Welcome to the WFP Service Marketplace!
This user guide will provide you with few essential information you need to easily navigate the platform and make the best use of its functionalities.

REGISTER & LOGIN
To begin, click on the 'Register to request services' button. Create a new account by providing a valid email address and a password.

A validation email is sent to the address provided. Confirm the account registration and fill a form with additional information.

The form will require the following mandatory information to be provided:

- Email address
- Password
- First and last name
- Organization
- Work title
- Country
- Phone number

WFP reviews user’s details and approves the account. A message notifies the activation of the account. You can now login!
HOMEPAGE

The intuitive homepage welcomes you with key information on WFP service catalogue, the possibility to navigate your organization’s spaces (SLAs, Orders) and a quick overview of your latest and closed orders.

AGREEMENTS

Before placing a request, a valid Service Level Agreement (SLA) must be signed with the WFP. The Service Level Agreement is a framework document allowing WFP to provide its services in a transparent and reliable way.

The Agreements section will help you keep track of the valid, about-to-expire and expired SLAs. The signature process will be followed up offline, and a soft copy of the signed document will be uploaded and stored for your reference.
CREATE A REQUEST

The service catalogue details the full list of services that WFP offers. Each service has a unique form which captures all the details needed for WFP to consider your request. You can browse the catalogue directly in the homepage (‘Find a service’ button) and start requesting a service by clicking on ‘Request’.

SERVICE REQUEST FORM

The Service Request Forms collects the minimum required information for each service in a standardized and streamlined way.

The information is organized into different navigable sections. You have the possibility to save a draft and complete the submission on a later stage. The review section allows you to check and, if needed, edit the information before submission.
REQUESTS

Once you’ve created or submitted your request, you’ll be able to find it in the ‘My requests’ tab.

In here, you’ll be able to see all your historical and ongoing requests, get updates on their status and see details of the orders.

The reorder function allows you to place a new order starting from an existing and pre-filled request form, that can be changed/adjusted before the new submission.

The edit function allows you to edit an active service request and amend any details on the form before the execution phase has started.

In this section you can also access your reports and dashboard with live data.

24/7 SUPPORT

Need support? Any doubts on your orders? Would you like to receive clarifications on the service catalogue? A full committed team is here to help you. Use the ‘Contact us’ button and fill the form. We will get back to you within 24 hours.

WELCOME ON BOARD!