Managing your Payment Details

FCDO Supply Partner Portal User Guide
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Adding Payment Details for the First Time
Firstly, login to your FCDO Supply Partner account via the Supply Partner Portal: https://fcdo.proactisportal.com using your organisation’s registered email address and password. You can use the ‘Cannot access your account’ option if you have forgotten the password.

Once logged in, click on the Customers option on the left-hand side of the page:

On this page, FCDO should already be listed as a customer. If they are not, (ie the list of Customers is blank) then you must first add FCDO as a customer in order to provide the payment details. Click on the + Customers option:

FCDO should then appear as an option to add. Tick the Select box next to FCDO and then click Add.
You have now successfully added FCDO as a customer.

To begin adding your payment details, click on the **Edit** option.

Firstly, you must select an appropriate geographical region under the **Geographies** tab.

Next, click on the **Additional Data** tab. Here, you will be able to provide further detail to FCDO including your payment details. Please complete all mandatory fields and complete the appropriate banking fields to facilitate payment.
Click **Save**

You will get a message in the top right hand corner confirming your changes have been made.
Amending/Updating Payment Details

Firstly, log in to your FCDO Supply Partner account via the Supply Partner Portal: https://fcdo.proactisportal.com using your organisation’s registered email address and password. You can use the ‘Cannot access your account’ option if you have forgotten the password.

Once logged in, click on the Customers option on the left-hand side of the page:

To make changes to your payment details, click on the Edit option.
Click on the **Additional Data** tab and make any changes.

Click **Save**

You will get a message in the top right-hand corner confirming your changes have been made.