User Manual – Suppliers copy

جامعة الشارقة
UNIVERSITY OF SHARJAH

إدارة المشتريات وسلسلة التوريد
PROCUREMENT AND SUPPLY
CHAIN DEPARTMENT

Revision 0 – March 2026

Contents

1.0 Introduction

This user manual provides guidance on how to use and work with the Oracle Fusion Supplier Portal application.

It includes step-by-step navigation, supported by screenshots, to help users understand various processes and perform the necessary actions required to manage their supplier profile and carry out related tasks within the Oracle Fusion Supplier Portal module

2.0 Accessing the Oracle Fusion Supplier Portal

2.1 Pre-requisites

In Order to use the Fusion Supplier Portal Module,

-The Supplier must be registered.

-The registered supplier user must have user account created and necessary roles to access the tasks.

2.2 Sign-in page

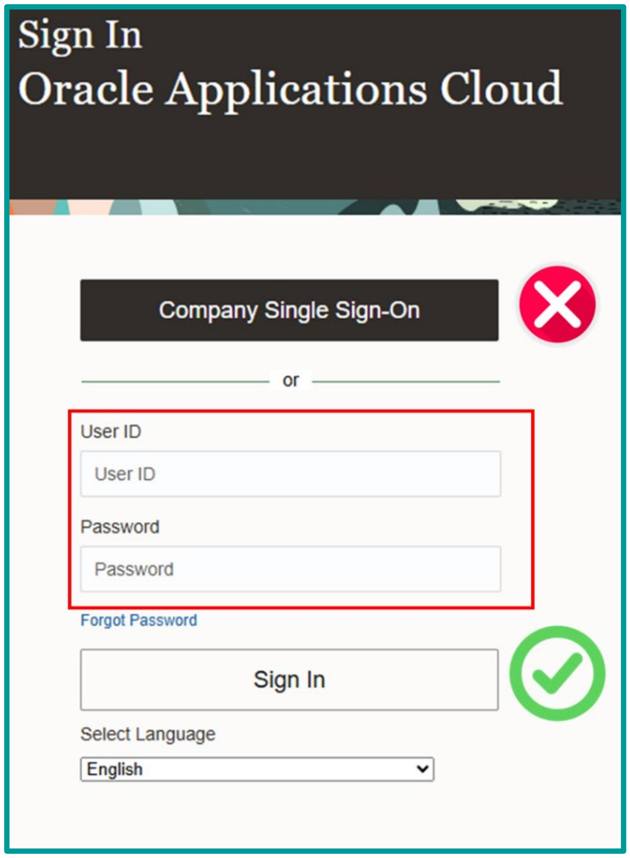
2.2.1 On creation of a new account by the administrator, respective users will receive a login ID on their registered e-mail ID.

2.2.2 The email will also consist of link for the application. During the first login, users will have to click on the link received in the email and set their password. Users can also find the link on the University's webpage.

2.2.3 For future logins, users are recommended to bookmark the URLs mentioned in email and must use their credentials created during the first login as mentioned in the above step for future logins into the Oracle Fusion Application.

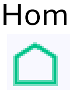
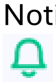
https://login-iabiey.fa.ocs.oraclecloud.com

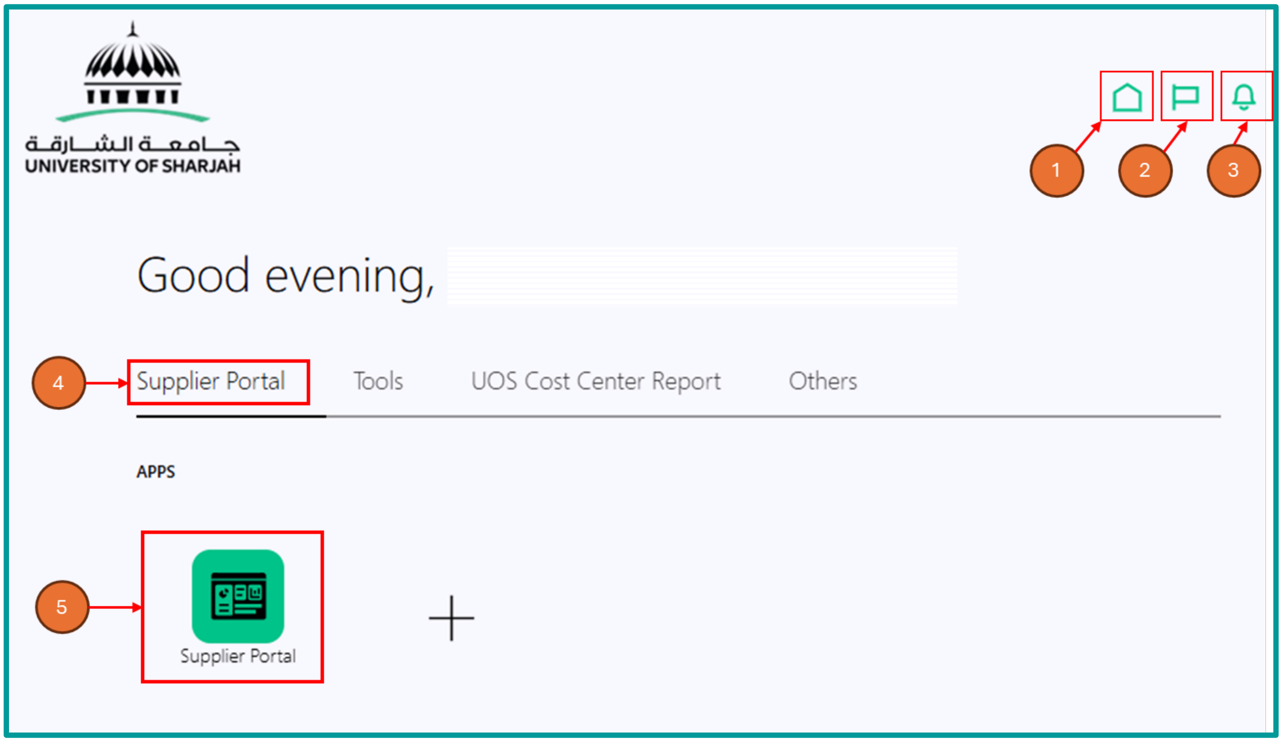
2.2.4 Open any browser and enter the below mentioned URL to navigate to the login page of Oracle Fusion Application which should look like the above snapshot. Enter your email/username and password and click on Sign In.



2.3 Supplier portal

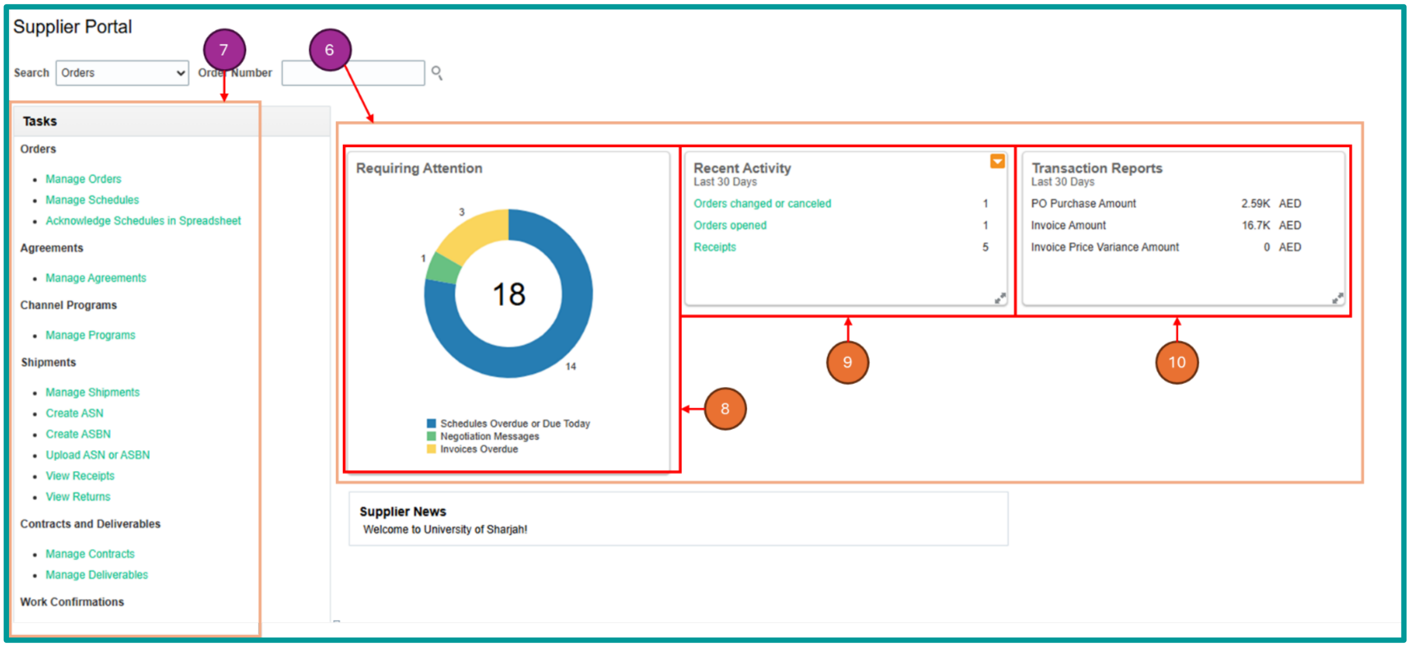
2.3.1 Once you login to the home page, you can use the icons to quickly access important areas such as below:

SNO	Name	Description
1	Home 	To access the *My Dashboard* page, click the Home icon from any page. This displays the process areas and tiles of all the modules that are accessible to you based on the user roles assigned. To access a module, select the process area and click on the module's tile
2	Watchlist 	Used to search transactions utilizing previously saved searches
3	Notifications 	User can see all notifications, including those notifications for information and those that require review and approval.
4	Supplier Portal	Click on the module title
5	Supplier Portal	Click on the tile to access the section



2.3.2 Once you enter the supplier portal, a dashboard opens up highlighting some of the important activities that you have to action.

SNO	Name	Description
6	Dashboard	This section gives a graphical display of some areas at a glance
7	Tasks Navigation Pane	This section consists of various links that open up different functions to transact with the University
8	Requiring Attention	This section lists some of the important items that require your attention such as overdue deliveries for purchase orders issued to your company, invitations to negotiations, negotiation messages, overdue invoices etc.
9	Recent Activity	This section lists the new orders, receipts or change orders issued to your company
10	Transaction Reports	This section lists the values of transactions associated with purchase orders issued, invoices booked etc.



2.3.3 Below are some of the tasks that you can select and their definitions

Task Name	Description
Orders	This section will help to manage the orders issued to your company.
Agreements	This section can be used to manage blanket agreements issued to your company.
Shipments	This section can be used to view receipts, shipment returns done against your deliveries in the system.
Work Confirmations	In this section you can create work confirmation for *Complex* purchase orders issued to your company and see their status.
Invoices & Payments	This section can be used to create invoices, view them after posting, see payment status etc.
Negotiations	This section can be used to participate in bidding activities issued by the University
Qualifications	This section can be used if there are qualifications issued for specific projects
Company Profile	This section is to be used to update your own profile with the University

3.0 Supplier Registration

A supplier can be registered with the University of Sharjah in two ways. New suppliers who do not have any prior business history with the University may initially be registered as Prospective Suppliers. Suppliers who are being onboarded for the purpose of issuing Purchase Orders or processing payments will receive a link to register as Spend Authorized Suppliers.

In most cases, suppliers may not be able to distinguish between these registration links, as they are shared directly by the Vendor Management Team. If a supplier is initially registered as a Prospective Supplier, they can later be promoted to Spend Authorized status by the Vendor Management Team once they qualify for a purchase order or invoice processing

3.0.1 Prospective

A prospective supplier is one with whom the buying organization enters into a business relationship with no financial impact.

3.0.2 Spend Authorized

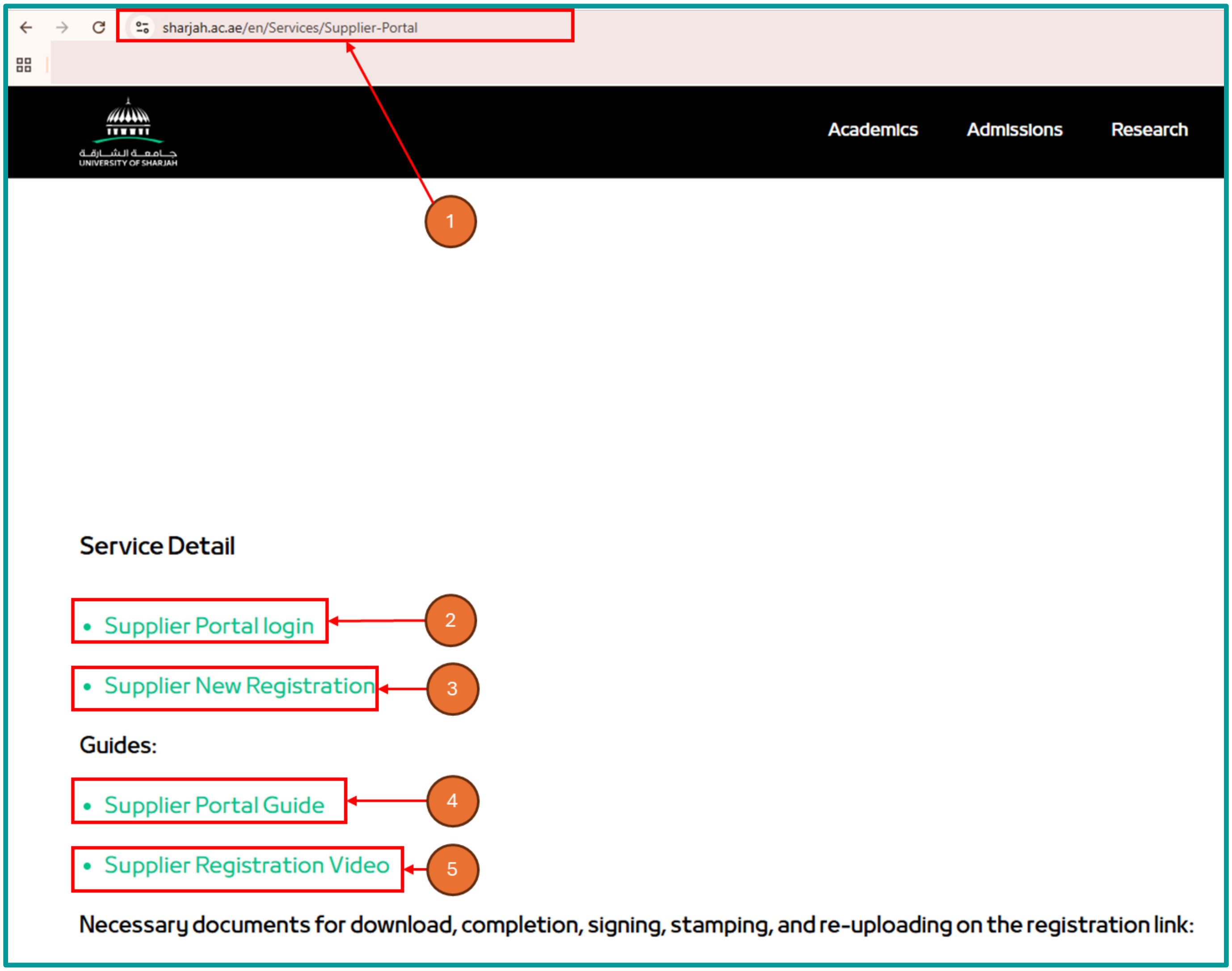
A Spend Authorized supplier is one with whom the buying organization enters into a business relationship for transactions with financial spend.

3.1 Supplier links

3.1.1 In order to access the supplier registration demo video, please visit the Procurement and Supply Chain department page on the University of Sharjah's website and Select the "Supplier Registration Video"

Link: https://www.sharjah.ac.ae/en/Services/Supplier-Portal

SNO	Name	Description
1	Link	Use the above link to reach Supplier links page of the University
2	Login	Click on this link to login to University of Sharjah's supplier portal with a login and user name
3	Registration	Use this link to register as a prospective supplier
4	Guides	Use this link to access user manual (text)
5	Video demo	Use this link to view the supplier registration demo video. A QR Code is also given below to open on another device while registering.



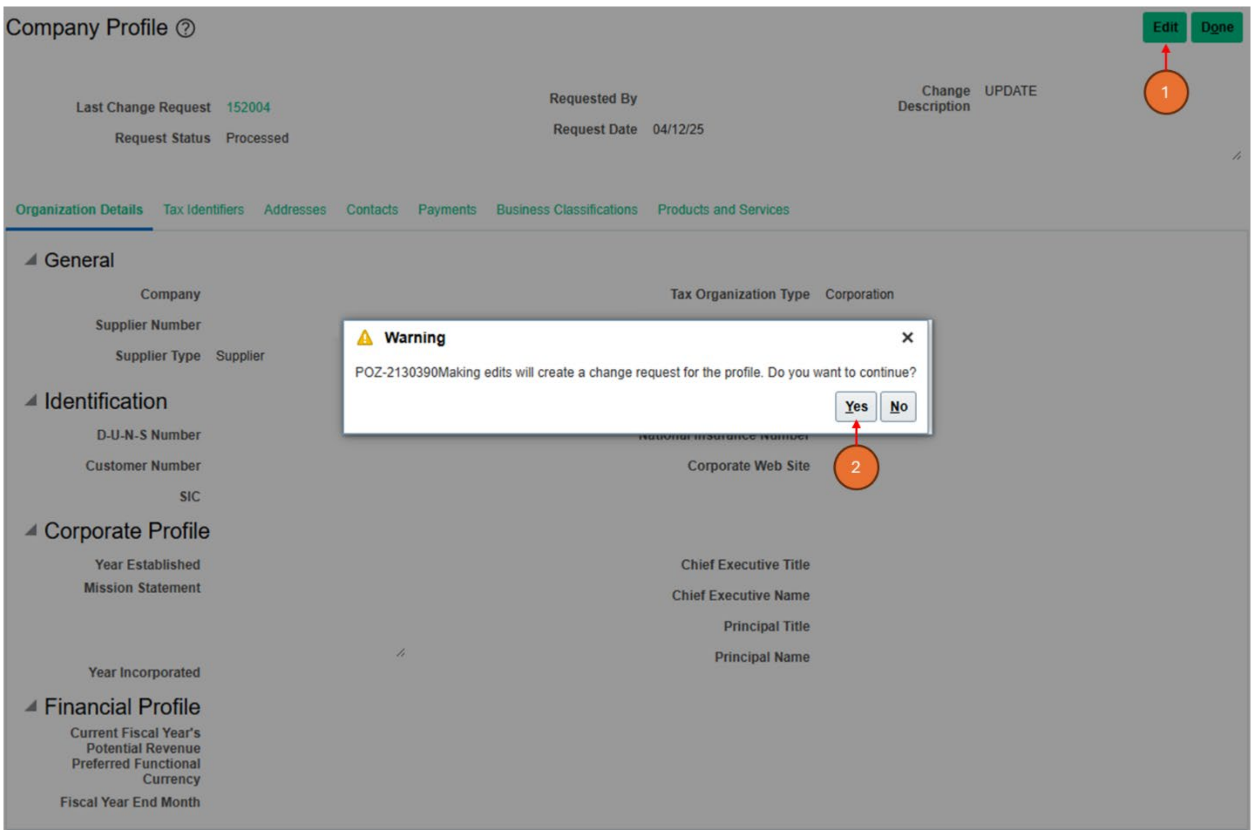
Scan here to open the supplier registration demo video

4.0 Manage profile

4.0.1 In this section you can view/update any information like Contact Person, Number and Address, Banking information, license details etc. through supplier portal

4.0.2 You can access this from the navigation pane under company profile section and then use the following steps.

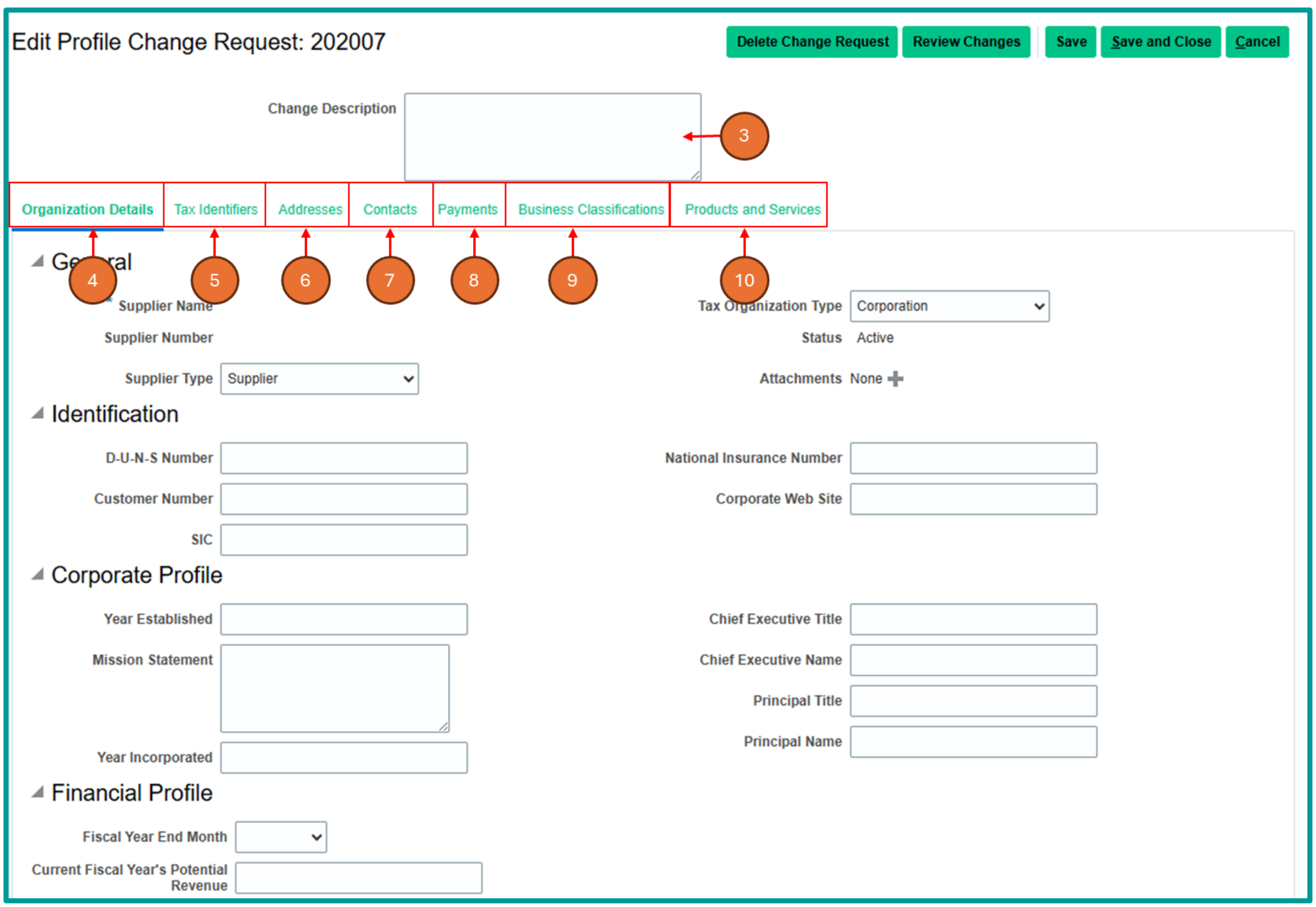
SNO	Name	Description
1	Edit	Click on the Edit button to begin the change request
2	Confirm "Yes"	Confirm to make the change request in the system



4.0.3 The different sections can be edited as required for different kinds of information to be stored in the portal:

SNO	Name	Description
3	Change description	Enter a brief description of why you are making the change

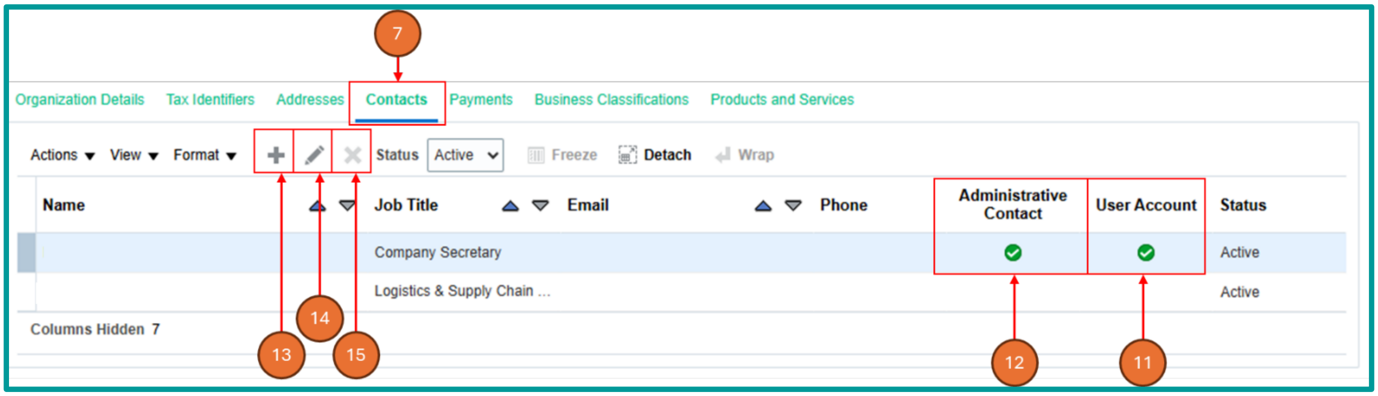
4	Organization details	Name & identification
5	Tax identifiers	Tax related information
6	Addresses	Create addresses related to your company. You can have one or many addresses linked to your company
7	Contacts	Create contacts of your company, select their roles and link them to the addresses
8	Payments	Create your bank account information here. Please note that bank letter is mandatory and not older than 3 months as per our policy
9	Business Classifications	Create your Trade license related information here
10	Products and Services	Select the products & services categories that match your profile. Procurement team will use this information later to invite for bidding



4.1 Contacts

4.1.1 You can enter multiple contacts linked to your company. However, make sure you have 1 administrative account at least.

- Contacts with **User Accounts** [11] can login to the supplier portal.
- Contacts selected as **Administrators** [12] can create new users, grant/revoke access, Assign roles to users, reset passwords and manage profile updates.

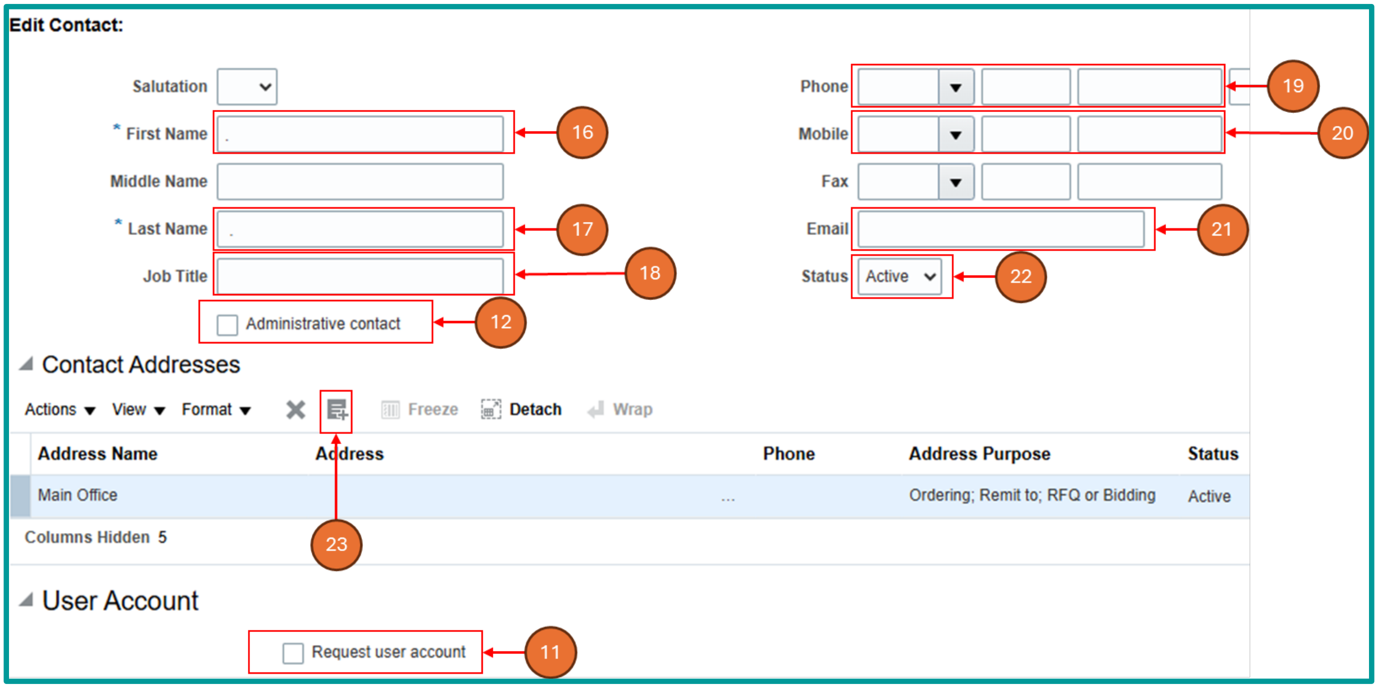


SNO	Name	Description
13	Add	Click this button to add a new contact
14	Edit	Click this to edit an existing contact information
15	Remove	Click this to remove a contact that has left the organization

4.1.2 While entering the contact information, please pay attention to the below:

SNO	Name	Description
16	First Name	The first name of the contact is a mandatory field
17	Last Name	The last name of the contact is a mandatory field. In case if it does not exist, please enter "." In this field
18	Job Title	Please mention the full title of the contact here
12	Administrator	Click on this flag if this contact will have the ability to grant / revoke access from other users
19	Phone	Enter the phone number as <Country Code> <Area Code> <Phone number> <Extension> Do not enter symbols or special characters
20	Mobile	If a company provided mobile number exists for the contact, enter it here
21	Email	Enter the email address of the contact. It is preferred to use company mailbox instead of personal emails like yahoo, Gmail, Hotmail, icloud etc.

22	Deactivate	Toggle this to “Inactive” in case you wish to deactivate a contact.
23	Link Address	Once the contact information is entered, please ensure that this is linked to an address
11	User Account	Click on this checkbox if a user account is required for this contact.



4.1.3 Contacts can have multiple roles to do various tasks within the portal such as detailed below:

Role name	Abilities
Supplier Self Service Administrator	Manages the profile information for the supplier company. Primary tasks include updating supplier profile information and requesting user accounts to grant employees access to the supplier application.
Supplier Sales Representative	Manages agreements and deliverables for the supplier company. Primary tasks include acknowledging or requesting changes to agreements in addition to adding catalog line items with customer specific pricing and terms. Updates contract deliverables that are assigned to the supplier party and updates progress on contract deliverables for which the supplier is responsible.

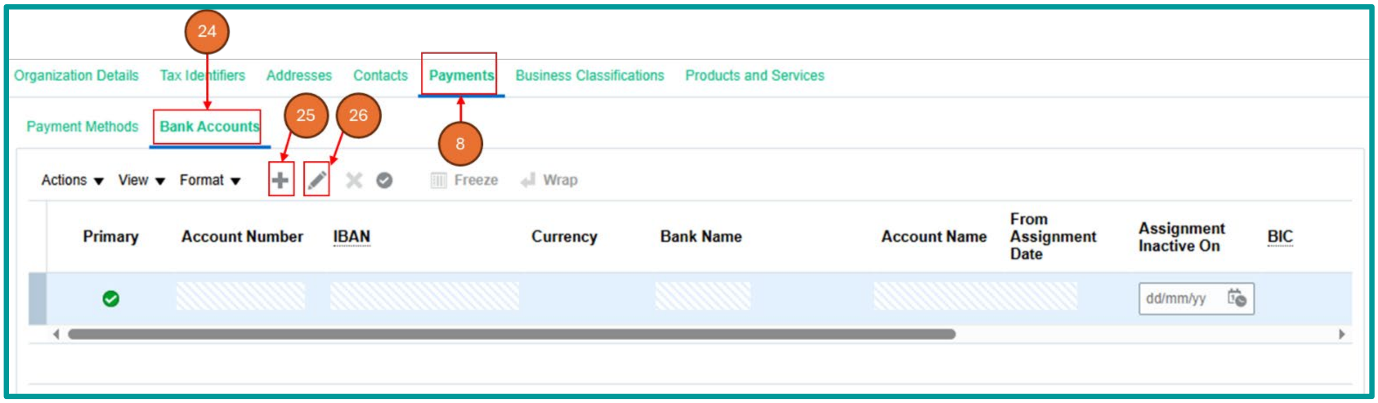
Supplier Inventory Manager	Individual in a supplier organization responsible for managing inventory process control from beginning to end. Monitors available supplies, materials and products to ensure that customers, employees and production have access to the materials they need.
Supplier Customer Service Representative	Manages inbound purchase orders and communicates shipment activities for the supplier company. Primary tasks include tracking, acknowledging or requesting changes to new orders. Communicates order schedules that are ready to be shipped by submitting advance shipment notices, and monitors the receipt activities performed by the buying organization.
Supplier Bidder	Sales representative from a potential supplier responsible for responding to requests for quote, requests for proposal, requests for information and reverse auctions.
Supplier Accounts Receivable Specialist	Manages invoices and payments for the supplier company. Primary tasks include submitting invoices as well as tracking invoice and payment status.

4.2 Banking information

4.2.1 This section helps to review your banking information, add bank accounts or modify existing one.

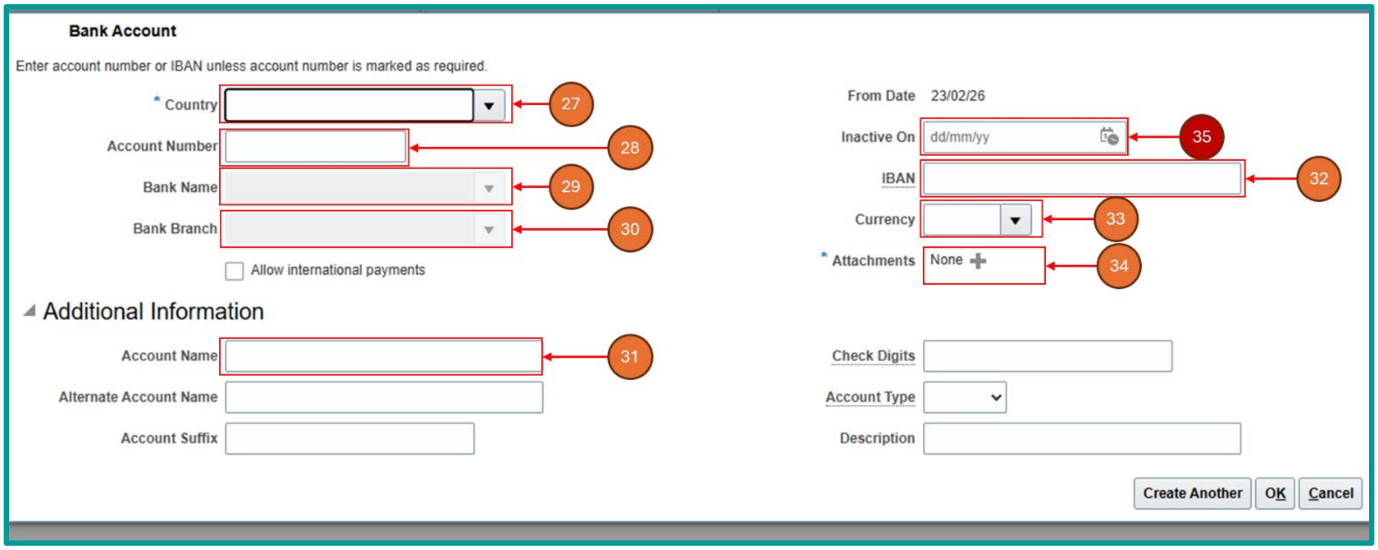
While changing / updating bank details it is important that you attach the bank details on the **bank letter head**. This document must **not be more than 3 months** old. (Ref pointer# 34)

SNO	Name	Description
24	Bank Account	Click on the Bank Accounts Sub-tab to see the list of available bank accounts linked to your profile
25	Add	Click on this to add a new bank account
26	Edit	Click this to edit an existing bank account



SNO	Name	Description
27	Country	Choose the country in which the bank account exists. Please note that the mandatory field requirements change upon the country chosen
28	Account Number	Enter the account number detail
29	Bank name	Enter the full bank name. It is possible that your bank name is not listed. In that case, please email the Vendor management team with the bank details letter as an attachment
30	Bank Branch	Choose as “Main” in case if it does not exist
31	Account name	Enter the name of the beneficiary
32	IBAN	If an IBAN exists for the account, please enter it here. Please note that the mandatory field requirements change upon the country chosen
33	Currency	Choose the currency in which the bank account operates
34	Attachments	Enter the bank details on the bank letterhead, not more than 3 months old
35	Inactive	In case, you wish to deactivate a particular bank account, enter a date in this field

Please note that the fields in the banking section may vary depending on the country-specific requirements. If you are located in a different country, the screenshots shown below may differ slightly.

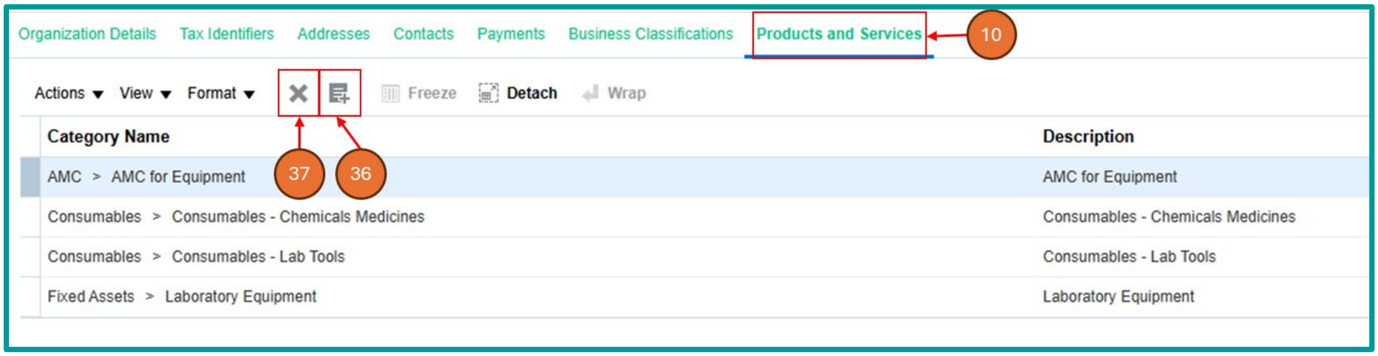


Please note that the University treats bank account information as highly sensitive, and any changes to bank account details are subject to careful review prior to approval. Accordingly, please allow for additional approval lead time in cases where bank account information is amended.

4.3 Products and Services

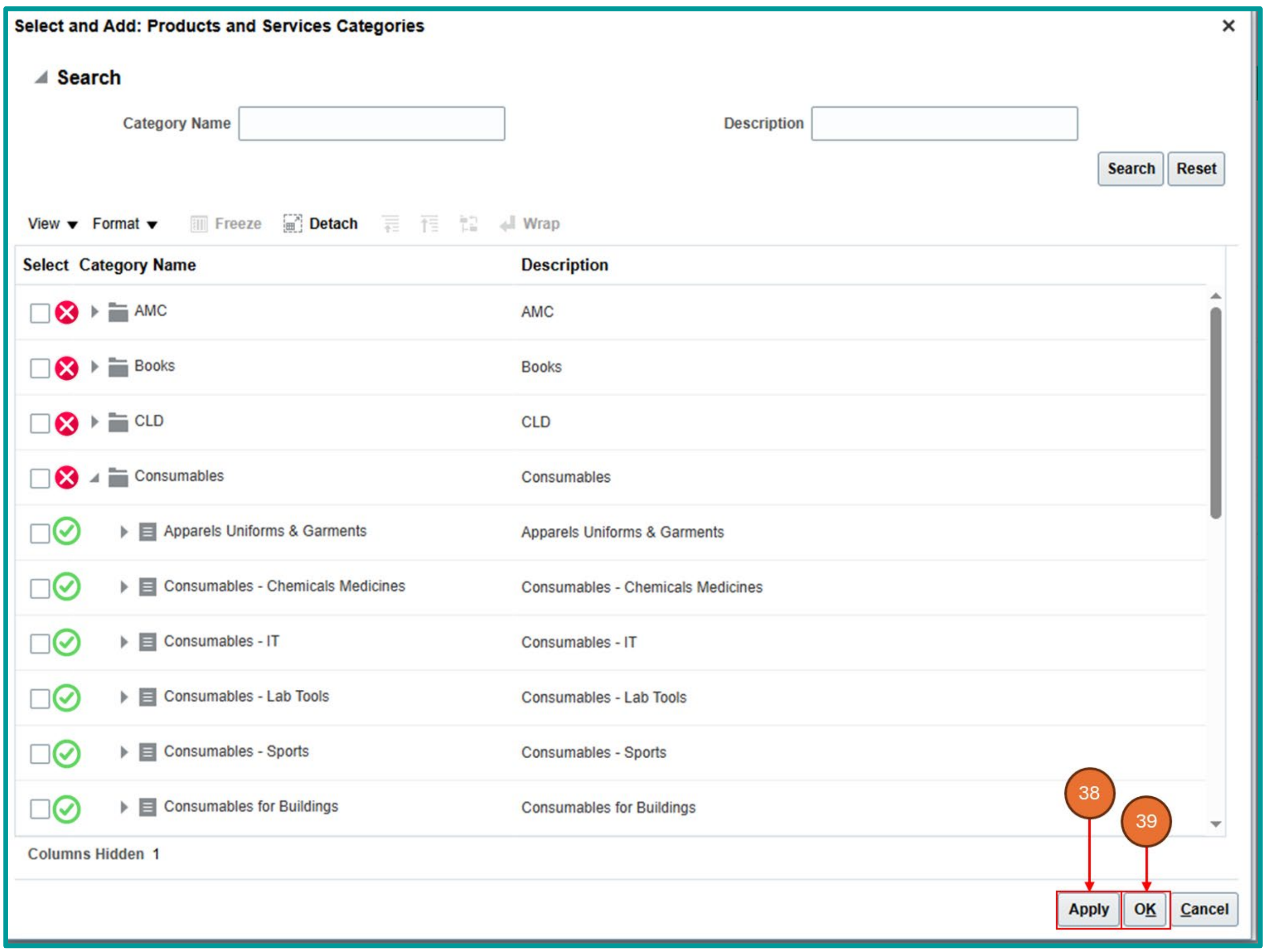
4.3.1 When engaging with the University, it is recommended that you list your products and services with us so that we can easily identify your company for categories of goods and services that we procure regularly.

SNO	Name	Description
36	Select & Add	Click on this to select the products and services relevant to your business
37	Remove	Click on this to remove a selected product / service that has been discontinued



4.3.2 Products and services are organzied in a two level tree structure. While selecting products / services, please click on the arrow to expand the list and ensure that you select the items on the second level as shown below.

4.3.3 Click on Apply [38] and Ok [39] to update the products and services to your profile.



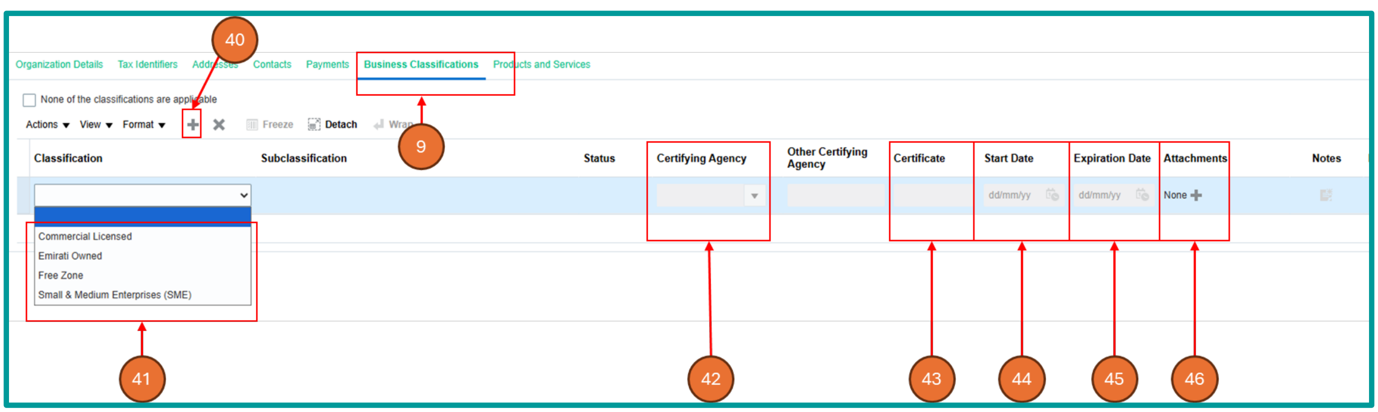
4.4 Trade Licenses

4.4.1 This section will help you to review and add your license information to the supplier portal.

> Please note that it is important to have your valid trade license on our portal in order to receive purchase orders and payments to be processed on timely basis.

SNO	Name	Description
9	Business Classifications	Click on the Business Classifications tab to open up the required fields
40	Add	Click on the Add button to add a trade license
41	Classification	Choose your type of business classification from the drop down as appropriate. If the accurate business classification is not available, choose “commercial licensed”
42	Certification Agency	Choose the appropriate certifying agency from the drop down as appropriate. In case if it doesn’t exist, choose “Other”
43	Certificate	Enter the trade license number here
44	Start Date	Enter / select the date of incorporation of the company, i.e., the date of the first issue of the trade license
45	Expiration Date	Enter the expiry date of the current valid trade license. The system will trigger a notification based on this date
46	Attachment	Click on the + sign to add the valid trade license

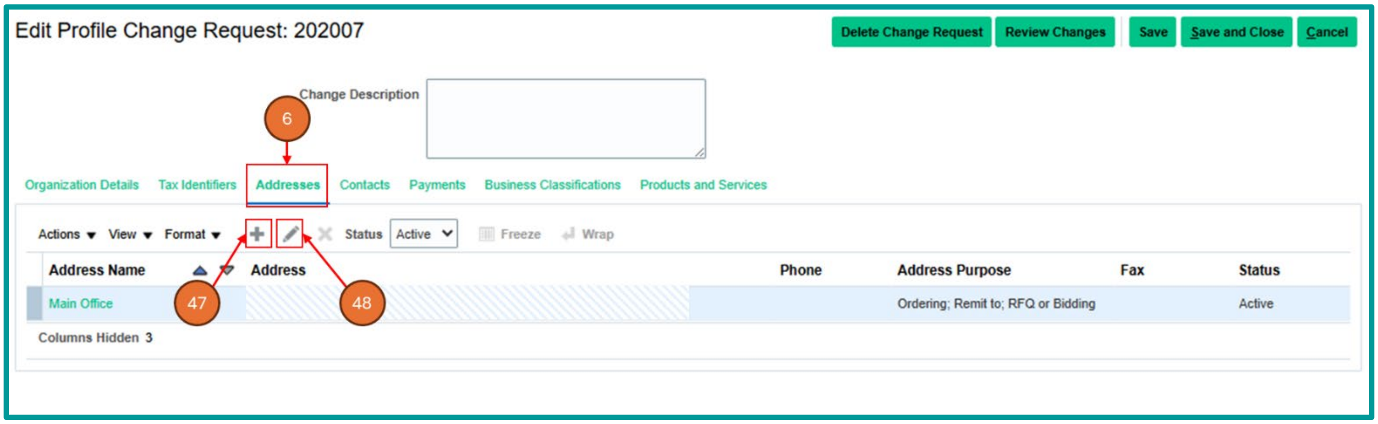
4.4.2 In case you have a different certificate for being listed as an SME supplier, please click on the Add button and add another business classification license.



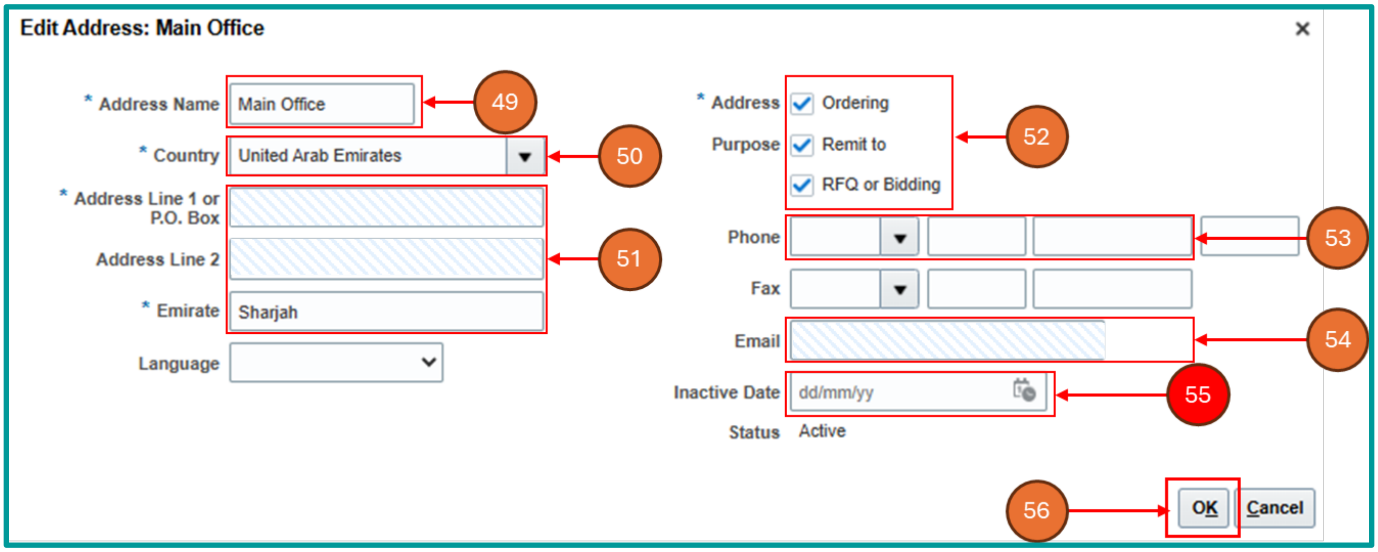
4.5 Addresses

4.5.1 This section will help you to review and add your address information to the supplier portal

SNO	Name	Description
6	Addresses	Click on this to enter the addresses associated with your company
47	Add	Click on the + sign to add a new address
48	Edit	Click on this button to edit an existing address after selecting the corresponding row



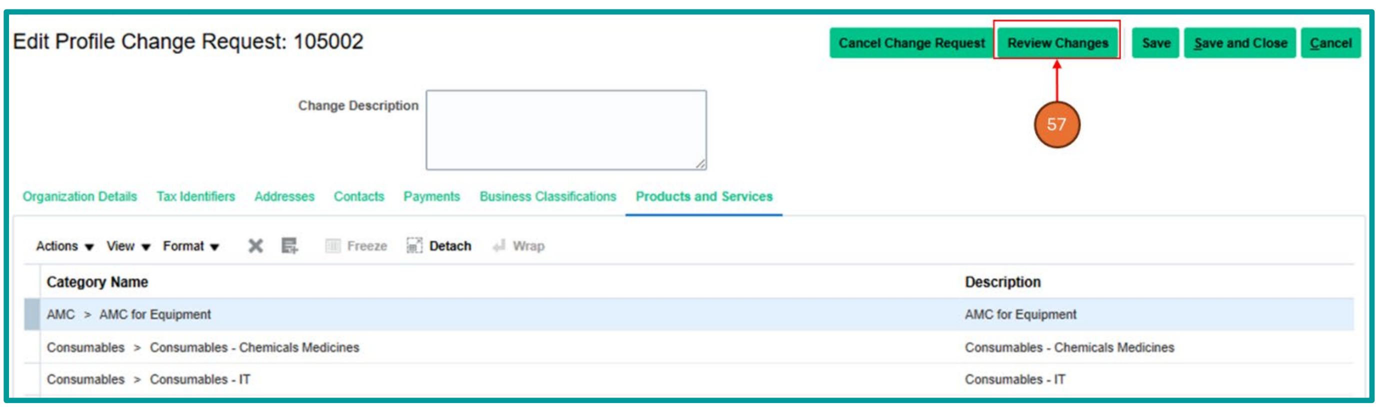
SNO	Name	Description
49	Address Name	Choose a short name for the address such as “Main office”, “Branch 1” or “Billing office” etc.
50	Country	Choose the country in which this address is located
51	Address Lines	You can enter your address in two lines
52	Address Purpose	A company’s office address can serve different purposes such as to receive orders, receive payments or to participate in bidding transactions. Choose the appropriate purpose.
53	Phone	Enter the Phone number in full by filling respective fields
54	Email	Enter the main email address for this address
55	Inactive date	If at any point the address becomes inactive, enter the date on which the address has become inactive
56	OK	Click on OK to save the changes



4.6 Submit Changes

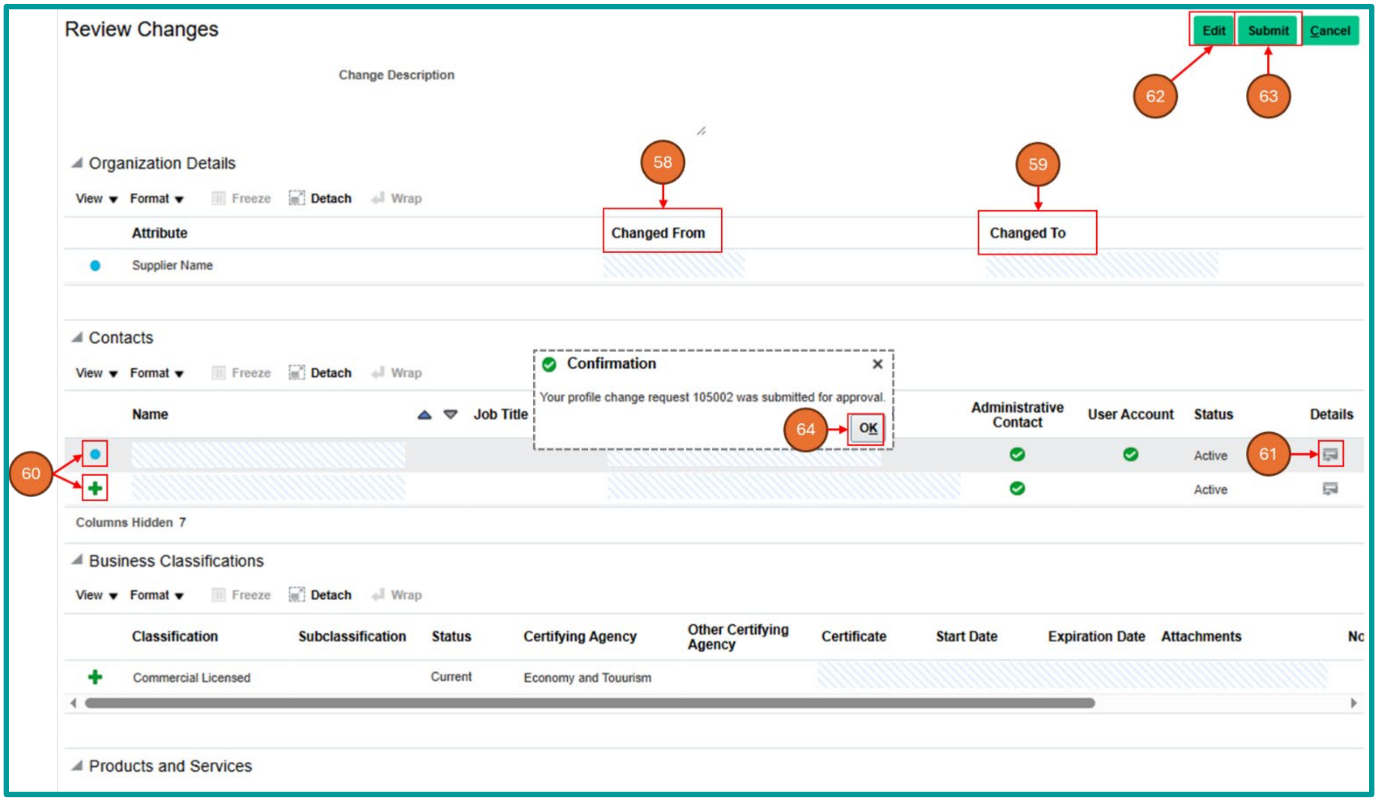
At the end of making the changes on the portal, it is important to submit the changes made, by clicking on review changes and submit.

SNO	Name	Description
57	Review Changes	Click on this button to see the list of all the changes you have made in this change request



SNO	Name	Description
58	Changed from	You can see the initial entry that existed in the portal
59	Changed to	You can see the new entry that you have changed
60	Status indicators	Indicates amendments to existing information Indicates new information that's been added to the portal
61	More info	Provides more information about an entry

62	Edit	In case you need to edit more information based on the review changes, you can click on this button to make further changes
63	Submit	Click on the submit button to trigger the workflow for approval based on the details you have changed
64	Confirmation	You will get a confirmation message with reference number that the change request has been submitted.

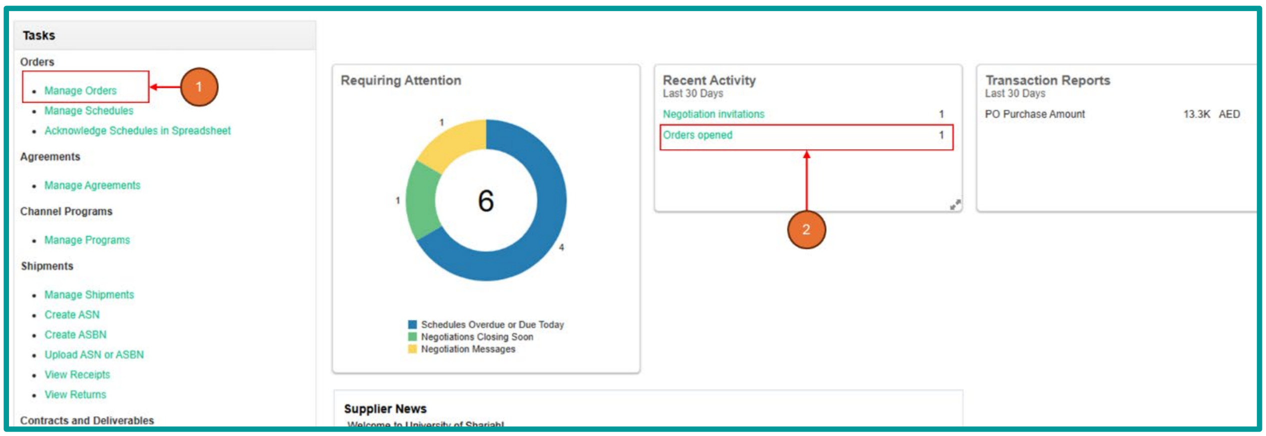


5.0 View Purchase Orders

5.0.1 In this section you can see all the purchase orders issued by the University to your company.

> Only purchase orders that are fully approved will be visible in your supplier portal.

SNO	Name	Description
1	Manage Orders	You can click on this link to open up a search page
2	Orders Opened	You can click on this link as well to see the recently issued purchase orders

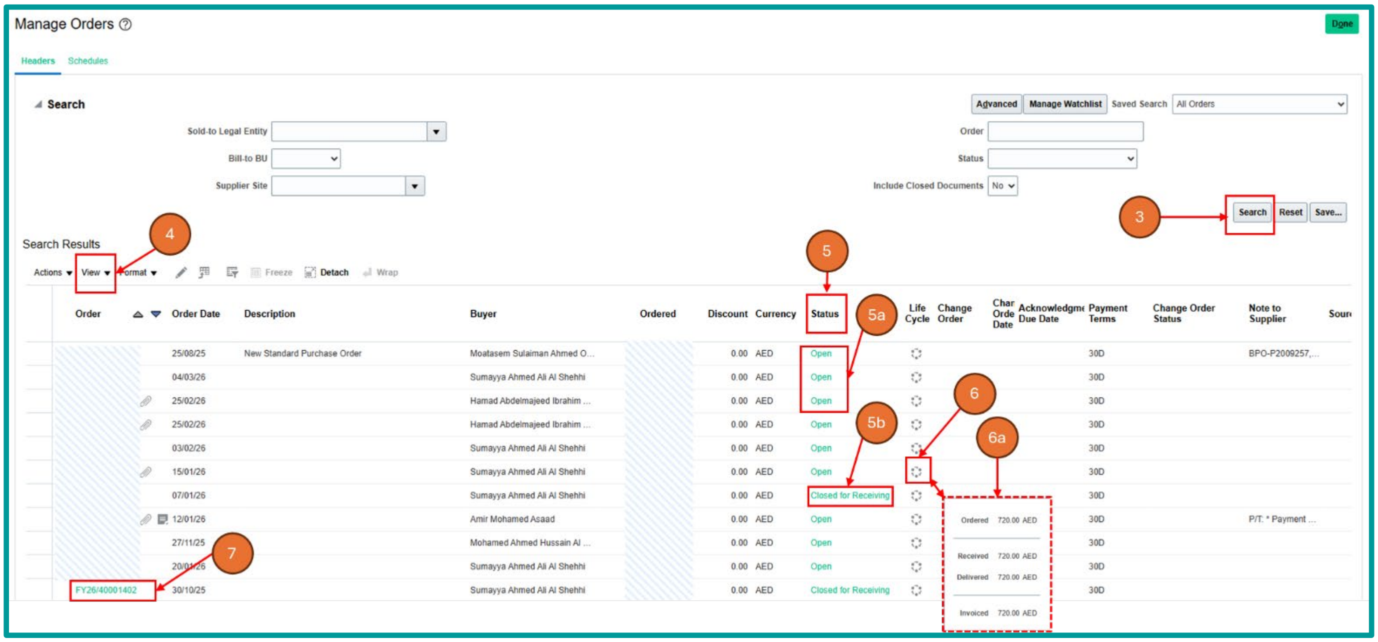


5.1 List of Purchase orders

5.1.1 This screen lists the summary of all the POs issued to your company.

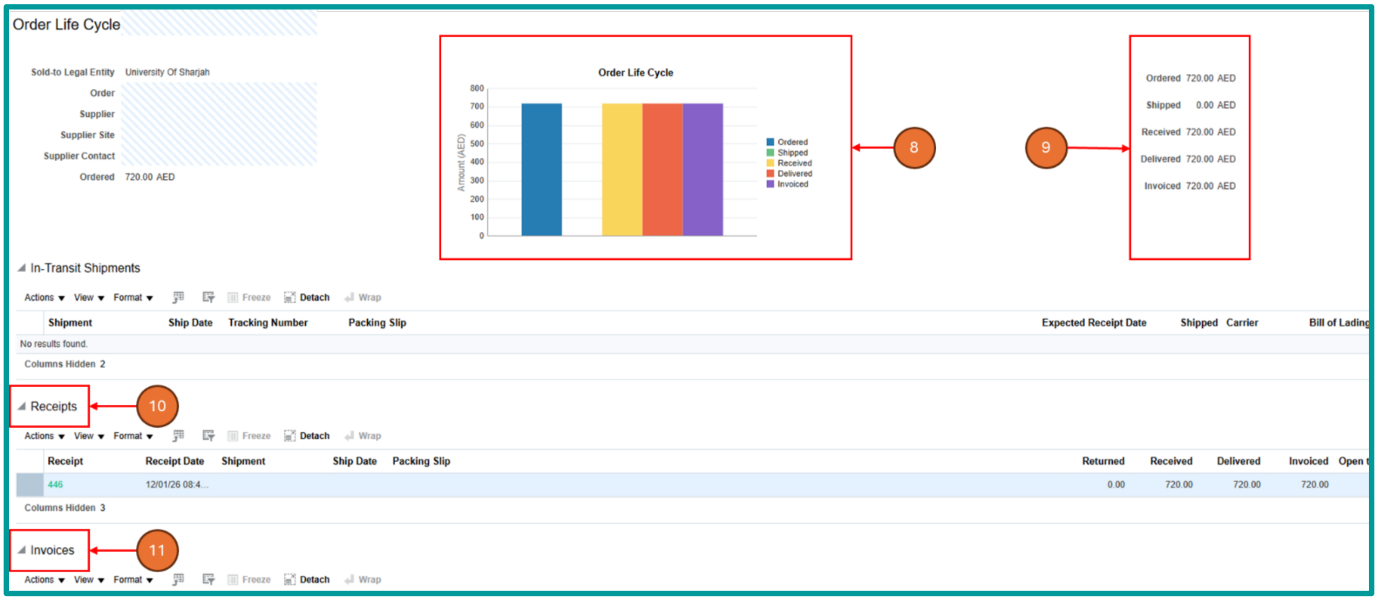
SNO	Name	Description
3	Search	You can click on this button without any parameters to list all the Purchase orders issued to your company as a Summary page.
4	View	In order to adjust the columns or view, you can choose "Reorder columns" to adjust the view to your preferences
5	Status	Open [5a] – This means that the purchase order is just issued to your company and there are no GRNs posted against this PO.
		Closed for receiving [5b]– This means that these purchase orders have GRNs against them and GRNs are no longer possible. Invoices can be posted against such orders or invoices may exist

6	Lifecycle	For any PO, hover on the lifecycle button to see the summary of the PO at a glance [6a]
		Click on the Lifecycle button to open up the Lifecycle of the corresponding PO
7	Order Number	Clicking on this linking will open the Purchase order (system view). Refer section 5.1



5.1.2 Clicking on the Life cycle button [6] will open up the Lifecycle view of the corresponding Purchase order.

SNO	Name	Description
8	Graph	This section displays the graphical overview of the entire PO
9	Summary	This section displays the information of the PO in a textual format
10	Receipts	This section displays all the receipts that have been posted to this purchase order
11	Invoices	This section displays all the invoices that have been posted to this purchase order

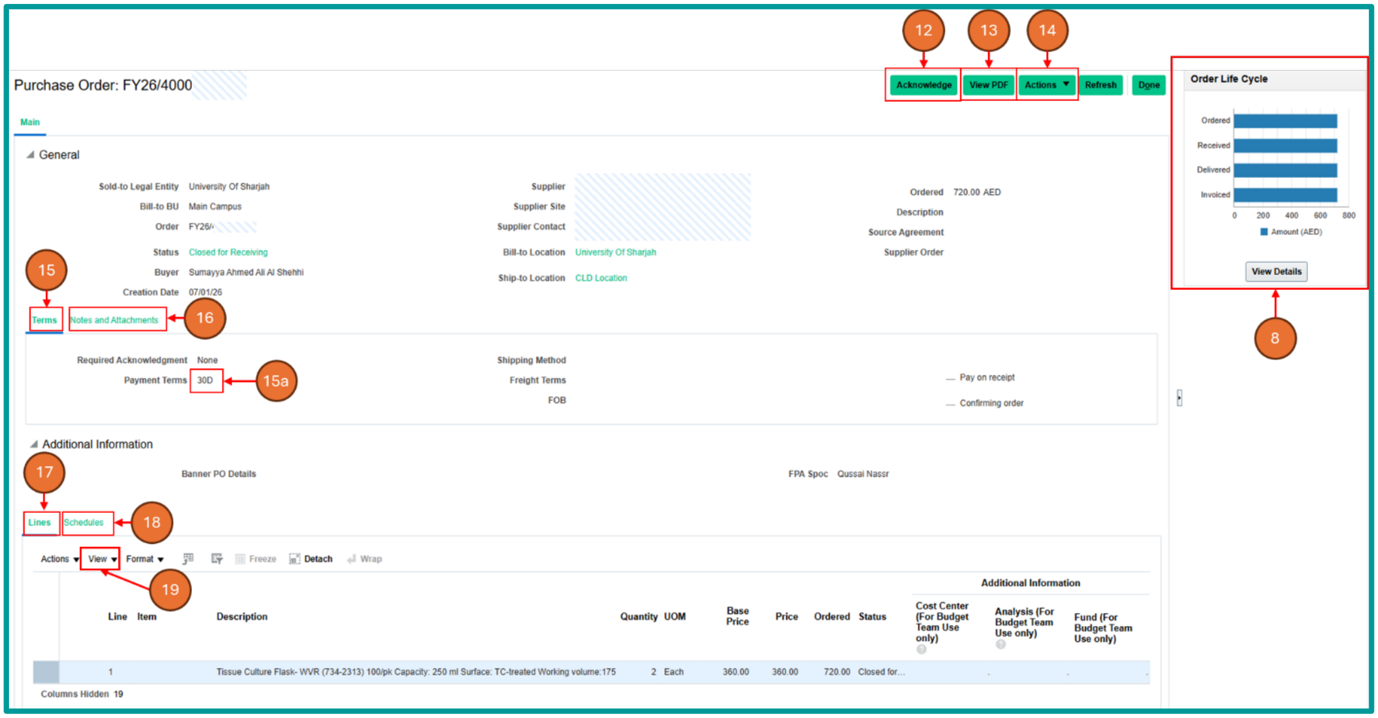


5.2 Purchase Order Screen

5.2.1 When you click on the purchase order reference link [7] , the system view of the Purchase order opens up.

SNO	Name	Description
12	Acknowledge	Click this button in order to acknowledge the PO to the procurement department
13	View PDF	Click this button in order to download the PO in a pdf format.
14	Actions	Click this to see further actions related to the PO
15	Terms	This area highlights the different terms related to the PO such as payment terms, shipment terms etc.
15a	Payment Terms	This code indicates the payment terms of the purchase order.
16	Notes & Attachments	This section shows if there are any attachments linked by the procurement officer related to this PO.
16a	Note to supplier	If there are notes from the procurement officer, it will be displayed here. You can also see in the summary page if notes exist
16b	Attachments	If the procurement officer has attached documents, it will be available here. You can also see in the summary page if attachments exist
17	Lines	This section lists different lines of the purchase order.
18	Schedules	This section lists the different schedules for each line of the purchase order. It is possible a line of the PO can have multiple delivery schedules.
19	View	Click on “reorder columns” to reset the view according to your preferences

20	Delivery dates	These columns indicate the delivery dates committed to the University
21	Invoiced quantity	If any quantities have already been posted for invoices, those quantities will be shown here
22	Received quantity	If any quantities have already been received in the system, those quantities will be shown here



In order to see the requestor name of your purchase order, please download the PDF version of the purchase order [13] and go to the last page.

6.0 Upload invoices

6.0.1 Suppliers need to upload invoices on their respective supplier portal in order for their payments to be processed. In order to upload invoices to the supplier portal, the following pre-requisites must be met.

a) You should be having a valid login credentials to access the supplier portal.

a.1) If this is not available, you should reach out to the vendor management team or the supplier onboarding specialist.

b) You should be having a valid and approved purchase order in the system.

b.1) If this is not available, you should reach out to the procurement officer in charge of your engagement with the University or the Head of Procurement for that section.

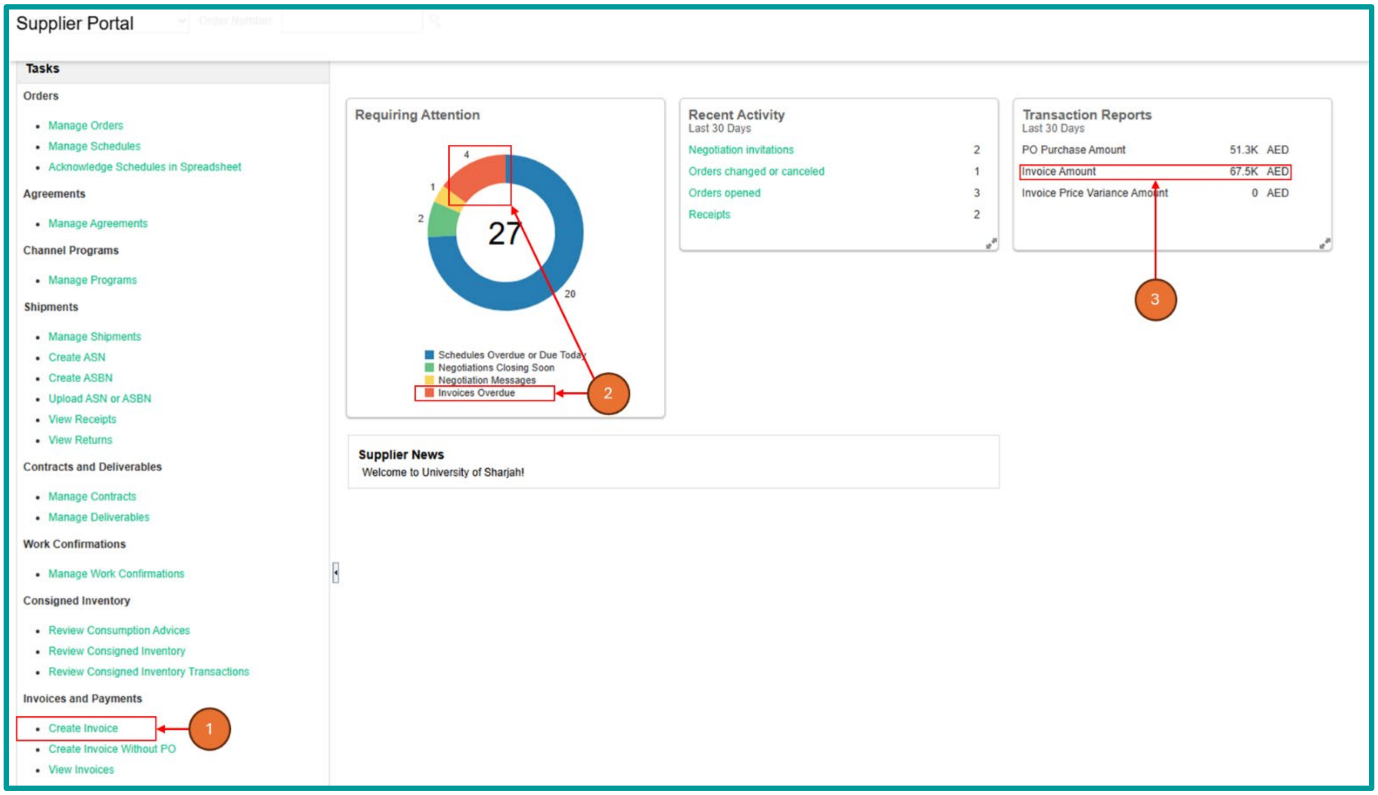
c) A goods receiving note or an approved work confirmation should be available against this purchase order in order to upload the invoice.

c.1) If this is not available, you should reach out to the Requestor (mentioned on the last page of the PO PDF printout) or the procurement officer

To avoid delays in receiving payments, please ensure that your bank details on the Supplier Portal are accurate and match the bank details stated on your invoice. For guidance on how to view or update your bank details, please refer to Section 4.2 of this manual.

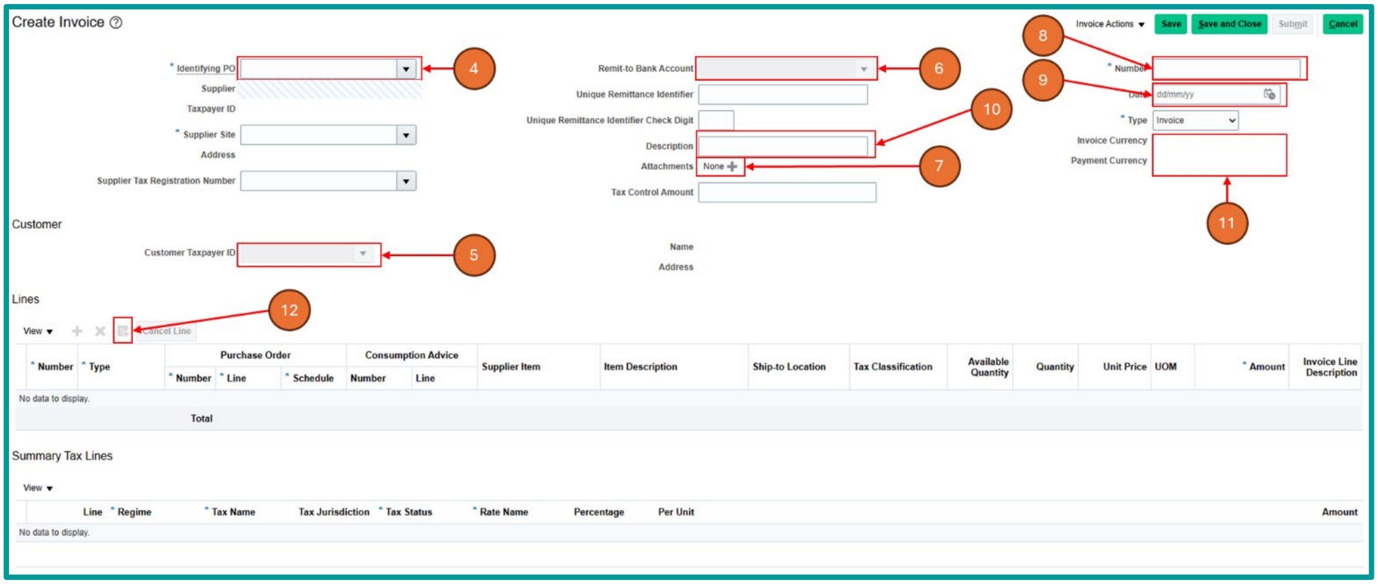
6.1 Create Invoices

SNO	Name	Description
1	Create Invoice	Click on this link from the navigation pane to open the screen to create the invoice in the system
2	Overdue Invoices	From the dashboard view, you can view the number of overdue invoices and clicking on the corresponding pie will display the list of overdue invoices
3	Invoice Amount	This will give a summary of the total invoice amount

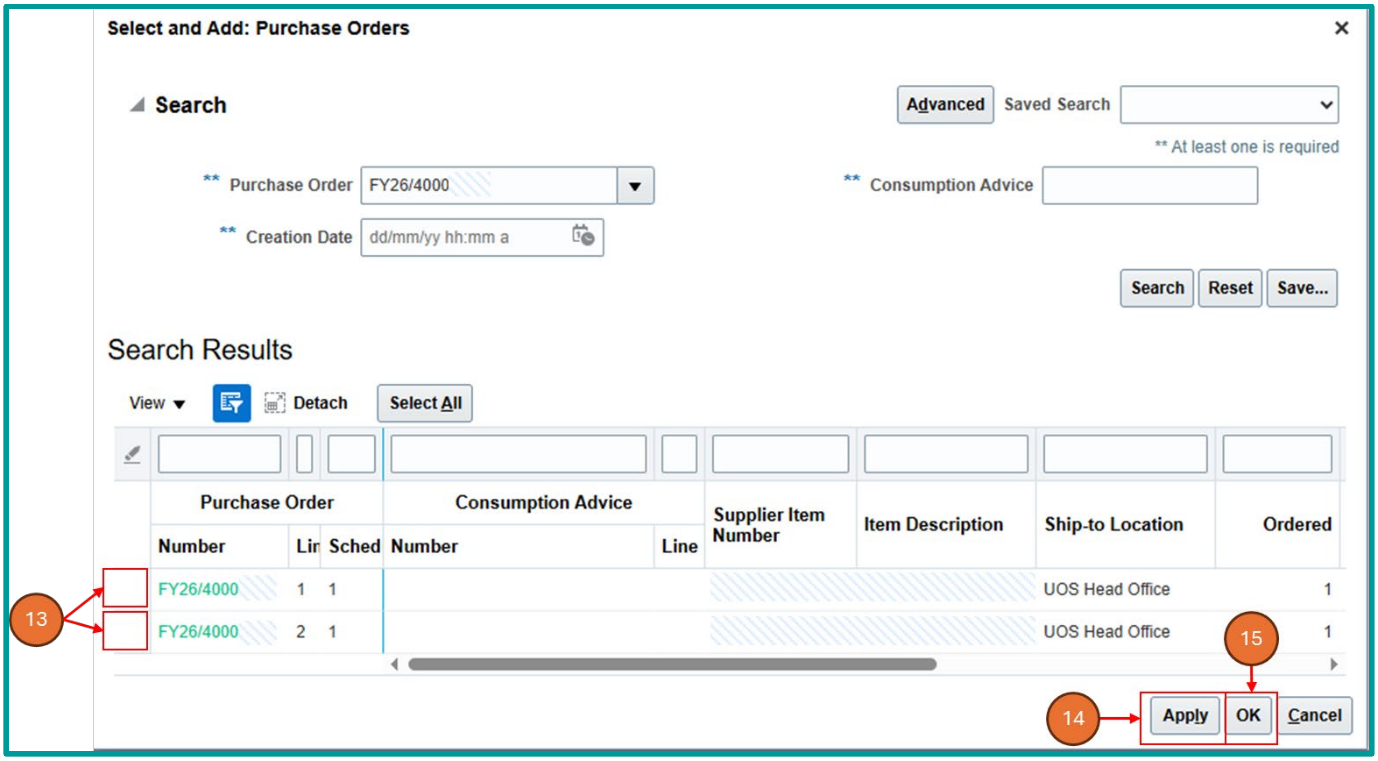


SNO	Name	Description
4	Identifying PO	Enter / copy the PO reference number for which the invoice is being created. You can also select this from the dropdown if it's visible.
5	Taxpayer ID	Once the PO is correctly identified and the pre-requisites are met, then the Tax Payer ID appears automatically. Verify this information
6	Remit-to Bank Account	Once the PO is correctly identified and the pre-requisites are met, then the Remit-to Bank account appears automatically. If not, please choose the right bank account. If the field is empty, add the bank details in the supplier portal and wait until the change request is approved. Verify this information
7	Attachment	Upload a signed, stamped copy of the invoice here on the company's letterhead, clearly identifying the purchase order.
8	Invoice	Enter the invoice number here for tracking purposes. Please note that the system does not accept duplicate invoice number for any supplier
9	Date	Enter the invoice date. The system does not accept any date other than the current date
10	Description	In case if your invoice date is different from the current date, then enter the actual invoice date here.

11	Currency	The Invoice and payment currency will be defaulted from the corresponding purchase order
12	Select & Add	Once 8 & 9 are entered, the select and add button will be activated to select the lines to the invoice. If this is not activated, review the purchase order for any missing steps.

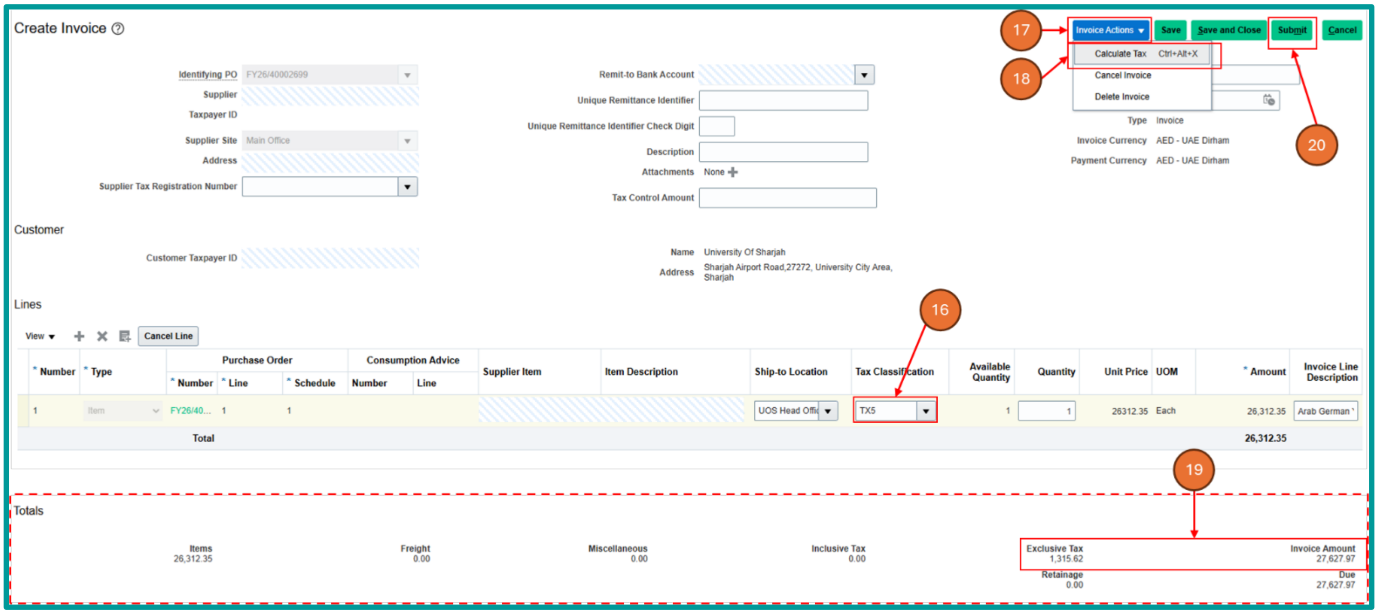


SNO	Name	Description
13	Select lines	Select the lines that you would like to add to the invoice
14	Apply	Click on Apply
15	OK	Click on OK to bring these lines back to the invoice page



6.1.1 Taxations are done by the Accounts Payable team. However, if you wish to add the tax code for your invoice, you can do the following:

SNO	Name	Description
16	Tax classification	Enter the code as TX5
17	Invoice Actions	Click on Invoice actions to open the dropdown
18	Calculate Tax	Click on Calculate tax for the system to calculate the tax applicable for the invoice
19	Tax display	The calculated tax is displayed at the bottom of the page.
20	Submit	Click on Submit to submit the invoice

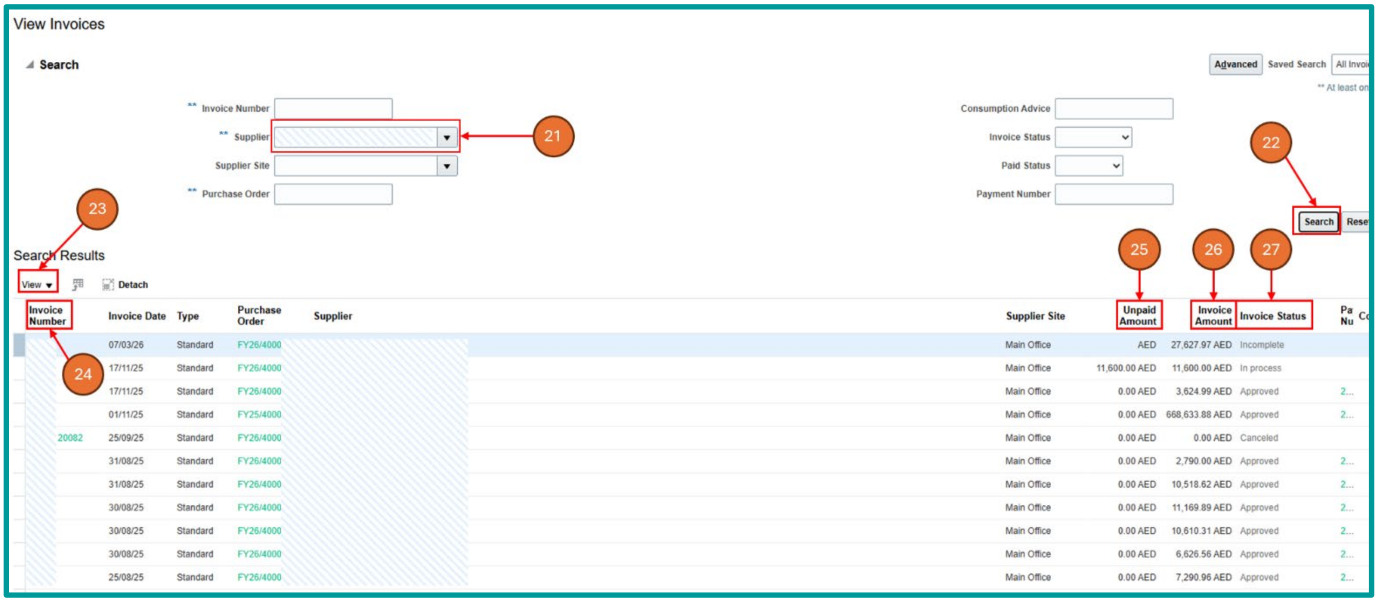


6.1.2 Once submitted, you will get a confirmation page stating that the invoice has been submitted.

6.2 View Invoices

6.2.1 In order to view invoices submitted, click on “View invoices” link from the navigation pane

SNO	Name	Description
21	Supplier	To see all the invoices that belong to your company, click on this drop down and select the name of your company
22	Search	Click on the Search button to list down all the invoices
23	View	Click on this and reorder columns to your preferences
24	Invoices	This column lists all the invoice reference numbers that are available in the portal
25	Unpaid Amount	If the amount has been unpaid, it will reflect here. If the invoice has been fully paid, it will show unpaid amount as 0.
26	Invoice Amount	The value of all the invoices is shown here
27	Invoice Status	The status of the invoice is shown here. If the status is shown as “Incomplete” such invoices should be reviewed and submitted.


View Invoices
Search
Advanced
Saved Search
Invoice Number
Supplier
Supplier Site
Purchase Order
Consumption Advice
Invoice Status
Paid Status
Payment Number
Search
Search Results
View
Detach
Invoice Number
Invoice Date
Type
Purchase Order
Supplier
Supplier Site
Unpaid Amount
Invoice Amount
Invoice Status
21
22
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27

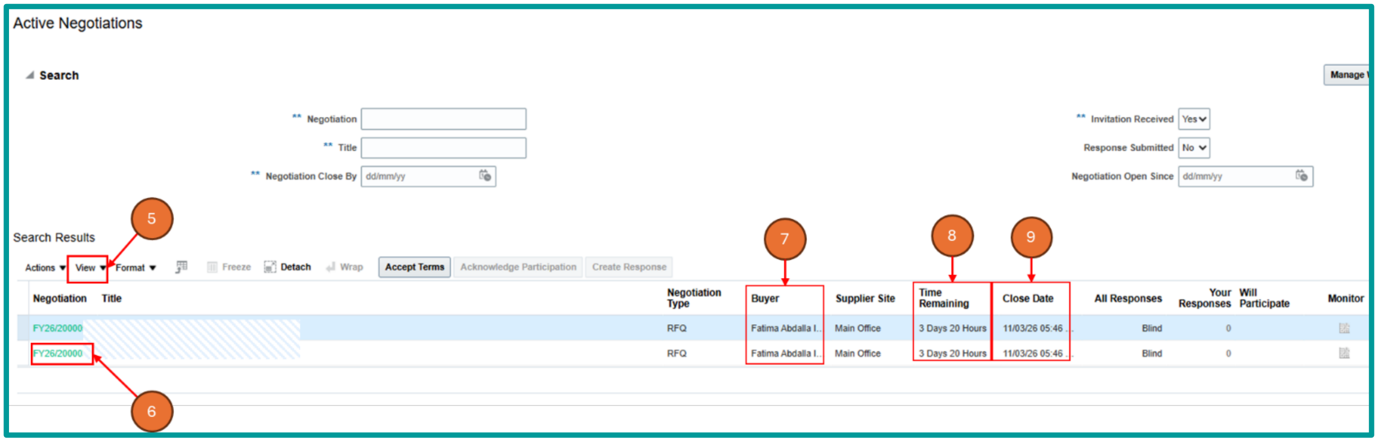
7.0 Tender participation

7.0.1 The University may invite suppliers to participate in bidding for various tenders. Bidding activities in Oracle Fusion are termed as negotiations.

SNO	Name	Description
1	Negotiation invitation	Click on this link to see the list of all the tenders for which you have been invited to respond
2	Graphical view	This section will give you a quick overview of the messages you have from the tenders and the list of negotiations going to close soon.
3	View Active negotiation	This link will take you to the search window to search for negotiations where you have been invited
4	Manage Responses	If you have already submitted a response, this section will help you review them

SNO	Name	Description
5	View	Click on this and reorder the columns to view the information as per your preferences

6	Negotiation	Click on the link to open the negotiation document
7	Buyer	This will indicate the name of the buyer you need to get in touch with for any queries regarding the negotiation
8	Time remaining	This indicates the amount of time remaining for the negotiation to close and stop accepting bids
9	Close date	This indicates the time at which the negotiations will be closed for further responses

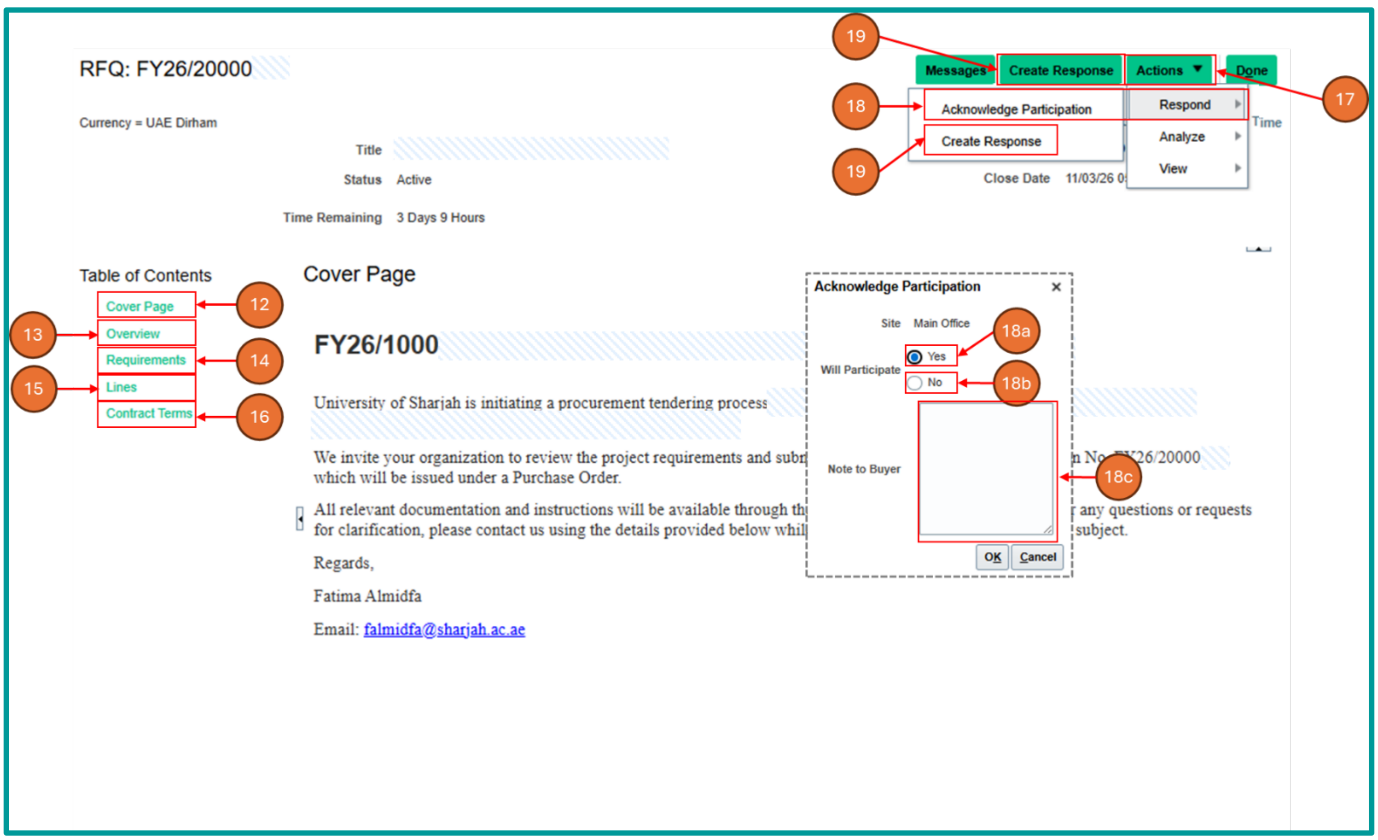


7.1 View Negotiations

7.1.1 Once you click on the negotiation number for the first time, you will need to accept the RFQ terms [10] to proceed and see the negotiation.

SNO	Name	Description
10	Accept terms	Once you click on the negotiation number [6] for the first time, you will need to accept the terms to move forward.
11	Comments	If there are comments on the Terms, you can mention it here.

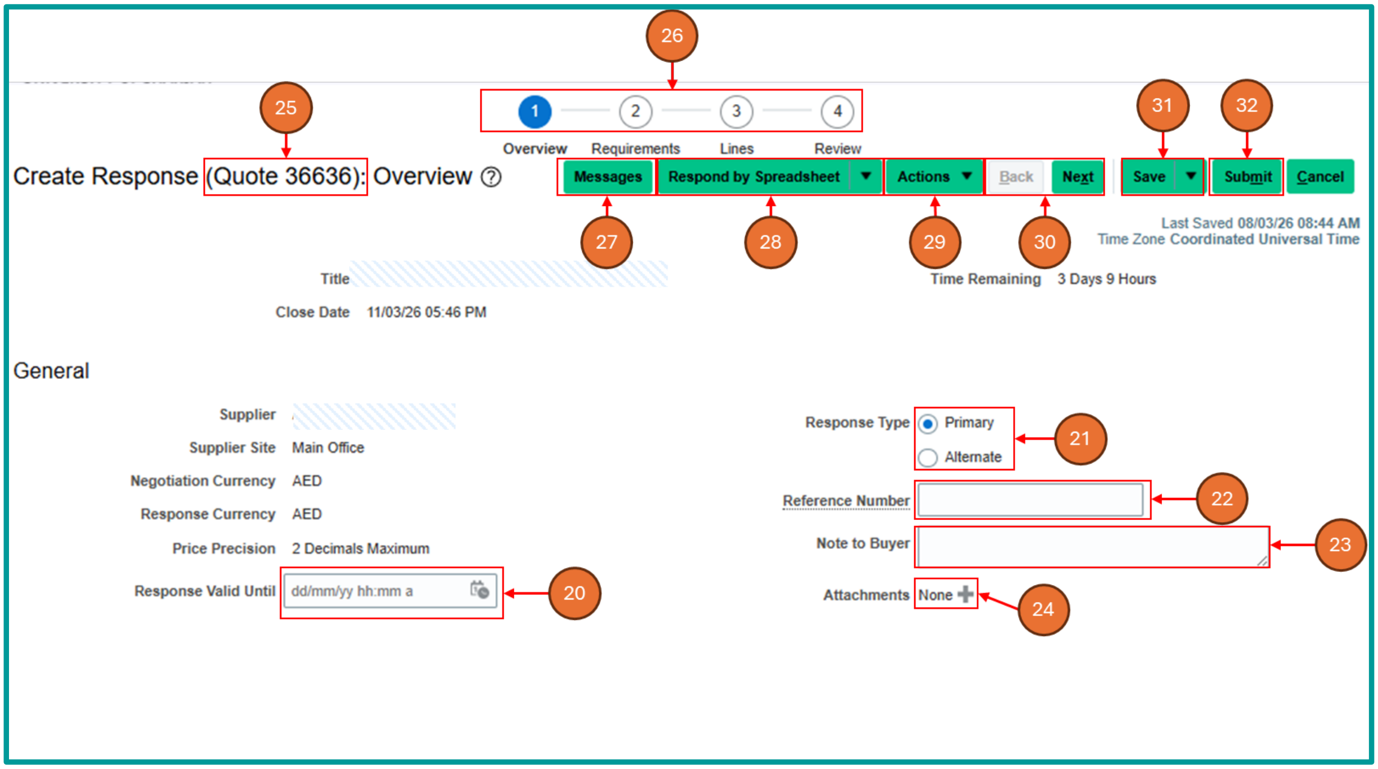
SNO	Name	Description
12	Cover page	Click on this to see the cover page of the RFP
13	Overview	Click on this see to overview of the RFP. Here you can see the different controls, response rules and currency of submission
14	Requirements	Click on this to see the different requirements or criteria of the overall submission of the bid.
15	Lines	Click on this to see the different lines of the RFQ
16	Contract terms	Click on this to view the terms of the contract of the RFQ
17	Actions	Click on Actions to see the list of actions possible on the RFQ
18	Acknowledge Participation	Click on Acknowledge participation to indicate whether you intend to bid or not and a dialog box opens up
18a	Yes	Click on Yes to indicate to the buyer that you intend to participate on the tender
18b	No	Click on No to indicate to the buyer that you would not participate
18c	Comment	If you do not wish to participate, please mention the reason in this comment box
19	Create Response	Click on this button to begin submitting your response to the tender.



7.2 Create Response

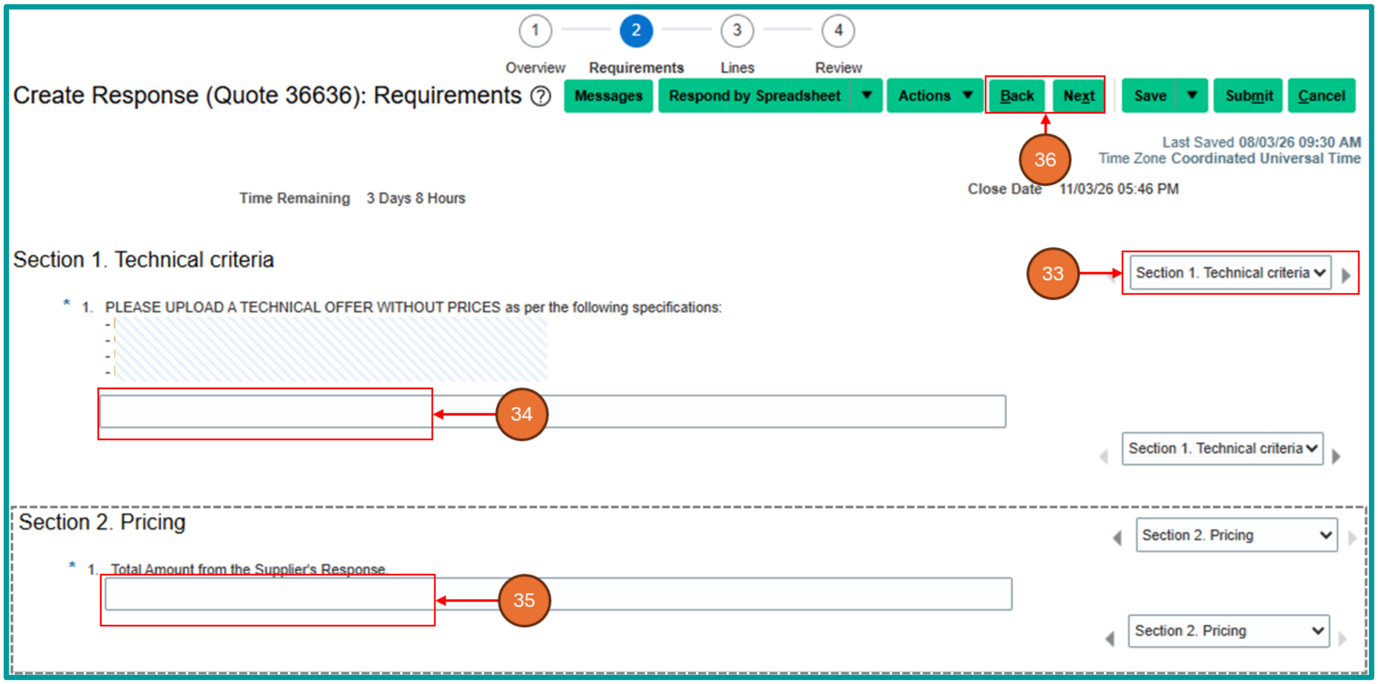
7.2.1 In order to submit a response to a tender, you need to enter the required details in the system as detailed below.

SNO	Name	Description
20	Response validity	Enter / select the date of the validity of the bid. Preferably we recommend to keep at least 90 days of validity for bids above AED 50,000
21	Response type	In case if the tender allows for submission of alternate bids, you can choose whether you are submitting primary bid or alternate bids.
22	Reference number	Enter the quotation number or bid reference here
23	Note to buyer	If there are any specific notes to the buyer, please enter them here that are relevant to the bid
24	Attachments	It is important to attach here the bid document
25	Quote Ref	This is the system generated quote reference for the draft bid you are creating in the system
26	Steps	At any point you can switch between the steps by using these buttons
27	Messages	Click this button to see or reply to any messages received from the procurement team
28	Respond by spreadsheet	In case if there are lot of lines in the tender, you can choose to respond by spreadsheet by exporting the template and importing it back. Please do not change the format of the file
29	Actions	Once you have filled in all the entries, you can choose “Validate” from the dropdown to review your response before submission
30	Back / Next	Click on these buttons to navigate between the steps
31	Save	You can save the bid and come back later to submit
32	Submit	This button submits the response to the procurement team. Some bids may allow for resubmission where some bids will only allow for revisions. If in doubt, please check with the procurement officer. You can see this under Response rules under Pointer 13



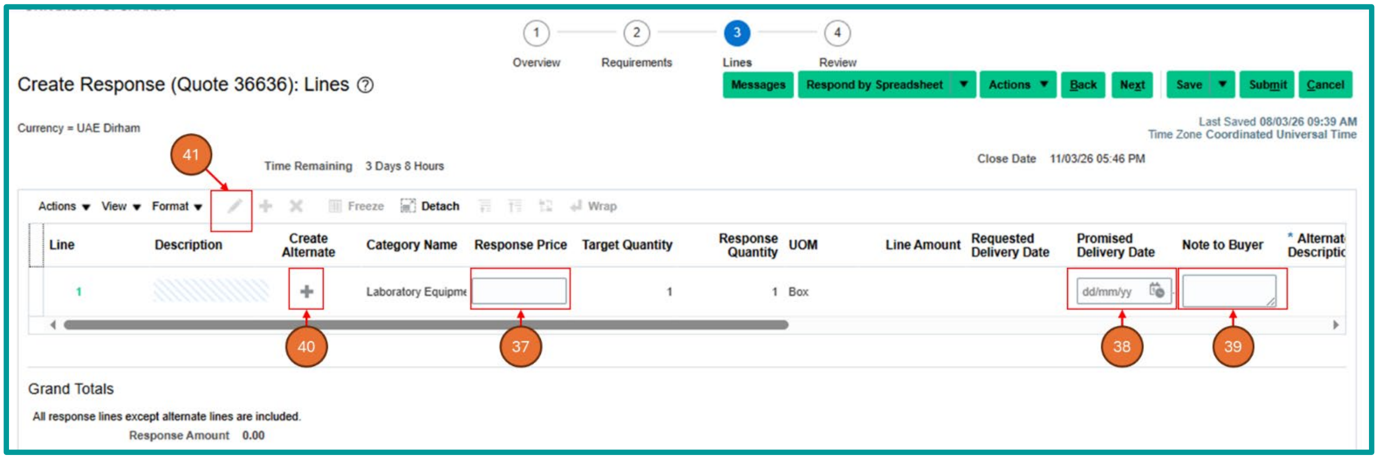
7.2.2 Once you click Next or select "Requirements", you will be asked to enter / upload the details that pertain to the requirements set forth in the negotiation document.

SNO	Name	Description
33	Section Option	You can click the drop down to quickly move between the different sections
34	Requirement Response	Read carefully the requirement criteria & enter the response that match the requirement. Where attachments options are available, please ensure that attachments respond to the requirements
35	Pricing	In the pricing section, enter the response price of the full bid
36	Back / Next	Click on these buttons to navigate between the steps



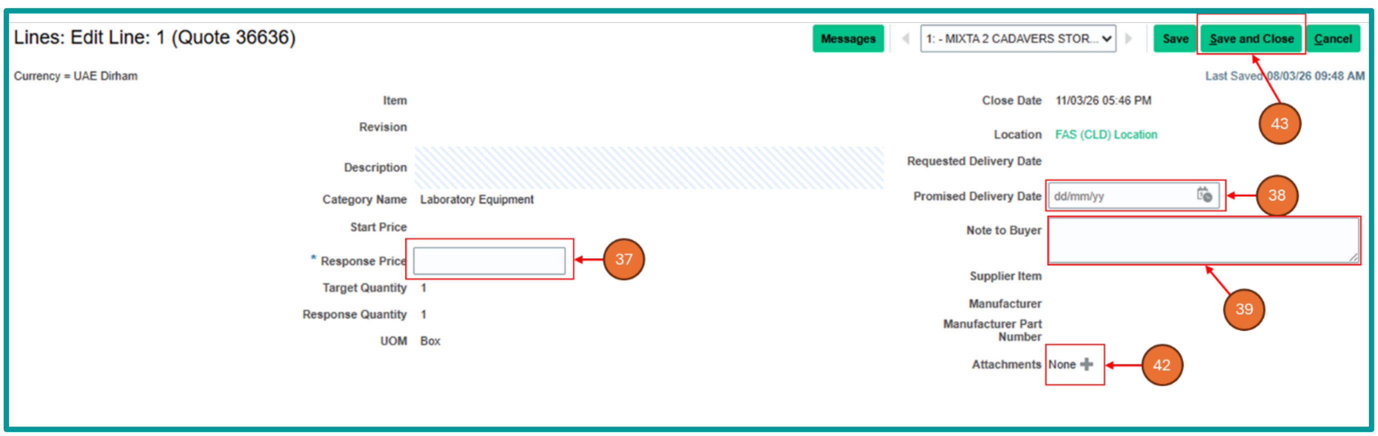
7.2.3 Once you click "Next" or select "Lines" from the steps, you can see all the lines in the RFQ for which you need to enter the line wise price information as detailed below:

SNO	Name	Description
37	Response price	Enter the response price for each line item
38	Promised delivery date	Enter the delivery date for the line item
39	Note to buyer	Here you can mention any specific notes to the buyer, such as delivery lead time in weeks or warranty information
40	Create alternate	If you have an alternate item that offers a similar requirement, create a response for an alternate item using the + sign.
41	Edit	If you wish to add an attachment, click on the Edit sign to open another window where the attachment can be added



7.2.4 Once you click on edit line, you can see the same information in a different view where you can add attachments as well:

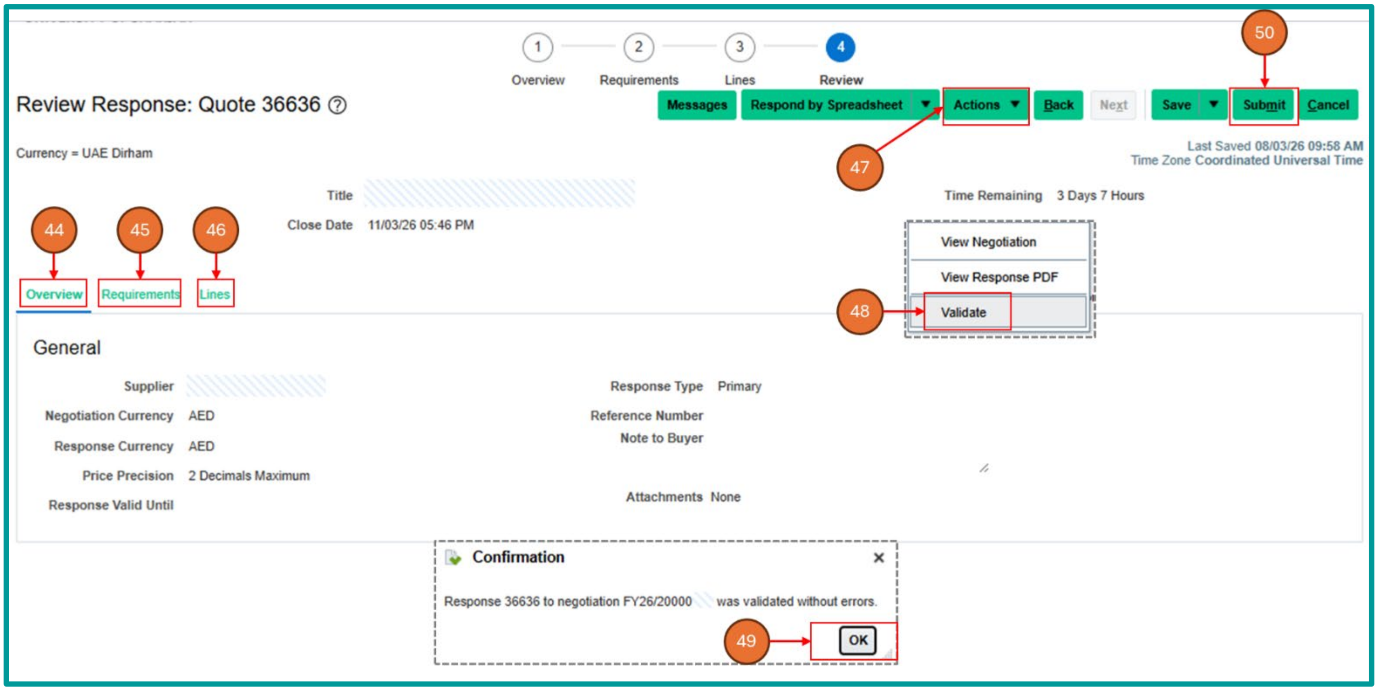
SNO	Name	Description
42	Attachment	Click on the + sign to add any attachment for the line item
43	Save & Close	Click on this button to return to the Lines page



7.2.5 Click on the "Next" or select "Review" to go to the review page to review all the entered information.

SNO	Name	Description
44	Overview	Review the overview of the response
45	Requirements	Review the requirements of the response to be submitted
46	Lines	Review the line response to be submitted
47	Action	Once review is completed, Click on actions and select Validate
48	Validate	Click on validate for the system to check and report if there are any mandatory fields left unfilled
49	Confirmation	If there are no errors you will get a confirmation message. Press OK

50	Submit	Click on Submit to submit the response to the Procurement team

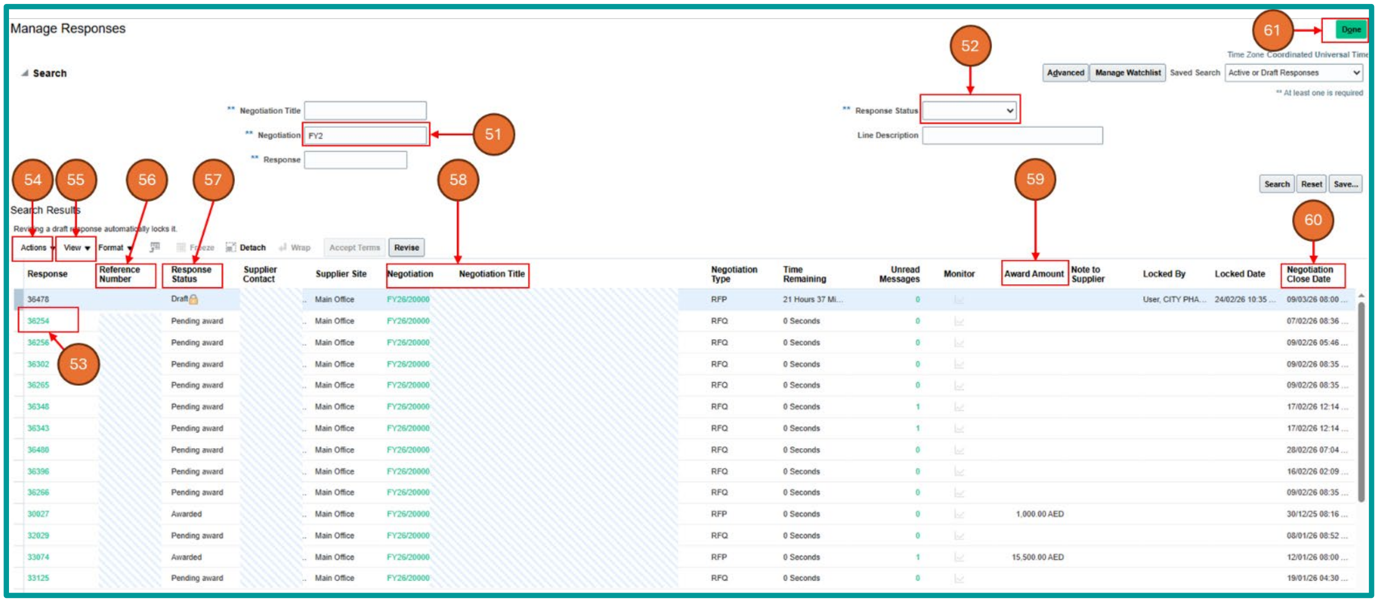


7.3 Manage Responses

7.3.1 In this section, you can manage the responses you have already submitted in case if this feature is enabled for a particular RFQ.

SNO	Name	Description
4	Manage Responses	Click on manage responses to see the list of all responses submitted and their status
51	Negotiation	Enter "FY2" in this field to select all the negotiations
52	Response Status	Select "Blank" from the dropdown or a particular status to filter the search results
53	Response number	This hyperlink selects the response and allows to view the response
54	Actions	You can Revise / Delete / Accept terms depending upon the settings in the tender and its status
55	View	You can use this to reorder the columns as per your preferences
56	Reference Number	This columns lists all the quotation reference numbers you have listed for each response you have submitted
57	Response Status	You can see the status of each response you submitted
58	Negotiation & Title	You can see the reference number and title of the document for future follow ups with the procurement officer

59	Award Amount	In case you response has received an award, the amount of award will be indicated in this column. The response status [57] for that line will indicate as "Awarded"
60	Negotiation close date	This column provides the close date of each negotiation
61	Done	Click on done to return to the supplier portal dashboard page



Frequently asked questions (FAQs)

Q1	I have received my login credentials over email. What should I do first?
A1	You are required to review and update all your company details on the portal in accordance with Section 4 and its subsections of this manual. Particular attention should be given to the following: • Banking details (Section 4.2): These must be updated and accurate, as payments cannot be processed without valid bank information. • Trade license details (Section 4.4): These are required for issuing purchase orders above certain thresholds. • Contact details (Section 4.1): Keeping your contacts updated ensures that you receive system notifications and email updates when required.
Q2	I have changed my details on the portal but the changes are not visible on the system.
A2	Please verify whether you have submitted the change request. Navigate to the “Manage Profile” section, click on Edit, review the changes, and then submit the change request. For guidance, please refer to Section 4.6 of this manual. If the change request has already been submitted, please contact the Vendor Management Team and provide the change request reference number for further assistance
Q3	I need to update my bank account details on the supplier portal due to a recent change in my banking information.
A3	Refer to section 4.2 of this manual on how to update the banking information on the supplier portal. Please note that approval of amended banking details take longer due to the sensitive nature of information involved.
Q4	I would like to add new staff members or additional contacts to my supplier profile registered with the University.
A4	Refer to section 4.1 of this manual on how to edit / add/ remove contacts from the supplier portal
Q5	I have submitted responses to a negotiation and would like to know the current status of my bids.
A5	Please see section 7.3 which details quick overview on the responses you have submitted on the portal. For exact details, it is best recommended to get in touch with the procurement officer responsible for the negotiation.
Q6	I have delivered the goods to the University and need to submit the invoice; however, the corresponding PO lines are not appearing on the supplier portal
A6	Please read the pre-requisites for invoices submission in Section 6.0 and review the purchase order lifecycle mentioned in Section 5.1. You can get in touch with requestor to perform the GRN or the procurement officer to get more information.
Q7	I lost the link to login to the supplier portal of the University. What should I do?
A7	Please visit the University of Sharjah website and go to supplier portal page which contains various useful links for suppliers. See Section 3.1 of this manual.

Q8	I am not receiving enquiries frequently for the activities and services my company offers.
A8	Please verify whether you have listed and attached products and services accurately on the supplier portal as shown in Section 4.3