



GENERAL DYNAMICS
Ordnance and Tactical Systems



Supplier Registration Site - Frequently Asked Questions (FAQ)

Welcome to the General Dynamics Ordnance and Tactical Systems (GD-OTS) supplier registration site FAQs. This document will provide answers to common questions about the site and the registration process.

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General Questions

What is the Supplier Registration Site?

- » The Supplier Registration Site is an online platform that allows GD-OTS suppliers to register, manage their profiles and submit necessary documentation for supplier onboarding.

Who should use the Supplier Registration Site?

- » Any business or individual interested in becoming a registered supplier with the GD-OTS organization should use this site.

Account Creation

How do I register to use site?

- » Please contact your buyer and request an invite link.

I didn't receive the email verification link. What should I do?

- » If you did not receive an email verification link, check your spam or junk folder. If the email cannot be located, try resending the verification email from the registration page.

Can I use my existing email address to register?

- » Yes, you can use any valid email address that you regularly check for communications.

Profile and Documentation

What information do I need to provide in my profile?

- » You will need to provide details such as your company name, address, contact information, business category and any relevant certifications or licenses. All required fields are marked.

What types of documents are required for registration?

- » Commonly required documents include business licenses, tax certificates, and relevant certifications. Specific requirements will be listed in the site.

How do I upload documents?

- » Navigate to the 'documents' section, click 'upload' and select your files. Files are saved automatically upon upload.

Account Management

How do I update my profile information?

- » Log in to your account, go to the 'profile' section, make the necessary changes and save your updates.

I forgot my password. How can I reset it?

- » Click on 'forgot password' on the login page, enter your email address, and follow the instructions to reset your password.

How do I deactivate my account?

- » To deactivate your account, please contact your buyer for assistance.

Troubleshooting and Support

I've forgotten my email, or I don't know which email I used to register, what do I do?

- » Contact your buyer for support.

The employee who registered is no longer with my company, how do we update it?

- » Contact your buyer and request a new invite link.

Why can't I log-in to my account?

- » Ensure you are entering the correct email and password. If the issue persists, try resetting your password or contact your buyer for assistance.

How do I contact support?

- » You can contact your buyer for support during business hours.