ADERP

iSUPPLIER PORTAL USER MANUAL

VERSION 2.1
Document Control

Change Record

<table>
<thead>
<tr>
<th>Date</th>
<th>Author</th>
<th>Version</th>
<th>Change Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>12-Dec-2016</td>
<td>DOF</td>
<td>1.0</td>
<td></td>
</tr>
<tr>
<td>08-Feb-2017</td>
<td>DOF</td>
<td>1.1</td>
<td>Updated with new URL links</td>
</tr>
<tr>
<td>23-Mar-2017</td>
<td>DOF</td>
<td>1.2</td>
<td>Added Invoice Creation</td>
</tr>
<tr>
<td>01-Feb-2018</td>
<td>DOF</td>
<td>1.3</td>
<td>Updated Invoice Creation</td>
</tr>
<tr>
<td>01-Apr-2018</td>
<td>DOF</td>
<td>1.4</td>
<td>Updated Manage Tax in Invoice Creation</td>
</tr>
<tr>
<td>31-Oct-2018</td>
<td>Oracle</td>
<td>2.0</td>
<td>12.2.6 Update</td>
</tr>
<tr>
<td>01-Apr-2019</td>
<td>DOF</td>
<td>2.1</td>
<td>Updated Receipt</td>
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Reviewers

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nadeem Raza</td>
<td>Senior Projects Manager – Systems Development</td>
</tr>
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Distribution

<table>
<thead>
<tr>
<th>Copy No.</th>
<th>Name</th>
<th>Location</th>
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<tbody>
<tr>
<td>1</td>
<td>Library Master</td>
<td>Project Library</td>
</tr>
<tr>
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<td></td>
<td></td>
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<tr>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Section</td>
<td>Page</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------</td>
<td></td>
</tr>
<tr>
<td>Document Control</td>
<td>ii</td>
<td></td>
</tr>
<tr>
<td>Contents</td>
<td>iii</td>
<td></td>
</tr>
<tr>
<td>Oracle iSupplier Portal Overview</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Recommended Browsers and Settings</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Advanced Settings</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Turn-off pop-up blocker or Allow pop-up blocker for *abudhabi.ae</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Login and Password Request</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Login with the credentials</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Request New Password</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Setting the Preferences</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Self-service Administration by Supplier</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>iSupplier Home Page Dashboard</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Using the Orders Section</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Purchase Orders</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Work Orders</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>RFQ of basic old version</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>Review the PO and Acknowledge</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>Request Changes Request in PO</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>View Change History</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>Using the Shipments Section</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Using the Finance Details Region</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>View Invoices</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>View Payments</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Create Invoice for PO</td>
<td>26</td>
<td></td>
</tr>
<tr>
<td>Manage Unsubmitted Invoice</td>
<td>33</td>
<td></td>
</tr>
<tr>
<td>Important Note about Attachments</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>Attachment Size</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>Attachment Type</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>Attachment Category</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>Overview of Tender / Negotiations Dashboard</td>
<td>37</td>
<td></td>
</tr>
<tr>
<td>Acknowledge Participation of Invited/ Limited Tender</td>
<td>39</td>
<td></td>
</tr>
<tr>
<td>Search RFQ / Tender / Negotiation and Create Response Quote</td>
<td>41</td>
<td></td>
</tr>
<tr>
<td>How to have ‘Online Discussions’ with Sourcing Buyer Team</td>
<td>52</td>
<td></td>
</tr>
<tr>
<td>How to Respond to Buyer’s Online Discussion Messages</td>
<td>55</td>
<td></td>
</tr>
<tr>
<td>How to Update the Attachment in ‘Draft’ Quote</td>
<td>58</td>
<td></td>
</tr>
<tr>
<td>Uploading Quote details by Spreadsheet template from Application</td>
<td>60</td>
<td></td>
</tr>
</tbody>
</table>
Acknowledge Amendments for Invited / Limited Tender .........................68
Acknowledge Amendments to RFQ Tender and Update Quote ..................71
  Case 1: If a response Quote was NOT submitted previously .................71
  Case 2: If a response Quote was submitted previously ....................73
Alternate Line Quote ...........................................................................76
Multiple Active Quotes / Modify Quote .................................................82
Quote Withdrawal .................................................................................85
Troubleshooting ...................................................................................87
  Issue 1: Error, the requested URL was rejected ..............................87
  Issue 2: Error, this site can’t be reached .........................................88
Issue 3: Error Page You have encountered an unexpected error. Please contact your system Administrator for Assistance .................................89
Oracle iSupplier Portal Overview

Oracle iSupplier Portal enables the registered supplier in ADERP to communicate key information including the procure-to-pay online. Based on a web browser client, the iSupplier Portal is accessible from browser connected to internet.

The iSupplier Portal provides you with the features to efficiently perform these ‘enabled tasks’ online:

- View the Purchase Orders and Agreements
- View Receipts and Work Confirmations
- View the Invoices and Payments
- Create Invoices against an approved PO—Receipt must also be created by Buying Organization
- View the RFI, RFQ, Auctions
- Create a Response Quote / Bid against an open RFI/RFQ/Auction
- Communicate On-line with Buyer Team from within the Tender / RFQ / Negotiation
- Add and maintain the supplier Organization Details, online Supplier Contact Person / Users and contact information

Also note that some of the creation activities like creation Advance Shipment & Billing Notices, Work Confirmation, Time Cards are not enabled currently.

Online Notifications

FYI Notifications: Notifications that **do not** require a response but are For Your Information only

Notifications requiring you action / acknowledgement: Rest of the notifications require an acknowledgement and or response
Recommended Browsers and Settings

The latest version of Internet Explorer or Google Chrome support all major features and are recommended.

Advanced Settings

*Internet Explorer > Tools > Internet Options > Advanced Settings*
Turn-off pop-up blocker

or

Allow pop-up blocker for *abudhabi.ae

*Internet Explorer > Tools > Pop-up Blocker > Pop-up Blocker settings*

![Internet Explorer settings](image)

Enter *.abudhabi.ae and click Add

![Pop-up Blocker settings](image)
Login and Password Request

As an External User, Supplier Contact person having a valid User Account in ADERP can access the application.

To avoid invalid session/ stale data in the browser, the following points are advised.
1. **Always open a ‘new session’ of browser.**
2. Use only the **Blue** links and buttons within the webpage.
3. **Do not use the browser back button.**

Copy-paste the link in the reasonably latest version of Internet Explorer or Google Chrome

https://aderp.abudhabi.ae/

After your registration, an email bearing your login credentials will be sent.

**Login with the credentials**

Enter your User Name in upper or lower case. This is usually your registered email with ADERP
Enter your Password case-sensitive and considering the keyboard language

**Request New Password**

In case you have forgotten the password or keyed-in incorrect password **three times**, then the account will get locked.
You may request a new password by email provided your email is valid and registered in as supplier contact user.
A new password should arrive in your email within 10 minutes. Please check your *junk mail folder* and update your email / Outlook settings to **mark emails from wffmsr12@dof.abudhabi.ae** as NOT spam.
Setting the Preferences

Some of the preferences can be set to suit your convenience.

1. Click the Preferences link at the top of the page
2. Review the details and change only if the details are incorrect.
3. Change the following display preference fields, as needed:
   - Current Session Language
   - Default Application Language
   - Accessibility Features – Select Screen Reader Optimized, as needed (for blind/low vision users).
   - Territory
   - Date Format
   - Time zone
   - Number Format
   - Currency
   - Client Character Encoding
4. Complete the following fields to change your password, as needed:
   - Known As – Change your display name, as needed.
   - Old Password – Type your old password.
   - New Password – Type your new password.
   - Repeat Password – Type your new password again.
5. Review and change the following Start Page and Notification fields, as needed:
   - Responsibility – Select a role from the drop-down list, if any roles are available to you.
   - Page – Select the start page for the role you selected.
   - Email Style – Select “HTML mail with attachments” for notification emails generated from the ADERP application and sent to you.
6. Click Apply to save your changes.
   A confirmation message displays in the upper left corner of the screen.
   The changes will be effective after your next login. Hence, you must logout and login again.
7. Click Cancel to return to the iSupplier Portal Home Page.
8. In case you want to reset all the preferences to the default value click on “Reset to Default” button.
## Setting the Preferences

### Languages

| Current Session Language | American English
| Default Application Language | American English

### Accessibility

| Accessibility Features | None

### Regional

| Territory | United Arab Emirates
| Date Format | dd-MMM-yyyy (24-Nov-2016)
| Timezone | (GMT +04:00) Dubai
| Number Format | 00000000
| Currency | Arabic (Windows)

### Change Password

| Known As | Contact1@supplier.com
| Old Password |
| New Password |
| Repeat Password |

*Tip: Please enter your old and new passwords. Passwords are case sensitive.*

### Delivery Manager e-mail server credentials

| e-Mail Username |
| e-Mail Password |

### Start Page

| Responsibility Page |

### Notifications

| Email Style | HTML mail with attachments

Self-service Administration by Supplier

The Supplier user can maintain the Supplier Profile to the allowed extent.

**Important Note:** It is recommended to immediately update your organization information, banking details, online users and contact details if there is any change. This helps you in avoiding transaction errors, loss of communication/access to iSupplier Portal.

All updates will be **effective only after Approval by the designated authority.**

**If you do not find the Administration Tab, it may be available for the use of government Supplier Admin team. So, please communicate to supplier admin team / helpdesk for any desired updates.**

Maintain Supplier General Company Information

View the general information and Add new attachments about your organization.
Maintain Supplier Organization Profile
Update Organization information.
The entity specific ‘additional information’ can also be updated if applicable.

Maintain Supplier Address Book
Update the existing address or create a new address if moved to a new city
Optionally, add a note about this address

Maintain Supplier Contact Directory

Update or create a new contact person

NOTE: In case of change in email, contact the Helpdesk / Supplier Administration team to update your user login also.

Maintain Business Classifications

Update your business classification including the licensing details.
Maintain Product & Services

Add or Remove your Products & Services for accurate searching by the Buyer

View Banking Details

Payment & Invoicing
Optionally, set Preferences for Payment & Invoicing
Press the Go button to display all the available addresses

View Surveys from Buyer Organization
Periodically, the Buyer may send you surveys / RFI Questionnaires which can be found in this section.
iSupplier Home Page Dashboard

The iSupplier Home dashboard provides quick access to the different sections like Planning, Orders, Shipments, Receipts, Invoices and Payments.

**Navigation:**  
**iSupplier Portal Full Access** > **Supplier Home Page**
Using the Orders Section

Navigation: iSupplier Portal Full Access > Supplier Home Page > Orders

Purchase Orders
This section allows you to

- View Purchase Orders
- Request Changes
- Request Cancellation
- View History including the Revisions of Purchase Orders

Work Orders
View work orders to check the status of third-party (outside processing) orders or shipment plans.

Agreements
View Blanket Purchase Agreements and Contract Purchase Agreements. Also supplier may Request Changes to these

Purchase History
View the Purchase History.

Work Confirmation
View the Work Confirmation created against complex PO

Deliverables
View the deliverables to be provided by the responsible party. This will be enabled only if the “Deliverables” are requested in the Purchase Order or Agreement or Contract.
RFQ of basic old version

This old version of basic RFQ is not used by many entities. If you want to search for advanced Sourcing RFQ Tender go to: iSupplier Portal Full Access> Tenders and Auctions
Review the PO and Acknowledge

It is recommended to review the PO and acknowledge if Buyer has requested acknowledgement.

**Navigation:**  
iSupplier Portal Full Access > Supplier Home Page

Only if the buyer has specifically requested for acknowledgement, you may acknowledge.
Review the PO and Acknowledge
Request Changes Request in PO

Firstly, ensure you have Acknowledged the approved PO as shown in the above page. If you have not acknowledged the approved PO, but have directly proceeded to ‘Change Request’, the PO will be stuck in error.

After acknowledging the PO, you may also communicate any requests for change from your side to the Buyer.

Navigation: iSupplier Portal Full Access > Supplier Home Page > Orders
You will be notified regarding the action taken by Buyer about your ‘Change Request’.

Alternatively, you may view the history and status of Changes.
View Change History

You can view the history of Change of the Purchase Orders

**Navigation:**  
**iSupplier Portal Full Access > Supplier Home Page > Orders > Search and Select PO**

From Actions field select **View Change History** and click **Go** button

View the **Response**.
Using the Shipments Section

The shipment schedules, Receipts, Returns, Overdue-shipment details can be viewed from the shipments section.

**Navigation:**  
**iSupplier Portal Full Access > Supplier Home Page > Shipments**

**View Delivery Schedules**

Enter the search criteria of PO number or Promised Date or Need-by-Date and click on Go Button. If you click the Go button without any criteria, all the open shipment delivery schedules will be displayed.

View Receipts

Enter the search criteria of PO number or Receipt Number and click on Go Button. If you click the Go button without any criteria, all the Receipt details will be displayed.
Similarly, you may find the Returned Goods/Services from the ‘Returns’ section.
Enter the search criteria of PO number or Receipt Number and click on Go Button.
If you click the Go button without any criteria, all the Receipt details will be displayed.

You may find the Overdue Receipts that are past the promised date.
Enter the search criteria of Organization or PO number or Due Date and click on Go Button.
If you click the Go button without any criteria, all the Receipt details will be displayed.
In the On-time Performance region you can review the details of delivery performance. Enter the search criteria of Organization or PO number or Receipt Number or Delivery Status and click on Go Button. If you click the Go button without any criteria, all the Receipt details will be displayed.

Note: Creation of Shipment Notices & Tracking Schedules, and Quality Collection Plans are not enabled currently.
Using the Finance Details Region

From the Finance section,

- Invoice and Payment details can be viewed.
- After creation of PO Receipt by Buying Organization, Supplier can create an Invoice.

Navigation: iSupplier Portal Full Access > Supplier Home Page > Finance Tab

View Invoices

Enter the search criteria like Invoice or PO number or simply click Go Button

NOTE: For a newly created invoice, wait for 10 minutes before searching for it.

View Payments

Enter the search criteria or simply click Go Button
NOTE: You may use the Export button to send the details to spreadsheet and save as supported file format like TSV, CSV or Notepad. Further using this file, you may import the data into an Excel spreadsheet.

Create Invoice for PO

The Supplier is allowed to create an Invoice for the PO of the enabled government Entity.

Pre-requisites

1. The PO /Release must have a status of Approved.
2. Before attempting Invoice creation against PO, ensure the Goods /Service is Receipted first as shown below.

View Receipts before Creating Invoice

Enter the search criteria of **PO number** or Receipt Number and click on **Go** button. (If you click the Go button without any criteria, all the Receipt details will be displayed)

**Navigation:**  
**iSupplier Portal Full Access** > **Shipments** > **Receipts**

The Receipt and PO number will be displayed.

If the Receipt is pending, inform the Buyer /Requester to perform it. After confirming the Receipt, proceed to **Invoice creation**.

**If you are creating invoice on the first working day of the month**, then please wait till 12 Noon as the buying entity would open the new period / month by then.

**Navigation:**  
**iSupplier Portal Full Access** > **Supplier Home Page** > **Finance Tab** > **Create Invoice**

With a PO > **Click Go Button**
Enter the **PO Number** and select the **Buying Organization** (Mandatory) and click **Go** button

Note: Though the application allows to select multiple PO, it is suggested to maintain one-to-one relationship for simplicity or proceed as advised by the Buying organization’s ‘Finance’ team.
Select All or specific lines of this PO number and click Step 1 of 4 Next button.

**TIP:** If the PO lines are *not* displayed:
1. Check if the PO status is ‘Approved’.
2. If applicable, check if a valid PO Receipt is created in the Buying Organization.

If the Receipt is not created, contact Buyer and get it created.

Only then the PO lines will be displayed for Invoice creation.

Note: If the PO is enabled for ‘Advances’, only then the ‘Advances or Financing’ check box will be marked for ‘Advance or Prepayment’ type of Invoice.

Fill the Invoice header details.
Enter your Reference **Invoice Number**.

**Review the Invoice Date.** If you are creating invoice on the first working day of the month, then please wait till 12 Noon as the buying entity would open the new period / month by then.

Select the **Invoice Type**.
Optionally, you may **Add Attachments** up to 15 MB per file.
Enter the line quantity / Amount for the invoice PO lines.
Click the Step 2 of 4 Next button  
Review the details in the **Manage Tax** page.

The VAT amount on PO lines will default from the configuration and PO.

If you need guidance on Tax Rate Code, please consult the Finance/ Payables team of the Buying Organization.

**How to Change the defaulted Tax Rate**  
Only if you want to amend the defaulted Tax rate, then follow the steps mentioned in the below table

<table>
<thead>
<tr>
<th>Summary Tax Lines</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Calculate</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Tax Status Code</strong></td>
<td>VAT STANDARD</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Search and Select: Tax Status Code</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Search</strong></td>
<td></td>
</tr>
<tr>
<td>To find your item, select a filter item in the pull down list and enter a value in the text field, then select the &quot;Go&quot; button.</td>
<td></td>
</tr>
<tr>
<td><strong>Results</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Quick Select</strong></td>
<td><strong>Tax Status Code</strong></td>
</tr>
<tr>
<td>VAT STANDARD</td>
<td></td>
</tr>
<tr>
<td>VAT EXEMPT</td>
<td></td>
</tr>
<tr>
<td>VAT OSC</td>
<td></td>
</tr>
</tbody>
</table>
Clear the value of Tax Status Code and click the Go button.

Select the relevant Tax Rate Code.

If the calculations are Ok, then click the ‘Recalculate Total’ button to change the amount in the Invoice Summary.
Using the Finance Details Region

**Click the Step 3 of 4 Next button**

### Invoice Summary

<table>
<thead>
<tr>
<th>Items</th>
<th>26,344.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less Retainerage</td>
<td>0.00</td>
</tr>
<tr>
<td>Freight</td>
<td>0.00</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Total (AED)</strong></td>
<td><strong>26,611.20</strong></td>
</tr>
</tbody>
</table>

**Recalculate Total**

---

**Summary Tax Lines**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>VAT_REGIME_UAE</td>
<td>VAT_UAE</td>
<td>VAT STANDARD</td>
<td>VAT_JURISDICTION_UAE</td>
<td>VAT_INPUT_STD - REC</td>
<td>5</td>
<td>1267.2</td>
<td>Active</td>
</tr>
</tbody>
</table>

**Items**

<table>
<thead>
<tr>
<th>PO Number</th>
<th>Line</th>
<th>Shipment</th>
<th>Item Description</th>
<th>Supplier Item Number</th>
<th>Ship To</th>
<th>Available Qty</th>
<th>Quantity To Invoice</th>
<th>UOM</th>
<th>Unit Price</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2422601096</td>
<td>1</td>
<td></td>
<td>Oracle Linux Premier - (3) Year Support for (1) System from 21/12/2016 to 20/12/2019</td>
<td></td>
<td>ADSC Abu Dhabi</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>25,344.09</td>
</tr>
</tbody>
</table>
Review all the details in the page and click the **Submit** button.

![Invoice Details](image)

A Confirmation message will be displayed.

![Confirmation Message](image)

**Manage Unsubmitted Invoice from “Create Invoice Tab”**

*Navigation:  iSupplier Portal Full Access > Supplier Home Page > Finance Tab > Create Invoice*

Select Invoice Status as: **Unsubmitted** and click the **Go** button.

The **Unsubmitted** Invoices will be displayed. For the desired Invoice,

- Click the 'Update' icon if you want to update the unsubmitted Invoice and process further for submission.

- Click the 'Cancel' icon if you want to cancel the 'Unsubmitted' Invoice.
Important Note about Attachments

Attachment Size

Due to network / application restrictions, the maximum file size per attachment is 15 MB only.

TIP: If you have a big file to be attached, you may split the large file into smaller files and attach as many as required.

If you don’t want to split the files you can attach your files on online hosting services such as Dropbox (which is free). And generate the share link then attach it to the Tender. Also consider the time limit which is provided by the host before deleting your files from their website.

If an attachment exceeds 15 MB, you will not be able to process further due to error from controls.

Attachment Type

FILE
Various file type are supported below 15 MB for each file.

URL
Contact buyer to check if such URLs are acceptable or not.
Attachment URL should be not be from your local computer but accessible over the internet.

TEXT
Text attachment is entered in the same text box and generally used for additional notes.

Attachment Category

While creating Quote against active RFQ and depending on the stages of RFQ specified by buyer in the entity, the attachment category must be selected correctly:

<table>
<thead>
<tr>
<th>RFQ Type</th>
<th>Attachment Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two-Stage RFQ</td>
<td>From Supplier: Commercial From Supplier: Technical</td>
</tr>
<tr>
<td>Single-Stage RFQ</td>
<td>From Supplier</td>
</tr>
</tbody>
</table>
**Two Stage RFQ: Separately Attach for both Commercial & Technical**

**Add Attachment**

Attachment Summary Information

- **Title**
- **Description**

**TIP** For each attachment, select correct 'Category' of attachment from 'drop-list'.

**For two stage RFQ, you need attach for BOTH categories as per buyer's request**

Define Attachment

- **Type** (File)
- **URL**
- **Text**

**Single Stage RFQ: Single fixed Category**

**Negotiations**

**Add Attachment**

Attachment Summary Information

- **Title**
- **Description**

**Category** From Supplier

**TIP** For each attachment, select correct 'Category' of attachment from 'drop-list'.

Define Attachment

- **Type** (File)
- **URL**
- **Text**

**Single stage RFQ shows only one fixed Category**

Use the Online Discussion feature to contact buyer if you have any concerns about attachment
Overview of Tender / Negotiations Dashboard

The advanced Sourcing RFQ / Tender/ RFI / Auctions / Surveys are collectively & commonly termed as ‘Negotiations’ and these are accessible from the Tenders and Auctions function.

Navigation:  iSupplier Portal Full Access> Tenders and Auctions
This block shows the recent five Negotiations and you may click Full List to view others.

**Your Company’s Open Invitations**

This block shows recent five Invitations for RFQ Tender and you may click Full List to view others.

**Quick Links**

Quick Links region contains the shortcut for the following:

- **Manage Drafts:** Manage your draft Response Quote / Bids
- **Manage Deliverables:** Manage your Deliverables of Contracts
- **Manage Personal Information:** Manage your personal details like email, phone and fax.
- **View Responses Active:** View Response of Quote / Bids that are Active
- **View Responses Disqualified:** View Response of Quote / Bids that are disqualified
- **View Responses Awarded:** View Response of Quote / Bids that are awarded
- **View Responses Rejected:** View Response of Quote / Bids that are rejected
Acknowledge Participation of Invited/ Limited Tender

If the Tender is limited to Invited suppliers, and if you are among the invited suppliers, only then a notification will be sent.

It is very important to acknowledge your intent to participate, if your company is specifically invited. This helps the buyer have a good overview of the RFQ / Tender participants and helps your company in getting good Key Performance Indicators w.r.t supplier communication factors.

Navigation: Worklist

Or iSupplier Portal Full Access > Tenders and Auctions > Your Open Invitations
The application takes you back to the RFQ header from where you may choose to create quote:

If you decide to create the Quote later, you may do so if the Tender / RFQ is still ‘Active’. Refer to the “Search RFQ / Tender / Negotiation and Create Response Quote” chapter.
Search RFQ / Tender / Negotiation and Create Response Quote

**NOTE:**
Kindly note it is recommended to submit the Quote ‘well in time’ and 'NOT WAIT' for the last few minutes to submit the quote. Depending on the network speed, there can be a time-lag between submission and registering in the ADERP Application server and hence the Quote may not get submitted in the last minute.

If the Tender is of ‘Open’ type, an invitation to participate will NOT be sent.

Hence, the supplier may refer to the Buying entity’s website for the publication of Open Tenders to get the RFQ Tender Title or through Abu Dhabi eGovernment Gateway website www.abudhabi.ae, at the end of the page under “Business” title click on “Public Tenders”. Click on search to show all the open Public Tenders for AD entities.

Alternatively, the supplier can search for the Open Tender / RFQ / Negotiation within iSupplier Portal as shown below.

**Navigation:** iSupplier Portal Full Access> Tenders and Auctions

![iSupplier Portal Full Access](image)

If you know the RFQ Tender enter the Title in the **Title** field and click **Go** button

If you do not know the RFQ / Tender number, depending on the current RFQ numbering series, enter 1% or 2% or 3% or 4% in the **Number** field and click the **Go** button

![Search RFQ/Tender/Negotiation](image)
The matching RFQ Tenders will be displayed.

(If you already know the details of RFQ, Select the ‘radio button’ for the interested Tender and click Respond)

If you want to view the details first, click the RFQ Number link to view the details of RFQ.

View the details in Header, Lines, Controls, Contract Terms tabbed region

 Scroll down and view Notes to Supplier, Requirements and Attachments
NOTE:
It is recommended to submit the Quote ‘well in time’ and 'NOT WAIT' for the last few minutes to submit the quote. Depending on the network speed, there can be a time-lag between your submission and its reaching the ADERP Application server and hence the Quote may not get submitted in the last minute.

From the Actions field, Create Quote will be the first action and you may click Go button to create your Quote.

The Terms and Conditions of RFQ Tender will be displayed.

Review the Terms and Conditions.
Mark the check box and click the Accept button if you want to accept and proceed.

A Quote Response with number related to this RFQ Tender will be created.

(If you want to review the entire RFQ in detail, by clicking the View RFQ Button)

Enter the Quote Header details like Quote Validity, Reference Number and Notes to Buyer

Click Add Attachments button to add Header level attachments

**NOTE:** Max. File Size per attachment is 15 MB only. If exceeded, you cannot process further due to error from controls.

If you have a big file to be attached, you may split the large file into smaller files and attach as many as required.

If you don’t want to split the files you can attach your files on online hosting services such as Dropbox (which is free). And generate the share link then attach it to the Tender. Also consider the time limit which is provided by the host before deleting your files from their website.
Search RFQ / Tender / Negotiation and Create Response Quote
If the quote was created for ‘Two-stage RFQ’, the attachments should be done for both **Commercial** and **Technical** documents by selecting the Attachment Category. If this is not done properly, buyer will not find these during the respective evaluation stages. **Therefore, buyer may disqualify you from the tender.**
Review attachments and add more if required. Click **Save Draft** to save the attachments.
Depending the type of buyer’s document, you may have to fill additional fields as shown below

NOTE: If you have many lines, you may use the RFQ Tender-specific spreadsheet template, fill the details and upload the same file. For steps, refer to the using “Uploading Quote details by Spreadsheet template” chapter.
Create Quote 2583875: Line 1 (RFQ 2244008)

- Description: Services
- Unit: Each
- Start Price: 
- Target Price: 100
- Quote Quantity: 100
- Target Quantity: 100

Notes
Note to Buyer:

Attachments
- Add Attachment

Max. File Size per attachment is 15 MB only. If exceeded, you cannot proceed further due to error. You may split the large file into smaller files and attach as many as required.

Create Quote: 2583875 (RFQ 2244008)

- RFQ Currency: AED
- Price Precision: Any

<table>
<thead>
<tr>
<th>Line</th>
<th>Services</th>
<th>Ship-To</th>
<th>Rank</th>
<th>Start Price</th>
<th>Target Price</th>
<th>Quote Price Unit</th>
<th>Quote Price Unit</th>
<th>Target Quantity</th>
<th>Quote Quantity</th>
<th>Promised Date</th>
<th>Quote</th>
<th>Add Alternate Lines</th>
<th>Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Services</td>
<td>DOF</td>
<td>Sealed</td>
<td>100 Each</td>
<td>100 Each</td>
<td>100 Each</td>
<td>100 Each</td>
<td>100</td>
<td>100</td>
<td>27-Nov-2018</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Services</td>
<td>DOF</td>
<td>Sealed</td>
<td>100 Each</td>
<td>19 Each</td>
<td>100 Each</td>
<td>100 Each</td>
<td>100</td>
<td>100</td>
<td>26-Nov-2018</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Negotiations > Active Negotiations > RFQ: 2244008

- Time Left: 03:57:45

- Quote Currency: AED
- Quote: 

Warning
This quote is in response to an RFQ where the submitted quote will be evaluated in two stages - Technical and Commercial.

Create Quote 2583875: Review and Submit (RFQ 2244008)

- Time Left: 03:36:45

Header
- Supplier: ORACLE SYSTEMS LIMITED
- Supplier Site: ABU DHABI
- RFQ Currency: AED
- Quote Currency: AED
- Price Precision: Any

Attachments
- Title: Commercial Document
- Type: File
- Description: Commercial Document
- Category: Stage 2: Commercial
- Last Updated By: ASHRAF-ZARIA@ORACLE.COM
- Last Updated: 31-Oct-2018
- Usage: One-Time

- Title: Technical Document
- Type: File
- Description: Technical Document
- Category: Stage 1: Technical
- Last Updated By: ASHRAF-ZARIA@ORACLE.COM
- Last Updated: 31-Oct-2018
- Usage: One-Time
Usually, multiple quotes will not be activated by the buyer. So pay attention to the above mentioned warning message. Once you submitted your quote you cannot update and submit it again. So ensure that you submit only one best single quote.

Now, the quote will have a status of ‘Active’

![Confirmation]

**NOTE:**
*It is recommended to submit the Quote ‘well in time’ and 'NOT WAIT' for the last few minutes to submit the quote.* Depending on the network speed, there can be a time-lag between your submission and its reaching the ADERP Application server and hence the Quote may not get submitted in the last minute.
How to have ‘Online Discussions’ with Sourcing Buyer Team

ADERP Helpdesk Technical Support team can primarily resolve the technical issues but cannot clarify the Buyer’s Business Requirements.

If you need business clarifications, please use “Online Discussions” from within the RFQ to communicate with Buyer.

Navigation: iSupplier Portal Full Access> Tenders and Auctions

If you know the RFQ Tender enter the Title in the Title field and click Go button

If you do not know the RFQ / Tender number, depending on the current RFQ numbering series, enter 1% or 2% or 3% or 4% or 5% or 6% in the Number field and click the Go button

If you want to view the details first, click the RFQ Number link to view the details of RFQ.
View the details in Header, Lines, Controls, Contract Terms tabbed region

Scroll down and view Notes to Supplier, Requirements and Attachments
From the Actions field, select Online Discussions and you may click Go button.

Click New Message

Enter the Title, Description and optionally add an attachment and Send your Online Discussion.
How to Respond to Buyer’s Online Discussion Messages

For the active RFx Tender, the online messages can be used to communicate with the buyer. The supplier can respond to online messages from buyer and also create a new message to buyer. Even if the RFx Tender is currently closed, Supplier can still search for the sent “Invitation” message of the invited Tender or online discussion and send online discussion.

**Navigation:** *Worklist shows the open notifications*

*My Worklist* sub-window shows the notifications to you and you may open this to review and respond.

**Navigation:** *Worklist > FULL LIST shows all notifications*

NOTE: Even if the RFx Tender is currently closed, Supplier can still search for the sent “Invitation” message of the invited Tender or online discussion.

By clicking *Go To Full List*, all the open notifications will be displayed.
How to Respond to Buyer’s Online Discussion Messages

Or iSupplier Portal Full Access> Tenders and Auctions > Your Active and Draft Responses

Click the unread message number to open the message

Click the Message link to view details of message

View the message and attachments if any.

Click the Attachment file ‘Title’ name link to open / save the attachment to your computer.
Send the message only to Default enterprise name (Buying Organization)

The message history will be visible in Online Discussions

If you want, you may use the Printable Page button to print the messages.
How to Update the Attachment in ‘Draft’ Quote

If your quote is in draft status, you may update the attachment—Title, Description, Category and attachment file before submitting the quote.

**Navigation:**  
iSupplier Portal Full Access > Tenders and Auctions > Your Active and Draft Responses

Click the draft Response **Number** link  
Click the **Pencil/ Update** Icon of attachment

Review and update the Title and Category as applicable. Click the Browse button if you want change the file attachment.
Attach the file and click Apply

![Attachment Summary Information](image)

Define Attachment

![Define Attachment](image)

Review the draft Quote and process further to Submit.
Uploading Quote details by Spreadsheet template from Application

If there are many lines in the RFQ Tender, you may create the Response Quote and then download the spreadsheet template from application to work on spreadsheet xml format.

Note: This spreadsheet template is specific to the RFQ Tender you are quoting for, and can be used for this RFQ Tender only. You CANNOT use the same template for other RFQ Tenders.

After updating the details in spreadsheet, the same file should be used to upload on to your quote.

Navigation: iSupplier Portal Full Access > Tenders and Auctions > Your Active and Draft Responses

The first option Rich Style creates a bigger file, so it is advised to use the second option Light Weight Style (.xml)

After downloading, minimize the webpage to work on the zipped file
The RFQ-Quote-Help.htm can be referred for help in filling the xml spreadsheet (the first file in the list of the zip file).

**Extract** the xml file. Close the Zip file.

**Note:** Do not open directly the file from zip file, as the changes made may not be saved or may be saved in the temporary folder and the changes you made to the template may get lost.
Open the extracted xml file from the computer, not directly from the zip file.

Review and update the header sheet.
Fill the relevant fields of the Header sheet.

- Fields in **Yellow** cells are mandatory.
- Fields in **Green** cells are optional.

Fill the relevant fields of the Lines sheet.
Uploading Quote details by Spreadsheet template from Application

From the iSupplier portal, Quotation, import the spreadsheet that you had updated and saved as xml 2003 format.

SAVE and click Yes to save in “XML Spreadsheet 2003 format”
Create Quote 236506: Quote By Spreadsheet (RFQ 241995)

RFQ Currency: AED
Quote Currency: AED

Step 1: Export Spreadsheet

**TIP** Rich style includes spreadsheet cell borders, which will cause the file size to grow significantly after the XML export.

- [ ] XML Spreadsheet - Rich Style (.xml)
- [ ] XML Spreadsheet - Light-Weight Style (.xml)
- [ ] Tab-Delimited (.txt)

Export

Step 2: Import Spreadsheet

- Format: [ ] XML Spreadsheet (.xml)
- [ ] Tab-Delimited (.txt)

File To Import: Browse...

Browse and select the updated XML file

Choose File to Upload

Organize

New folder

File name: RFQ241995-Response

Open
If there is no validation error, the data will be transferred to the Application and the draft quote will be updated with data from imported file. If the application gives any error message, review the message, change the data accordingly. Save the file and try to import the xml file again.

The details will be updated from the spreadsheet
Click **Save Draft**

Review the Quote details including the attachments and process further to submit the Quote.

**Confirmation**

Quote 2586876 for RFQ 2246005 (Tender 1) has been submitted.

Return to Sourcing Home Page
Acknowledging Amendments for Invited / Limited Tender

Worklist or Navigation: iSupplier Portal Full Access > Tenders and Auctions >

Click the Subject link and to open the message

<table>
<thead>
<tr>
<th>Response Number</th>
<th>Response Status</th>
<th>Supplier Site</th>
<th>Negotiation Number</th>
<th>Title</th>
<th>Type</th>
<th>Time Left</th>
<th>Unread Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>2586671</td>
<td>Resubmission Required</td>
<td>ABU DHABI</td>
<td>2246005</td>
<td>Tender 1</td>
<td>RFQ</td>
<td>1 hour 8 minutes</td>
<td>0</td>
</tr>
<tr>
<td>2586671</td>
<td>Resubmission Required</td>
<td>ABU DHABI</td>
<td>2246005</td>
<td>Tender 1</td>
<td>RFQ</td>
<td>1 hour 8 minutes</td>
<td>0</td>
</tr>
</tbody>
</table>

Negotiation has been amended and requires your action to be considered for award.
If there are multiple amendments, you will have to accept the Terms & Conditions and also acknowledge for each amendment continuously by clicking Next button till you get the Acknowledge button. You must accept and acknowledge all amendments and only then you will be able to create/update the quote.
Click **Yes** to **update and resubmit** your draft Quote.

If the quote was submitted previously, then you will be required to create a new Quote for this amendment.
Acknowledgment to RFQ Tender and Update Quote

**Navigation:**  
[iSupplier Portal Full Access > Tenders and Auctions]

**Case 1: If a response Quote was NOT submitted previously**

![Image showing navigation steps](image)

**Search Open Negotiations or Manage Draft**

![Image showing search interface](image)

**Your Active and Draft Responses**

<table>
<thead>
<tr>
<th>Response Number</th>
<th>Response Status</th>
<th>Supplier Site</th>
<th>Negotiation Number</th>
<th>Title</th>
<th>Type</th>
<th>Time Left</th>
<th>Unread Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>2586875</td>
<td>Resubmission Required</td>
<td>ABU DHABI</td>
<td>2246005</td>
<td>Tender 1</td>
<td>RFQ</td>
<td>1 hour 3 minutes</td>
<td>0</td>
</tr>
<tr>
<td>2586876</td>
<td>Resubmission Required</td>
<td>ABU DHABI</td>
<td>2246005</td>
<td>Tender 1</td>
<td>RFQ</td>
<td>1 hour 3 minutes</td>
<td>0</td>
</tr>
</tbody>
</table>

Negotiation has been amended and requires your action to be considered for award.

**Your Company’s Open Invitations**

The amended RFQ / Tender will have an additional number appended after comma, to the Number as highlighted below:
Select the ‘radio button’ of the interested Tender / RFQ/ Negotiation and click **Respond**

If you acknowledge as No, you will be taken back to Find RFQ screen

If you acknowledge as Yes, application displays the changes and may scroll down to review the changes.

After reviewing the changes, and if acceptable to you, mark the check box to accept the terms and conditions

If there are multiple amendments, you will have to accept the Terms & Conditions and also acknowledge for each amendment continuously by clicking **Next** button till you get the **Acknowledge** button as shown below. You must accept and acknowledge all amendments and only then you will be able to create / update the quote.
After Acknowledgement, a confirmation message will be displayed.

Further, the application prompts you:

**Confirmation**

All amendments of Negotiation 2246005 have been acknowledged successfully. You may now respond to the negotiation. Do you want to proceed?

If a response has been submitted previously, resubmission is required to ensure the response complies with the changes.

You may now respond to the negotiation. Do you want to proceed?

**Case 2: If a response Quote was submitted previously**

Resubmission is required to ensure the response complies with the changes.

If you want to create a Response/Quote, click Yes to create a Response/Quote (or a new Response/Quote if it was submitted before RFQ Tender amendment)

If you choose No, then you may respond later only if the RFQ Tender is still open

If a response has been submitted previously, **resubmission** is required to ensure the response complies with the changes.

Click the Response Number
Review the changes and click Acknowledge Amendments

Mark the check box and click Acknowledge
Acknowledge Amendments to RFQ Tender and Update Quote
Alternate Line Quote

If the exact requested item is not available, then the Supplier can add the alternate Line in the Response / Quote.

Navigation:  
<i>isupplier Portal Full Access> Tenders and Auctions</i>

If you know the RFQ Tender enter the Title in the Title field and click Go button

If you do not know the RFQ / Tender number, depending on the current RFQ numbering series, enter 1% or 2% or 3% or 4% in the Number field and click the Go button

The matching RFQ Tenders will be displayed.

(If you already know the details of RFQ, Select the ‘radio button’ for the interested Tender and click Respond)

If you want to view the details first, click the RFQ Number link to view the details of RFQ.
View the details in Header, Lines, Controls, Contract Terms tabbed region

Scroll down and view Notes to Supplier, Requirements and Attachments
From the **Actions** field, **Create Quote** will be the first action and you may click **Go** button to create your Quote.

The **Terms and Conditions** of RFQ Tender will be displayed.

Review the Terms and Conditions.
Mark the check box and click the Accept button if you want to accept and proceed.

A Quote Response with number related to this RFQ Tender will be created.

(If you want to review the entire RFQ in detail, by clicking the View RFQ Button)

Enter the Quote Header details like Quote Validity, Reference Number and Notes to Buyer

Click Add Attachments button to add Header level attachments

NOTE: Max. File Size per attachment is 15 MB only. If exceeded, you cannot process further due to error from controls.
If you have a big file to be attached, you may split the large file into smaller files and attach as many as required.

If you don’t want to split the files you can attach your files on online hosting services such as Dropbox (which is free). And generate the share link then attach it to the Tender. Also consider the time limit which is provided by the host before deleting your files from their website.

• Do not attach price information with attachment Category as ‘from supplier : Technical’ for 2-Stage RFQ
• You can attach pricing information only with attachment Category as ‘from supplier : Commercial’ for 2-Stage RFQ
• Ensure that you provide the ‘Price’ information only in the Price field of ‘Lines’ tabbed region

Alternate Line Quote 79 of 89
Click on Lines Tab then press on Add Alternate Lines

Add the Alternate Item you want and Attachment if needed then press Apply
After pressing on Apply the alternate line you added will be shown as below.

Then continue the steps from Search “RFQ / Tender / Negotiation and Create Response Quote” Process.
Multiple Active Quotes / Modify Quote

**Navigation:**  
**iSupplier Portal Full Access > Tenders and Auctions**

If you know the RFQ Tender enter the **Title** field and click **Go** button.

If you do not know the RFQ / Tender number, depending on the current RFQ numbering series, enter 1% or 2% or 3% or 4% or 5% or 6% or 6% or 8% or 9% in the **Number** field and click the **Go** button.

The matching RFQ Tenders will be displayed.

*(If you already know the details of RFQ, **Select** the ‘radio button’ for the interested Tender and click **Respond**)*

If you want to view the details first, click the **RFQ Number link** to view the details of RFQ.
In the Actions select **Create Quote** and click **Go**.

If you have already a quote and you want to add more quotes then this screen will appear for you.

Choose **Create a New Quote** and then press OK or choose Modify Quote if you want to modify an existing Quote.

Then continue the steps from “Search RFQ / Tender / Negotiation and Create Response Quote” Process.

**NOTE:** If the new draft Quote’s values and comments are same as the previously submitted Quote for same RFQ/Tender, the supplier may get a message: “No changes to Save” during submission. In such cases, supplier can add some text like in the ‘Note to Buyer’ field, to ensure some difference from the previously submitted quote and then will be able to submit the new draft quote.
Quote Withdrawal

Navigation:  iSupplier Portal Full Access > Tenders and Auctions

Press on Active from Quick Links menu

Then choose any Quote and press on Withdraw
### Active and Draft Responses

These are your company’s responses that have not been awarded, rejected or disqualified.

- Negotiation has been amended and requires your action to be considered for award.
- Negotiation has been paused. Only draft response can be created.

<table>
<thead>
<tr>
<th>Response Number</th>
<th>Your Response Number</th>
<th>Response Status</th>
<th>Created By</th>
<th>Supplier Site</th>
<th>Negotiation Number</th>
<th>Title</th>
<th>Type</th>
<th>Event Title</th>
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</thead>
<tbody>
<tr>
<td>2566881</td>
<td></td>
<td>Active</td>
<td>ELzarka, Ashraf</td>
<td>ABU DHABI</td>
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<td>Tender 1</td>
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<td></td>
<td>6 minutes</td>
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<tr>
<td>2566870</td>
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<td>44 minutes</td>
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<tr>
<td>2566876</td>
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<td>Resubmission Required</td>
<td>ELzarka, Ashraf</td>
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<td>RFQ</td>
<td></td>
<td>44 minutes</td>
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<tr>
<td>2566875</td>
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<td>2246005</td>
<td>Tender 1</td>
<td>RFQ</td>
<td></td>
<td>44 minutes</td>
</tr>
</tbody>
</table>

Select Response: [Revise] [Withdraw]
Troubleshooting

Issue 1: Error, the requested URL was rejected

![Image of Request Rejected]

The requested URL was rejected. Please consult DOF Help Desk Email: helpdesk@dof.abudhabi.ae, or call 800888.
Your support ID is: 16284552907327302176

Cause
The ADERP network validations like exceeded attachment size, may cause this error.

Note down the support ID as shown above for reference.

Possible Solution
If this error was caused after trying to attach a big file greater than 15 MB. Try again to split the file into smaller size and attach again. But due to above error, it is possible to get the Issue 2: Error: The Site can’t be reached. Refer to the solution in that chapter above.

If the issue is not resolved even now, provide the support ID as shown above and contact help desk immediately with these details for further investigation by ADERP network team.
Issue 2: Error, this site can’t be reached
Solution: Clear the cookies and browsing history, close the browser and re-login

1. Tools > Delete Browsing History

2. Mark Temporary Internet Files, Cookies, History.
3. Click Delete.
4. Close the browser
5. Re-login and try again to access the application
Issue 3: Error Page
You have encountered an unexpected error. Please contact your system Administrator for Assistance

Probable Cause
The session / page data will be lost if the browser back button is used.

Suggested Good Practices
Do not use the browser's back button as this will cause ‘loss of page data/ stale session’. Please use the Blue links and Buttons within the webpage.