, contact the Help Desk service indicated on the home page.

- **Can I add/change the product categories after registration?**

Yes, you can. To add one or more product categories, you will need to follow these steps: click on the “My company” dashboard - “My categories” - click “Add category” at the top right - directly select the relevant category/ies inside the product tree.

To remove one or more product categories, you will need to follow these steps: click on the “My company” dashboard - “My categories” - click on the category that you want to remove - click on “delete category” in the menu (...) at the top right.

- **How can I identify a change in company name and/or VAT no.?** For this, contact the Help Desk service indicated on the home page. However, if you change your VAT no., you will have to re-register your company.

- **How do I create a new password?**

Your password must consist in a minimum of 6 characters, it must be different from the previous two, and it must contain alphanumeric characters (at least one number and one letter).

- **What if I forget my password?**

You can request a new password by clicking on “Forgotten your password?” on the home page. You just need to insert your username (corresponding to your email address upon registration) to receive a link via email to generate the new password.

- **What if I forget my Username?**

Your Username is the same as the email address of the user who works with our Suppliers Registry, the registration email address.

- **Can I change my Username?**

Changing the email address of the user working with the Registry automatically changes the Username. For other needs, contact the Help Desk service indicated on the home page.

- **Can I use my Username for more than one company?**

You cannot use the same Username for more than one company. If you manage more than one company, you can contact the Help Desk indicated on the home page to know which Username is associated with which company.

- **What do I do if I change contact person?**

To retrieve the username and password associated with a contact person who is no longer active, contact the Help Desk indicated on the home page.

- **Can I add contact persons?**

To create a new user, access the “User Management” section and click on “Create”. Complete the form with the user’s data and click “Save”. Next, click the button “Display User Rights” to define the specific rights to attribute to each user that has been created.

Remember that there can only be one contact user for the Suppliers Registry.

- **Which browsers can be used to navigate the platform?**

Microsoft Edge

Google Chrome

Mozilla Firefox (ESR) 68+

Safari 13.0.5+ for MacOS

Additional technical system requirements are available at the bottom of the home page.



