Guide to Creating & Managing a Supplier Profile
TfL Supplier registration Portal
How to Register and Maintain your data as a Supplier - Guidance

To trade with and be paid by Transport for London (TfL) or Greater London Authority (GLA) Suppliers must register their company/organisation details on the **Supplier Registration & Self Maintenance Portal (Bravo)** to get a **Vendor Number** on TfL’s payment system.

Suppliers are also expected to maintain their Vendor Account in Bravo for the duration of their relationship with TfL/GLA (terms and conditions).

This document will provide guidance to:

1. NEW Suppliers who wish to register;
2. EXISTING Suppliers who have a Vendor Account Number and wish to update some details.

### Intro and Contents:

<table>
<thead>
<tr>
<th>Register as a NEW Supplier (hyperlink here) <strong>Steps 1 – 5</strong></th>
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</tr>
</thead>
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<tr>
<td>Explains process from registering through to raising a Purchase Order (P.O.)*.</td>
<td></td>
</tr>
</tbody>
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**The Steps:**

1. Register for a User Id, Password and complete the Register page with basic company and user details.
2. Log back in, change your password and complete the rest of your organisation details on the Extended Profile pages.

Suppliers are sent **4 emails** during registration. Please follow the instructions.

- The 1**st** email includes a **username, and link** to Bravo.
- The 2**nd** includes your **username** and a **temporary password**.
- The 3**rd** email **confirms your password** has been **changed**
- The 4**th** email has your **Vendor Number**.

Vendors outside the UK must not enter their:
- Company House Registration Number, VAT Number, Remittance email address nor Bank details unless it’s a UK bank A/c.

It is important that suppliers do not register multiple times. Check if your organisation is already a registered supplier by contacting us on 0800 368 4850 (TfL call charges).

### Existing Supplier with a Vendor Account (hyperlink here) **Step 6**

Explains what to do to maintain your Account in Bravo if anything changes i.e. Your Address, Contact Names, Bank details etc.

**DO NOT RE-REGISTER YOUR ORGANISATION** if you already have a Vendor Account as this will duplicate your details and cause issues.

### Glossary of Terms

Page 23
Step 1

For direct access to Bravo select https://tfl.bravosolution.co.uk
(Suggestion** Save as a favourite – you must update your account as a TfL/GLA supplier)

1. Register for a USERNAME and PASSWORD

- Read the instructions on the Supplier Portal.
- Select the Register icon.
  - Complete Organisations details
  - Complete user details
- Follow the instructions on the ‘Register’ page to complete mandatory fields (indicated by *).
  Registering for your username and password is simple and quick if guidance is followed.
A sample of a correctly completed Organisation details page

*Do not exceed the 35 character limit (Bravo will not warn you – if you do)*

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisation Legal Name</td>
<td>Lopez Exports Ltd</td>
</tr>
<tr>
<td>Organisation Trading Name</td>
<td>Lopez Exports Ltd</td>
</tr>
<tr>
<td>Country</td>
<td>UNITED KINGDOM</td>
</tr>
<tr>
<td>House number /Street</td>
<td>5</td>
</tr>
<tr>
<td>Street 2</td>
<td>The Ridge</td>
</tr>
<tr>
<td>Street 3</td>
<td>Holborn</td>
</tr>
<tr>
<td>City</td>
<td>London</td>
</tr>
<tr>
<td>State/County</td>
<td>Greater London</td>
</tr>
<tr>
<td>Postal Code</td>
<td>WC1 4JU</td>
</tr>
<tr>
<td>Main Organisation Phone Number</td>
<td>020 3000 4000</td>
</tr>
<tr>
<td>Organisation Email Address</td>
<td><a href="mailto:LopezExports@aol.com">LopezExports@aol.com</a></td>
</tr>
<tr>
<td>Organisation Legal Structure</td>
<td>Private Limited Company (Ltd)</td>
</tr>
<tr>
<td>Company Registration Number</td>
<td>03249500</td>
</tr>
<tr>
<td>VAT Number</td>
<td>0509765214</td>
</tr>
<tr>
<td>SAP Vendor Code</td>
<td></td>
</tr>
</tbody>
</table>
Sample of correctly completed User details

Limited Companies must add a Company House Registration Number and VAT Number. Bravo recognises if a Company Registration or VAT Number is in use elsewhere and returns an error message to highlight the error. Check your entry and try again. Do not leave it blank – this will delay activating your account.
If you are registering a sister company then the Company Registration No. and/or VAT No. may always fail – contact csr@tfl.gov.uk to assist you.

**DO NOT press save until** you read the guidance & accurately completed all fields.

Always Leave the SAP Vendor Number field blank.

Supplier Registration and Extended Profile – Frequent Errors!
Fail to carry out as instructed and your registration will fail.

**Organisation Legal & Trading Name**
Maximum characters allowed including spaces is 35.
Bravo will allow you to enter more than 35 without warning you or flagging it up.
Please check as more than 35 and your registration will fail.

You do not have permission to change your Organisation Legal or Trading name once you save it. Ensure it's correct before you save it. Any change must be done by emailing csr@tfl.gov.uk

**VAT Number**
Always enter GB before the digits e.g. GB987654321. No spaces.

**Commercial Contact details**
Provide details of the contact at your company, not your TfL/GLA contact.

**Remittance Email address** (UK Companies only complete this)
Companies outside the UK MUST NOT complete this page.

**Sort Code**
Enter the 6 digits in this format i.e. 112233. Do not add a dash or leave spaces.

**Bank Account**
Enter the 8 digits in this format i.e. 11223344. Do not add a dash or leave spaces.

When you are finished select **Save** in the top right corner of the page.
If you don’t complete all the mandatory fields on the Registration page, after pressing save, the webpage will display a list of the errors which you must correct.

When all mandatory fields are accurately completed a message confirms it, press continue.

A message confirms registration is complete. Press close Window. This does not mean you are finished – there are several more steps to complete the registration process.

Two automated emails are sent to the email address you provided (see examples next).

Check your email box for them.

Follow the instructions in the emails to complete your registration and get a Vendor Number with TfL/GLA.
**Step 2**

The 1st email includes a **username, temporary password and link** to Bravo e.g.

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**From:** auto-alert-prep@bravosolution.co.uk
**Sent:** 18 October 2017 12:42
**To:** Smith Elizabeth
**Subject:** Registration on Transport for London’s (TfL’s) Supplier Registration & Self-Maintenance Portal

Dear Lopez Exports Ltd,

Thank you for registering on Transport for London’s (TfL’s) Supplier Registration & Self-Maintenance Portal.

You can now use your Username and Password to access all available areas of the platform.

The site address is: [https://tfl-prep.bravosolution.co.uk](https://tfl-prep.bravosolution.co.uk)

Note: your platform access credentials can be accessed via the Username or Password recovery area on the login page.

**Step 1 was your initial registration**
Your username is: **snowdrop**.
Your temporary password is: **5926191882**
You will be prompted to change the password to one of your choice.

**What You Need to do next:**
There are 3 more steps that must be completed to register your company’s details for payment:

**Step 2.** Sign into TfL’s Supplier Registration portal via [https://tfl-prep.bravosolution.co.uk](https://tfl-prep.bravosolution.co.uk) Go to the Supplier Profile ensuring you complete all mandatory fields.

**Step 3.** Contact the person you are working for in TFL/GLA, who will contact a procurement agent to activate your account. Activation will only take place if all fields have been fully and correctly completed by you.

**Step 4.** Once activated an automatic email will be sent to you with your vendor number. It will also remind you to enter your bank details to ensure payments are made into the correct account.

Further assistance:
When you first log in please visit the ‘Getting started’ section and learn how to:
- Manage your Supplier Profile
- Add additional users

If you require any assistance using the system, contact BravoSolution Help desk on:
*Phone: 0800 368 4850*  
*Email: help@bravosolution.co.uk*
*Fax: 020 7060 0460 or select Help & Contact from the BravoSolution site.*

For all other queries, contact TfL’s Supplier & Customer team:
*Tel: 0343 222 5100 (option 3)*  
*Email: csr@tfl.gov.uk*
The 2\textsuperscript{nd} email tells you an account has been created, reminds you of your username and requests you to complete the registration process.

\begin{verbatim}
----- Original Message ----- 
From: auto-alert-prep@bravosolution.co.uk [mailto:auto-alert-prep@bravosolution.co.uk]
Sent: 18 October 2017 12:42 
To: Smith Elizabeth 
Subject: Supplier Account Creation on Transport for London's (TfL's) Supplier Registration & Self-Maintenance Portal 

Dear Supplier,

Your account has been created on Transport for London's (TfL's) Supplier Registration & Self-Maintenance Portal

Please use your Username and Password to complete your registration by answering the questions on the Extended Data Profile. As a reminder the Username you selected is snowdrop The site address is: https://tfi-prep.bravosolution.co.uk

Note: Your platform access credentials can be accessed via the Username or Password recovery area on the login page.

Please do not reply to this message. This is an automated email alert and replies to this message are routed to an unmonitored mailbox.

For assistance please contact our Helpdesk operated by BravoSolution:
Freephone: 0800 069 8630
e-mail: help@bravosolution.co.uk

N.B. All GMT times refer to UK time and are adjusted to include daylight saving.

GUIDANCE ON SPAM FILTERS:
In order to prevent eTendering portal emails from being quarantined by your organisation fire wall or spam filter, you are advised to instruct your IT team to accept all emails from auto-alert@bravosolution.co.uk and help@bravosolution.co.uk or from a " bravosolution.com" and " bravosolution.co.uk" address.

Please also review the Junk Email settings of your email client software to avoid accidental message deletion.

Sign into your Bravo Account with your user name and temporary password to complete registration:
\end{verbatim}
Note: Bravo will log you out after 30 minutes of inactivity.

To proceed; you must read and agree to the conditions of use and click next.

You are prompted to change your password. Keep a record of it for future use. An automatic 3rd email is sent to you confirming that the change of password was successful.
The 3rd email confirms your password has been changed. **Please keep it safe.**

-----Original Message-----
From: auto-alert-prep@bravosolution.co.uk [mailto:auto-alert-prep@bravosolution.co.uk]
Sent: 18 October 2017 12:45
To: Smith Elizabeth
Subject: Confirmation of change of password on Transport for London's (TfL's) Supplier Registration & Self-Maintenance Portal

Dear User,

This email is to confirm that your password has been successfully changed on 18 Oct, 2017 at 12:43 (WET - Western Europe Time DST) on: https://tfl-prep.bravosolution.co.uk

This is an automated notification. If you have not recently changed your password, or you suspect that your User account may have been compromised, please contact our Helpdesk immediately.

Please do not reply to this message. This is an automated email alert and replies to this message are routed to an unmonitored mailbox.

For assistance please contact our Helpdesk operated by BravoSolution:
Freephone: 0800 099 8630
e-mail help@bravosolution.co.uk

N.B. All GMT times refer to UK time and are adjusted to include daylight saving.

GUIDANCE ON SPAM FILTERS:
In order to prevent eRending portal emails from being quarantined by your organisation fire wall or spam filter, you are advised to instruct your IT team to accept all emails from auto-alert@bravosolution.co.uk and help@bravosolution.co.uk or from a "bravosolution.com" and "bravosolution.co.uk" address.

Please also review the Junk Email settings of your email client software to avoid accidental message deletion.

A new screen - the Self-Maintenance portal pops up.

Read ‘Managing your details’ – you must maintain your details and the security of them while you are a Supplier with TfL/GLA.

*** Only you can update any changes to your details.***

TfL Employees DO NOT HAVE ACCESS TO UPDATE YOUR DETAILS.

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After reading managing your details select **Supplier Profile** to complete stage 2 of registration.
This takes you directly to the **Extended Profile** Tab with a possible 7 sections to complete depending on your organisations details.
Click on the Extended Profile Tab, hover over each title to select and add your details i.e. Commercial Contact Details.

Click on the page Title and select edit to complete the questions.

1. **Commercial Contact Details**
   Select Edit

   - An editable page opens – Read the instructions
   - Complete the questions
   - Press Save and continue
Note: If you complete a section – the mandatory percentage must display as 100% & shaded GREEN. If not 100% & Green click back on the Title and update it until it is.

Do the same for each page, press edit, complete the questions, press save and continue.

2. **Remittance Name and Address**
   UK Suppliers ONLY should complete this field.
   Suppliers outside the UK must leave it blank.
   If possible it must be a generic email address i.e. Accounts@thecompany.co.uk

   Save and continue

3. **Factoring Company Contact Details** (Complete if applicable)
   For a definition of factoring please press control & click **Glossary**

   Save and continue

4. **Construction Industry Scheme**
   Click on the link to decide if CIS is relevant to your business.
   http://www.hmrc.gov.uk/cis/intro/whatis-cis.htm

   Select as appropriate from drop down menu. e.g. Not applicable.
You are presented with additional questions.

If you select Company for example, questions are as follows and guidance is provided on screen.
5. **Background and size of Organisation**

- **Background**
  - Is your organisation a joint venture? [ ] Yes [ ] No
  - Name of ultimate parent company [ ]
  - Name of ultimate parent company [ ]
  - Annual Turnover (GBP) [ ]
  - Last Financial year [ ]

- **Size of Organisation**
  - For definitions of PTZ and Annual Turnover, please see the PTZ Supplier Diversity Definitions.
  - Full Time Equivalent employees [ ]
  - Number of shareholders [ ]
  - Annual Turnover [ ]
  - Last Financial year [ ]

6. **Organisation PO Box (complete if applicable)**

7. **Bank Details 1**

   Suppliers outside the UK who do not have a UK bank Account must leave it blank.
   If your **Organisation has a UK bank** account enter details as follows:
   - Sort code 6 digits (123456) no spaces
   - Bank A/c No. 8 digits (12345678) no spaces
   - Bank Account Name
When you get to the end of the questions
Select Back to List

A correctly completed registration will display as follows
Also Menu to the Dashboard, My Organisation, User Management and exit

You may edit your Registration Data or Extended Profile at this time by clicking on the tab.

- Hover over the Blue tab on the side of the screen
- Then press Menu to exit

You can also review your data by selecting Supplier Profile or Registration data here.
Finally Check:
1. Mandatory all fields you completed are 100% complete & Green (you may only contact your shopper when they are 100% complete per example below?)
2. Are all details up to date and current?
3. Did you exceed the number of characters or leave any spaces?
4. Bank details fall into the Optional category and will not display as 100% as it depends on the number of bank accounts a Supplier adds. (Allowed up to 6 at this time)

Less than 100% on mandatory and Commercial cannot activate your Account.
To exit – Select sign out
Step 3

Contact your TfL or GLA contact.
Tell your contact you have completed registration and would like your account checked and activated so you can receive your Vendor Number.

When a Supplier has completed the Extended Profile pages (Step 2) they **MUST** contact the person they work for in TFL/GLA. The contact speaks to a Commercial agent to review the details and if not accurate the agent contacts the Supplier to amend or if accurate the Vendor A/c is activated.  

*Failure to complete details accurately may delay a Purchase Order (P.O.)* being raised.

Step 4

Your Vendor Account Number is sent to you by email. (4th email)

Commercial activates the Vendor Account in Bravo and the supplier is sent an automated email with their **vendor number**.

**Note to Vendors and the Business**

*Suppliers and the business must always quote Supplier Names and Vendor A/c number in the Subject Line of all emails to TfL/GLA/CSR.*

**Example of a good email:**

```plaintext
Subject: John Smith Ltd A/C No: 10023498 problem with Bravo
```

**Example of a bad email**

```plaintext
Subject: Problem with Bravo
```

**Hundreds of emails are sent to us everyday – Get yours noticed and dealt with quickly.**

*The most effective way is a well written subject line with details to help us find your account in our system.*

Step 5

24 to 48 hours later the details transfer from Bravo to SAP. The Company House and HMRC data must be further reviewed by the Supplier and Customer Data controller (SCDC) for VAT and CIS Status. If the data is verified as accurate the SCDC will release the account for purchasing in SAP. TfL shoppers may raise P.O.s. If not verified the SCDC will advise Commercial what the issues are and Commercial must contact the Supplier to go back into Bravo and amend inaccurate data. This will delay raising a purchasing order as the Supplier must update their Account. The interface and check cycle starts again. After receiving a P.O. Suppliers may submit invoices for payment.
Step 6 Existing Suppliers - MAINTAIN YOUR DATA IN BRAVO

**Suppliers are responsible** for maintaining their data in Bravo.

Suppliers must sign into [https://tfl.bravosolution.co.uk](https://tfl.bravosolution.co.uk) to update details. Enter your User Name and Password.

If you do not know your Vendor Number, User Name, password or need help using Bravo:

- Select "Help & contact" in the top right-hand corner of the screen then Email: [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk) or Phone: 0800 368 4850 or Fax: 020 7060 0480

- If you want to change the Trading Name or Legal Name of your Organisation you MUST Email: [csr@tfl.gov.uk](mailto:csr@tfl.gov.uk)

**DO NOT RE-REGISTER YOUR ORGANISATION** - as it already exists in Bravo/SAP.

Once you obtain or remember your user name and password log in.
(2). Select **Registration Data** (below) and review your organisation details then Select **Supplier Profile** (below) to review the 7 additional pages in **Extended Profile**

You can move back and forth between the two areas by selecting the tabs below.

- To update any question ‘Press Edit’ (appears on right side of the page)
- Update any questions not previously answered or alter any that are out of date.
- Press save and Continue

**Check:**
Are all your Organisations details up to date and current?
If you amended any data did you follow the instruction along side it?
Finally ensure all mandatory fields display as 100% complete and Green. Check last date amendments were done – if not recently the question may need updating or if blank it will require completing.

Bravo portal interfaces daily with the SAP Accounts System to update Supplier details.

**Failure by Suppliers to maintain their Organisation details on the TfL Bravo portal may impact raising Purchase Orders and delay payments**
Glossary

Factoring – The selling of a company’s accounts receivable, at a discount, to a factor, who then assumes the credit risk of the account debtors and receives cash as the debtors settle their accounts.

Joint Venture – A contractual agreement joining together two or more parties for the purpose of executing a particular business undertaking. All parties agree to share in the profits and losses of the enterprise.

Parent Company – It is also known as a holding company. This is a company that owns enough voting stock in another firm to control management and operations by influencing or electing its board of directors.