دبـــي الذكية
SMART DUBAI

الـــمـــورد الـــذكـــي
smart.supplier

DISCLAIMER

The information mentioned in this document is developed after the official release of the Smart Supplier Mobile Application V1.4. This application is only accessible by suppliers who are officially registered suppliers by Dubai Government entities (http://isupplier.dubai.gov.ae).

The document is subject to change without prior notice. The mobile application is subject to continuous research and development to enhance user experience and provide your organization with the best experience possible, fulfilling your organization's needs in achieving the desired agility.

The application can be used by the respective supplier's company managers, directors, account representatives, and project coordinators to help follow up on their transactions with over 50 government entities.

The content of this document can't be modified or copied by an entity or person other than Smart Dubai.

For any clarifications or suggestions, kindly contact us through smart.supplier@smartdubai.ae

For any technical support with the app please contact us on:

📞 600 560 000

📧 help@smartdubai.ae
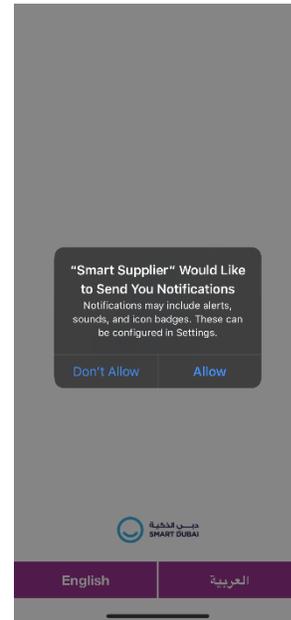
TABLE OF CONTENTS

1. Getting Started

1   The application is available for Android and iOS devices through the Google Play and Apple Stores.

You can scan this QR Code to download the app on your phone now

2   Once you launch the application you will be prompted to allow 'Notifications'. If you wish to receive latest updates without logging into the app, click on Allow
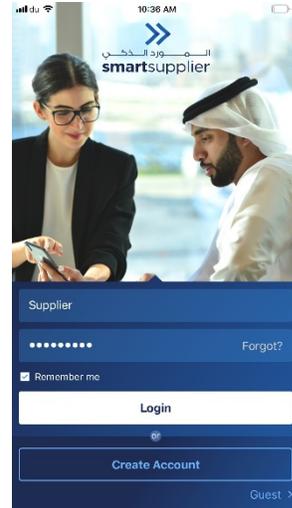
3   Select your preferred language of using the application (Arabic or English). Selection choice can be changed later from the application's settings.

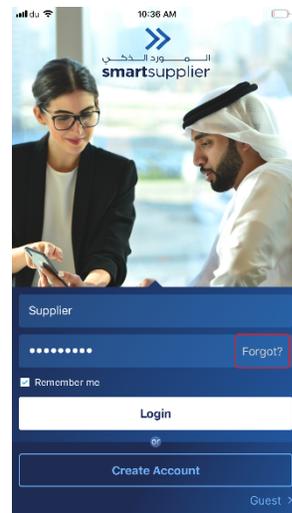4   Upon choosing your language, you will land on the onboarding and login screen. Once done click on Get Started
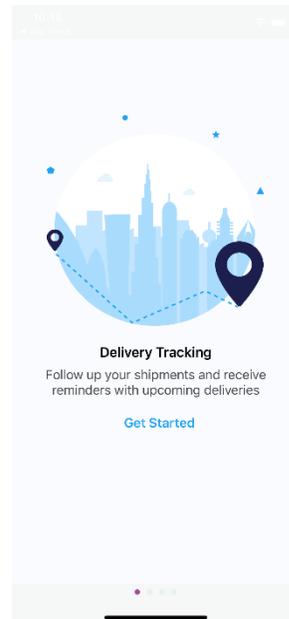
|		
5	Use the same User Name and Password you are using to login to Dubai Government's iSupplier Portal (link for iSupplier Portal is: http://isupplier.dubai.gov.ae). Tap on Login	
6	If you forgot your password, tap on 'Forgot?' button	

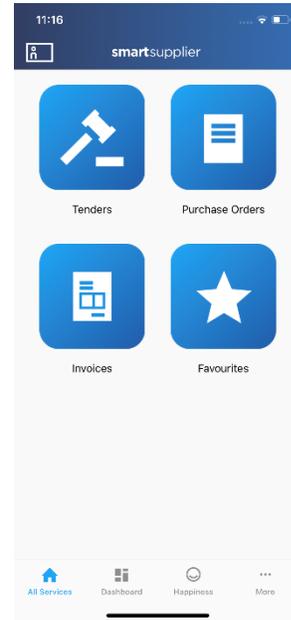**7** If you need to create an account, tap on Create Account
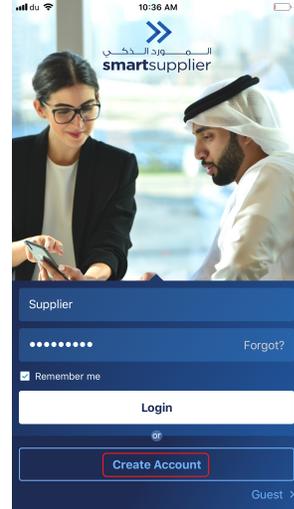
8 If you are a new user/supplier and would like to explore opportunities with Dubai Government entities before creating an account, tap on Guest
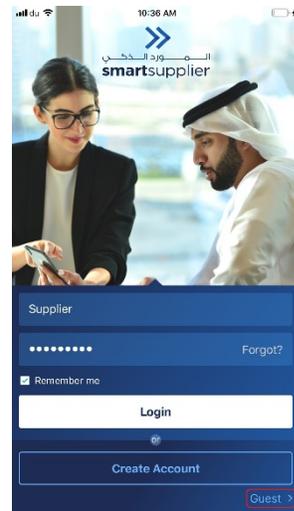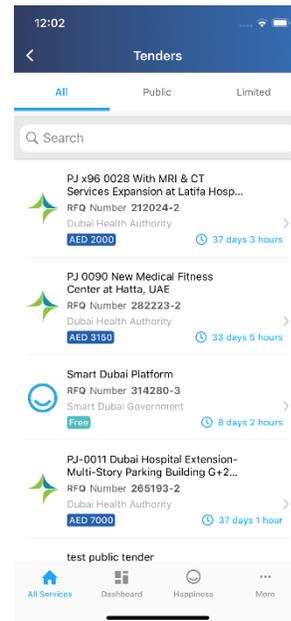
1. Tenders

1 Upon login, you will land on the categories page, to check available tenders, tap on Tenders

2 You will find a list of tenders from all Dubai government entities. Tenders with fees will have the fee amount highlighted in blue. The time remaining will be shown next to the

icon.

You can search for tenders through the search bar

To view the details of each tender tap on the tender itself.

3 Upon viewing the tender details, if you need to pay you will be notified to pay online. Otherwise you will be able to access the tender documents directly and check if you can bid for it.

You can also set reminders about the tender on your phone so you don't miss any deadline

To pay, click on Pay Online, where you will be directed to our secure payment platform Dubai Pay.
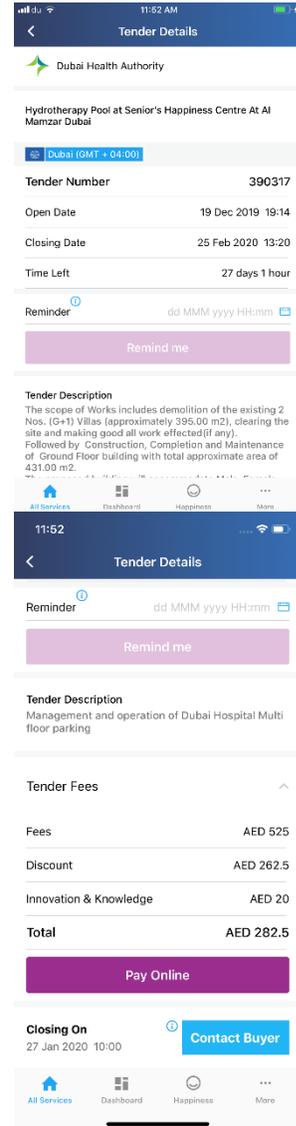
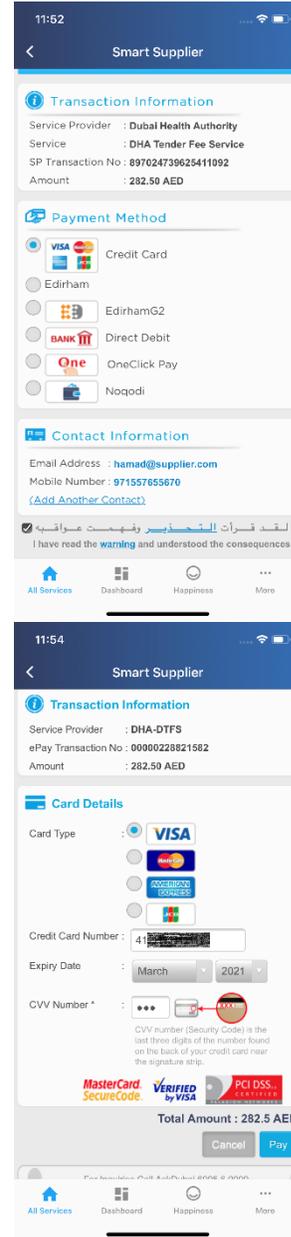**4** Select your preferred payment method. Dubai Pay supports the following payment methods:

1. Credit Cards
2. E-Dirham
3. Direct Debit
4. Noqodi

You can also adjust the contact information where you wish receive an automatic payment receipt from the Dubai Pay system.
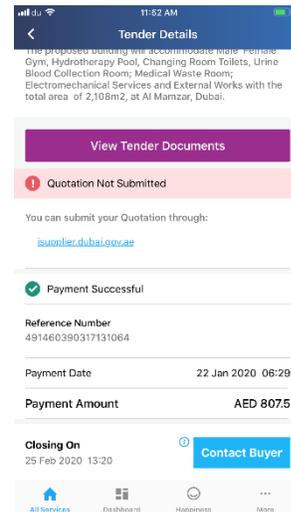
If paying using credit card, enter card details and click on Pay

5   If you cancel the payment or leave the page before processing payment, you must wait for 30 minutes before accessing the tender's page again (for security purposes). After you reopen the tender, tap on Refresh Payment Status
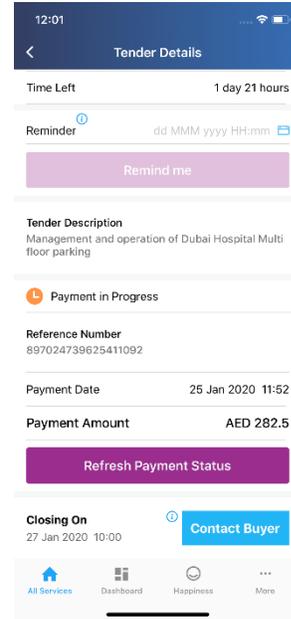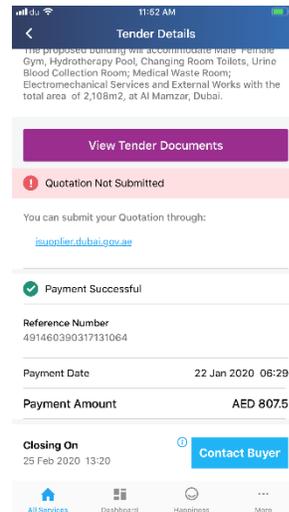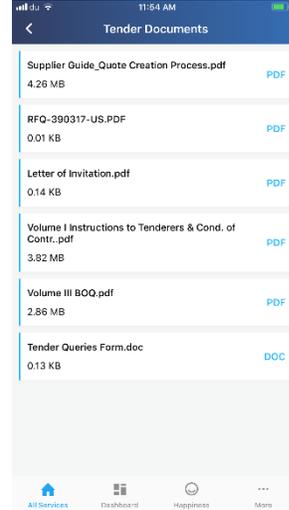
6   You can view all tender documents by tapping on View Tender Documents

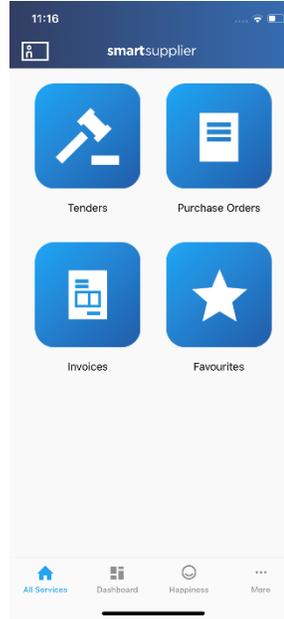Once you can view the documents, download them on your phone

7   Notice the payment details and quotation status will always show

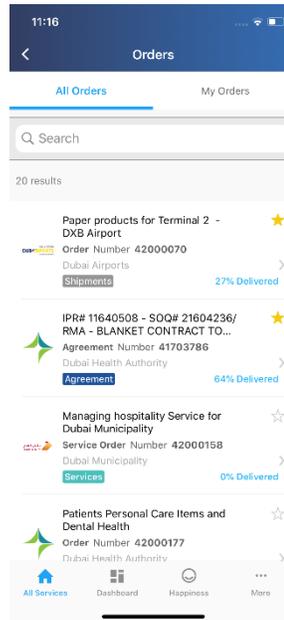If you need more clarification click on Contact Buyer at the end of the screen.
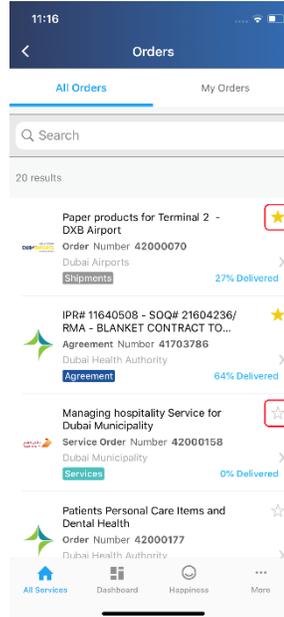
2. Orders

1   Upon login tap on Purchase Orders

2   When the Orders list loads, Favorites will be always on top.

Each order will have its number and the Delivered percentage displayed. Also, the type of the Purchase Order if it falls under - Shipments, or Services or Agreement.
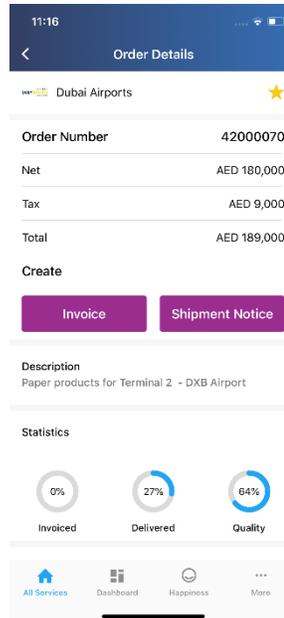
3 You can add or remove from Favorites by tapping on the star on the right side of the order title.

To open any Order, tap on the order to view its details

4 Once the Order is opened, kindly notice details that will be displayed including totals, and real time statistics of the specific Order

5   Swipe up to view more details of the Order.
     Tap on the icons in the Details section to view relevant details such as Shipments, Invoices, Items within the Purchase Order etc.

     Also, you can download the Purchase Order Document (only for orders received after November 2019) through Download Order Details. If you can't find your PO document, please report it to us through the Smart Dubai Contact Center: 600 560 000
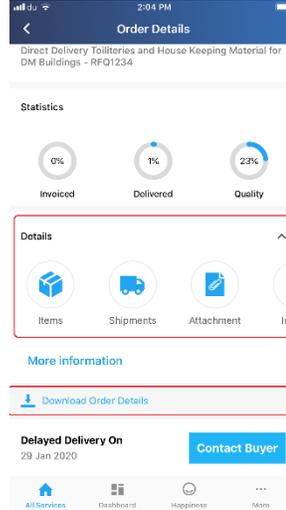
6   Upon opening each of the details, please note that the screen might have multiple tabs as shown in the shipment page
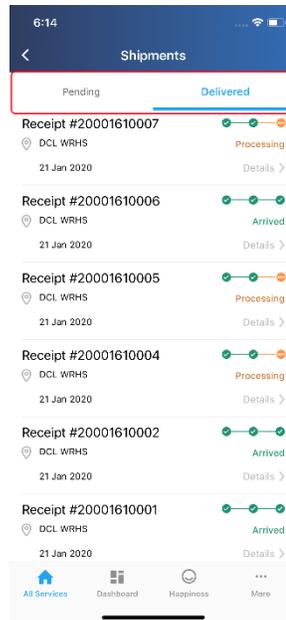
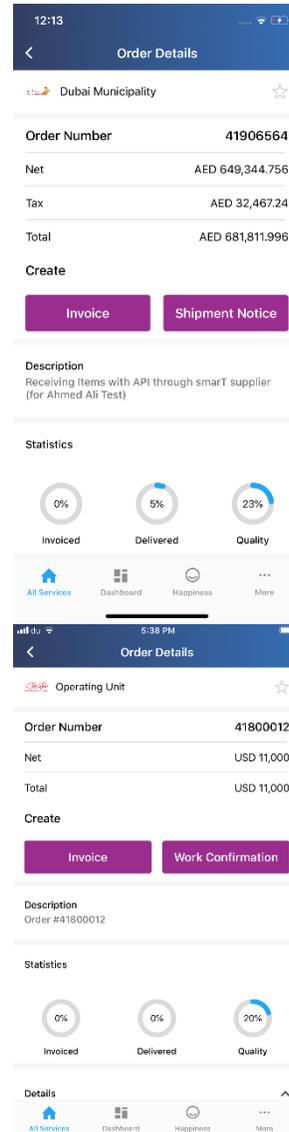# 3. Submitting Shipment Notices

1   From the Order Details screen, under the Create section you will be able to create Shipment Notice or create Work Confirmation
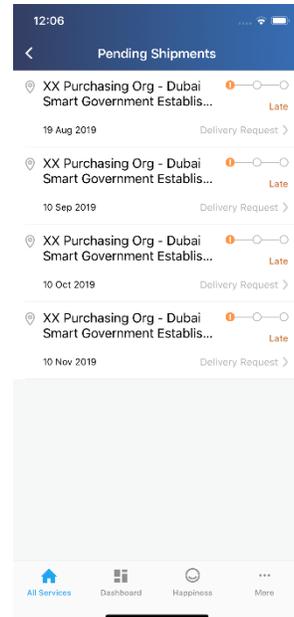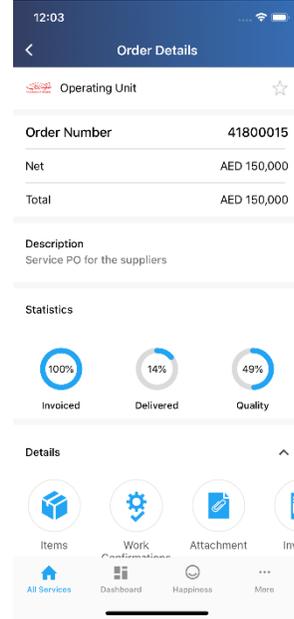
Work Confirmation is only shown with Service Purchase Orders.

In both cases the steps are the same

Please notice that if Delivered percentage is 100% or Invoiced is 100% the creation of Shipment or Work Confirmation will not be possible.

2 Now the list of Pending Shipments / Delivery Schedules is displayed, to select which one to deliver, tap on it.

3   List of the lines within the shipment is displayed, you can select each line or select all the lines within the shipment/schedule.

You can select all lines by tapping on Deliver All.
You can also search the lines from the search bar on top to filter the lines

Also, you can directly select the lines and edit the Units/Amount To Deliver field.
To edit the field, tap on the Units to Deliver textbox.

Notes:
When selecting the lines, the maximum units to deliver in this shipment is default. This can be edited as explained above.
Kindly ensure that the data is entered correctly in English numbers.
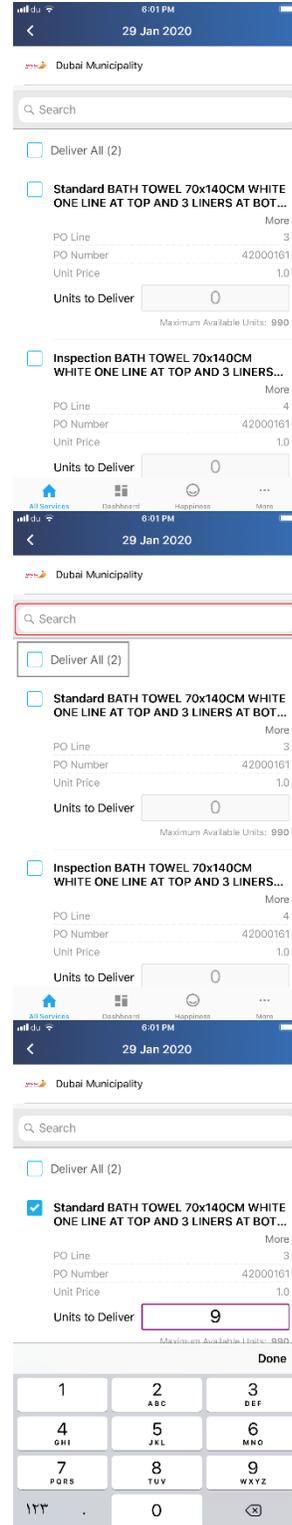
4   Upon selecting the lines, the sticky action will show at the bottom, with a summary of your shipment value. Click on Next to move to shipment information
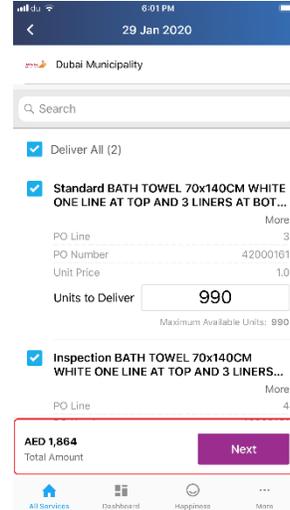
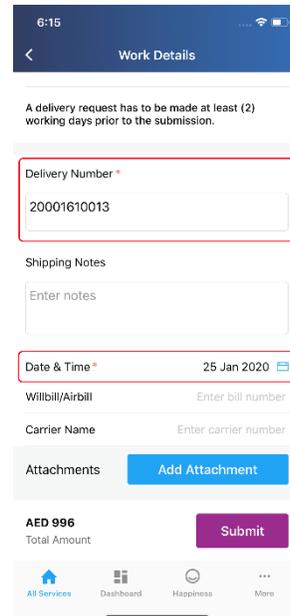5   The shipment screen shows a review of all the information

Note:

Delivery Number is automatically generated but it can be changed as per your need.

Date and Time of delivery is specified by default, but can be changed by you

The date and time must be according to UAE time (GMT+4).

It is preferred a Shipment Notice is sent at least 2 days in advance (for Work Confirmation this can only be the same date as per the device being used).

You can also add any attachments such as Customs Clearance if required.

6   Click on Submit to let the store manager or receiver plan you shipment.
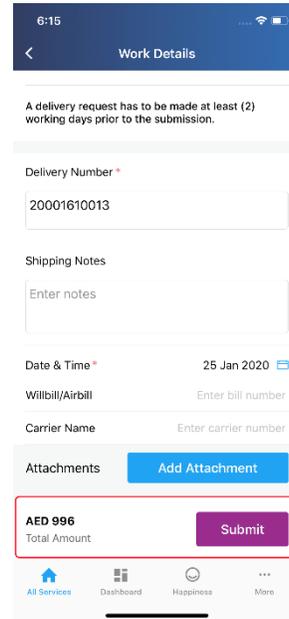
7   Once the request is submitted a confirmation message will be displayed and you will be notified through the app once it is approved.
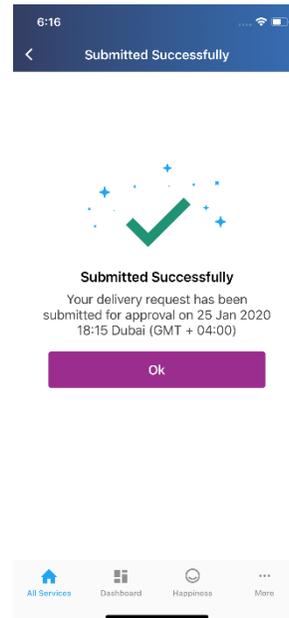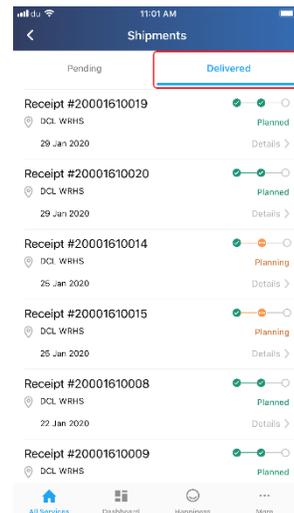
8   You can track the shipment through the
Shipments section of the Purchase Order
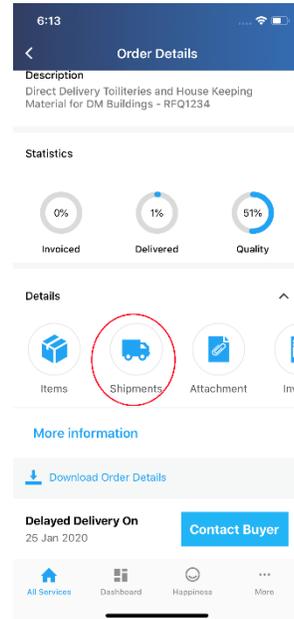
9   In the Delivered Part, you will see the
pending shipments as Planned if approved
or Planning if still pending with the
Warehouse Manager / Receiver

SLA for this request is typically 3 days. But you are
suggested to contact the government entity to
confirm the SLA.

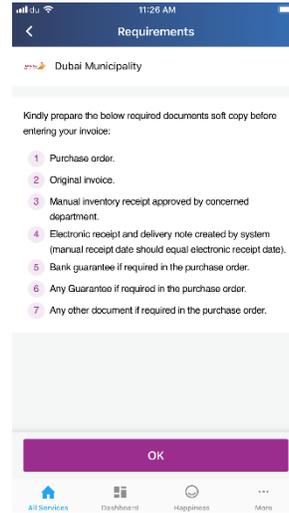## a. Invoice Submission (Single Purchase Order Invoice)

1 From Order Screen, under the Create section you will be able to create an Invoice.
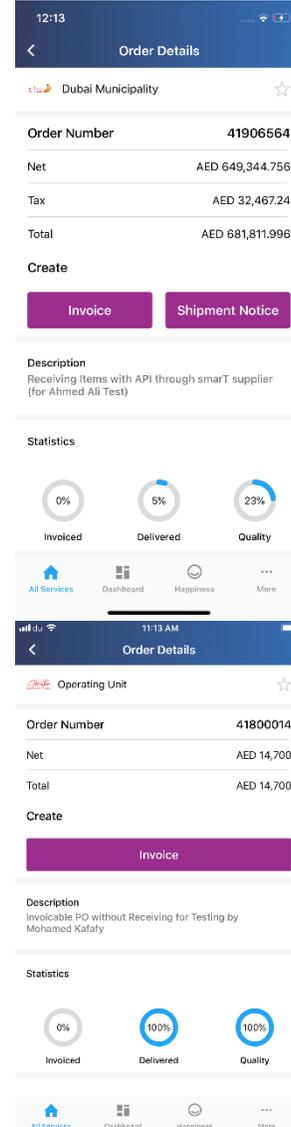
In some cases, if the delivery is completed you will only be able to view the Invoice button
Notice in this case that Delivered is 100%

| 2	If the department has a special requirement it will be displayed first so you can prepare them

3	List of the lines that are eligible to invoice will be displayed. You can select each line or select all the lines within the scope of invoice.
	
	Note:
	  1. Lines might not show if the receiving is not complete
	  2. Lines that are not showing despite of delivering them have to be reported to the government entity that has received the service.
	  3. Lines selected must be of exact as in the actual generated invoice and it must be attached to the request itself as showing next
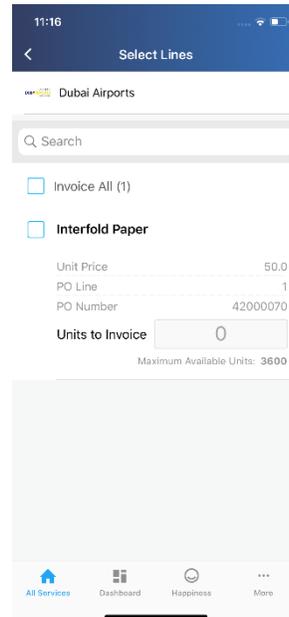
You can select all lines by tapping on Invoice All.
You can also Search the lines from the search bar on top to filter the lines

Also, you can directly select the lines and edit the Units/Amount to Invoice field.
To edit the field, tap on Units to Invoice textbox.

<u>Notes</u>:

By default, when selecting the lines, the maximum unit to invoice is entered by default. This can be edited as explained above.
Kindly ensure that the data is entered correctly in <u>English</u> numbers.
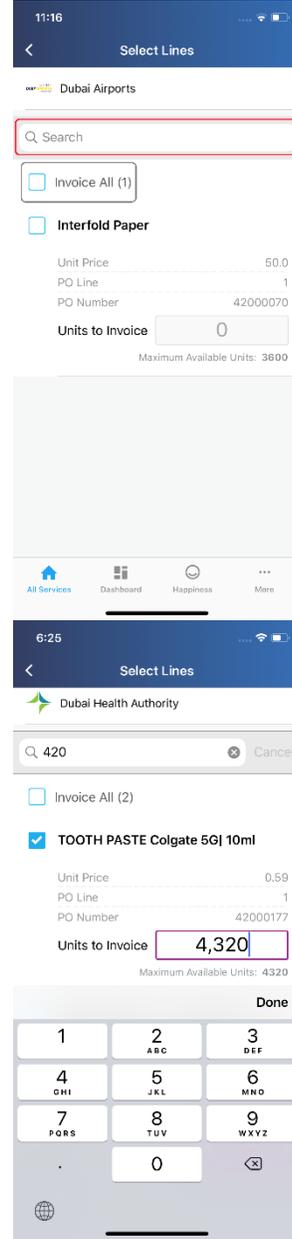
4	Upon selecting the lines, the sticky action will show at the bottom, with a summary of your Invoice Value (with no taxes if tax applies). Click on Next to move to shipment information
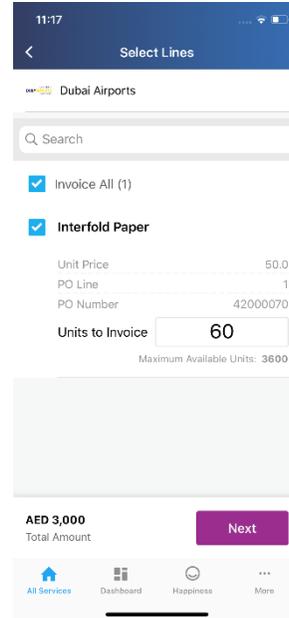
| 5	The Invoice screen shows all details for your review

Note:

- Invoice Number is Mandatory and <u>must match</u> the original invoice that will be attached.
- Optionally you can add an invoice description
- Invoice Date is defaulted to the Systems Date (in Dubai GMT+4), and you can change it to an earlier date if needed (future date is not allowed)
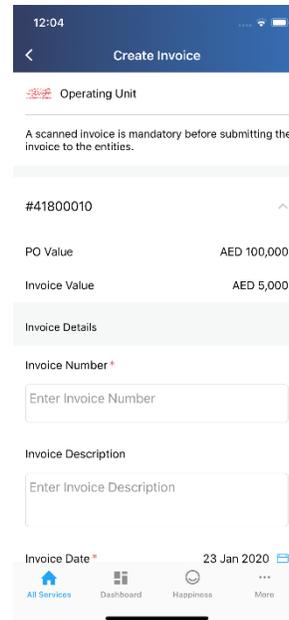
You can't submit the invoice without Attachments. Also the Tax is calculated which can be edited it if there is a calculation error

Select your Bank Account through the Select Button. If no account is selected, the invoice will be linked to the default account for your company which is registered on the eSupplier system
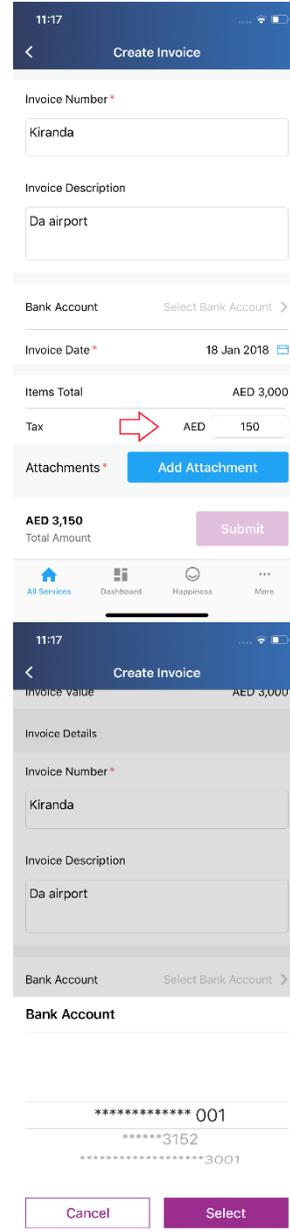
Attachment can be from a camera (make sure it is a clear image to avoid rejection) or a file from your device

6 After all documents are uploaded, click on Submit to send the invoice for approval.
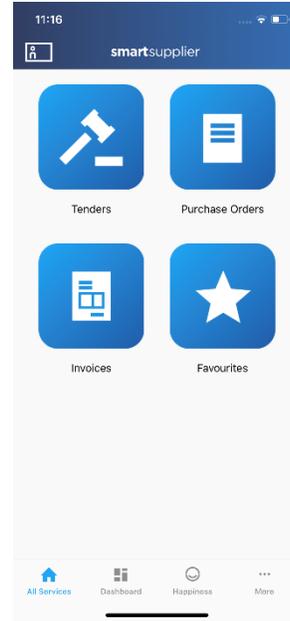
7 Once the request is submitted a confirmation message will be displayed and you will be notified through the app once it is approved.
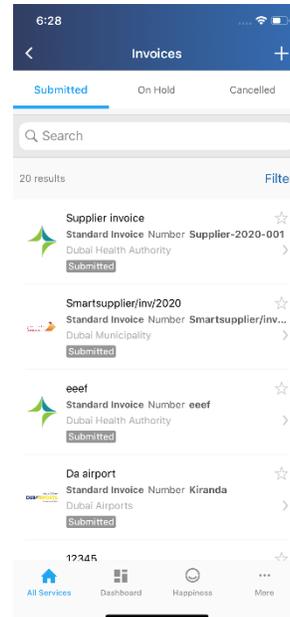
8 You can track the invoice submission by visiting the Order Details page
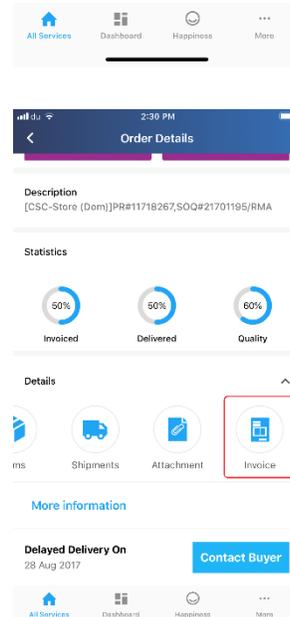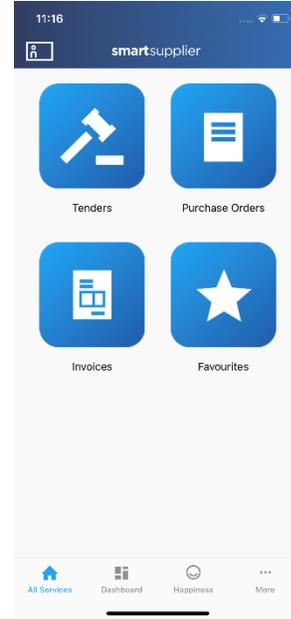
Or directly through the Invoices tab

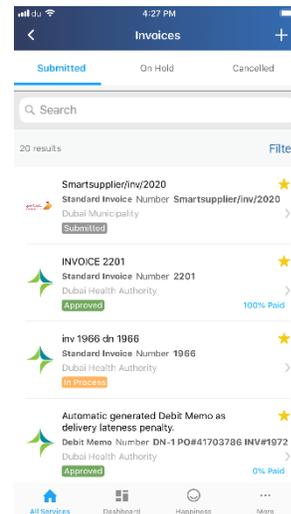**9** The invoice will show initially as Submitted

4. View Invoices

1   Upon Login, you will land on the categories page, to check submitted invoices, tap on the Invoices category

**2**   You will find a list of all Invoices from all government entities

If you need to filter the results, you can do so through the Search box or through the Filter button.

3 Once the Filter screen loads, select your filters. The filters will be reflected on the results.

Kindly note that you may need to click Apply Filter to ensure the filters are successfully applied

Once the results are populated, you will be able to see the number of filters that have been applied
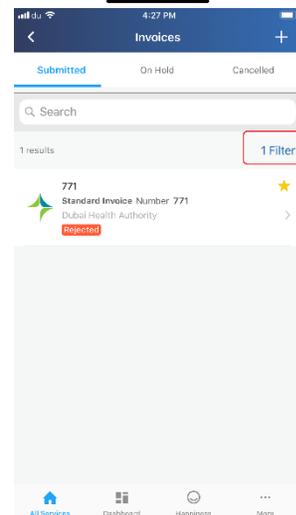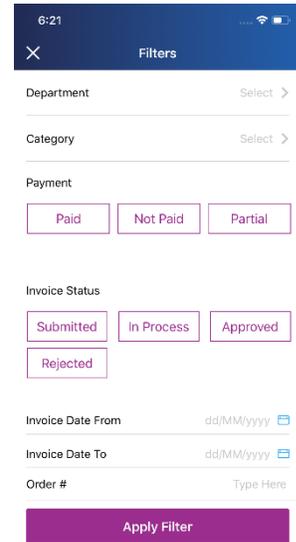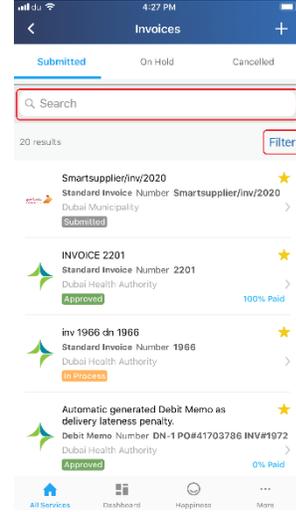
**4** You can view On-Hold Invoices and Cancelled Invoices by navigating the tabs as shown
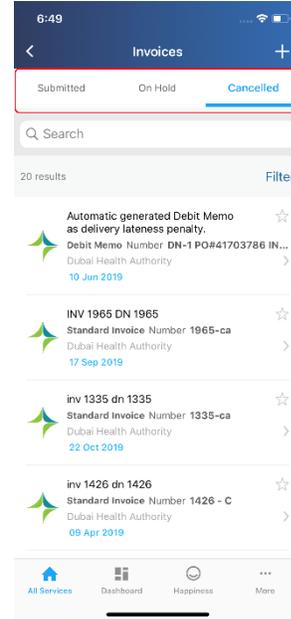
**5** In all cases to view details for a particular invoice, tap the invoice you want to see

The invoice will show its number, type, date, and total value along with the VAT value (if applicable).
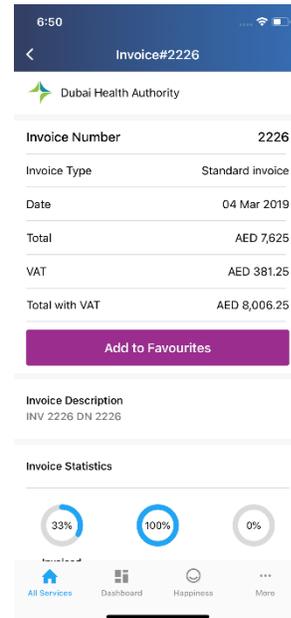
6 All transactions are linked to a real-time statistics dashboard to help you to view invoice related details.
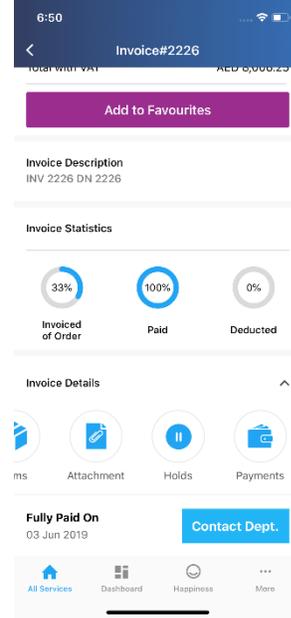
6 To view any related details on payment and deductions from the invoice, tap on Payments
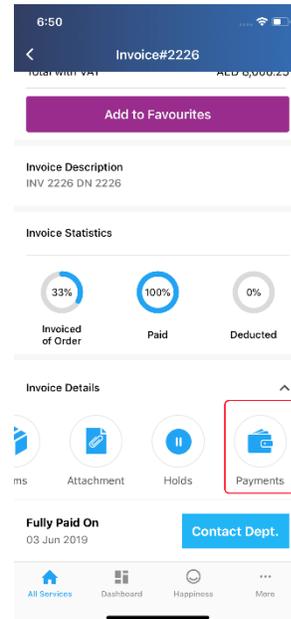
If In Progress is stated, the payment is not yet cleared from the bank to your account.
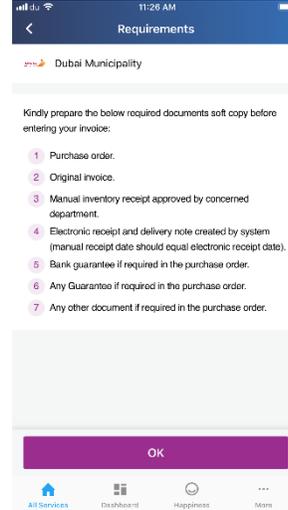
a. Create invoices for Multiple POs

1   From the Invoices screen, tap on the **+** sign on the top right

You will see a list of the government entities that are having eligible lines for invoicing. If no entity name appears, then there are no eligible lines.

> For each government entity, you will see the total number of purchase orders that are eligible to be invoiced and the number of lines as well.
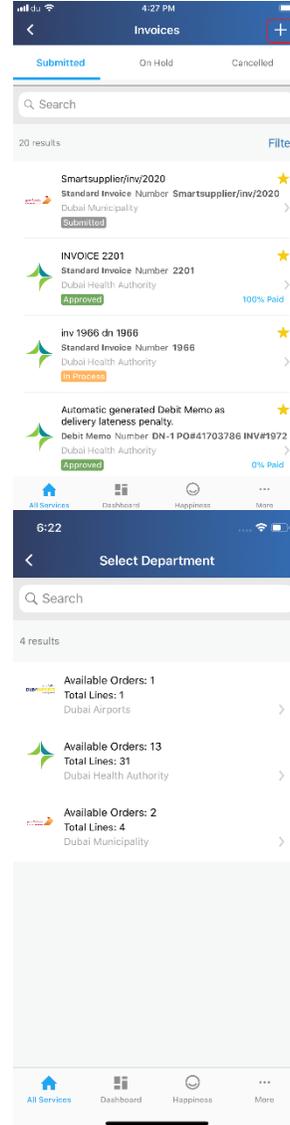
| **2** | If the department has a special requirement it will be displayed first so you can prepare accordingly |

| **3** | List of the lines that are eligible to be invoiced will be displayed. You can select each line or select all the lines within the scope of the invoice. |

Note:

1. Lines might not show if the goods / service meant to be received have not been delivered
2. Lines that are not showing despite of good/services being delivered have to be reported to the government entity that has received the goods/service.
3. Lines selected must be exactly as the actual generated invoice and must be attached to the request itself as shown in the next image
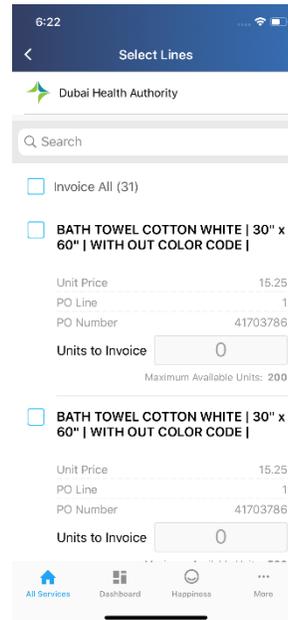
You can select all lines by tapping on Invoice All.

You can also Search the lines from the search bar on top to filter the lines

Typing in the search box retrieves results instantly.
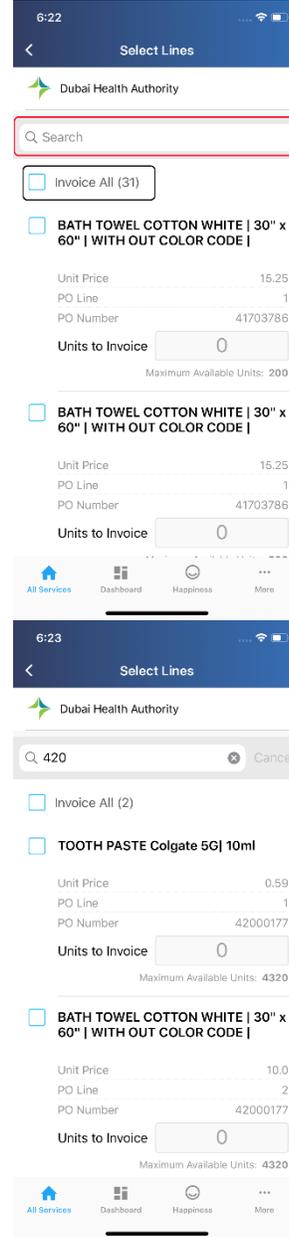
Also, you can directly select the lines and edit the units/amount in the Units to Invoice field.

To edit the field, tap on Units to Invoice textbox.

<u>Notes:</u>

When selecting lines, the maximum units figures that can be invoiced is entered as the default . This can be edited as explained earlier.

Kindly ensure that the data is entered correctly in <u>English</u> numbers.

4 Upon selecting the lines, the sticky action will show at the bottom, with a summary of your Invoice value (with <u>No Taxes if taxes apply</u>). Click on Next to move to shipment information
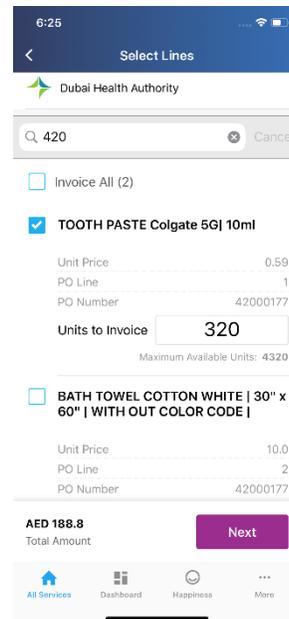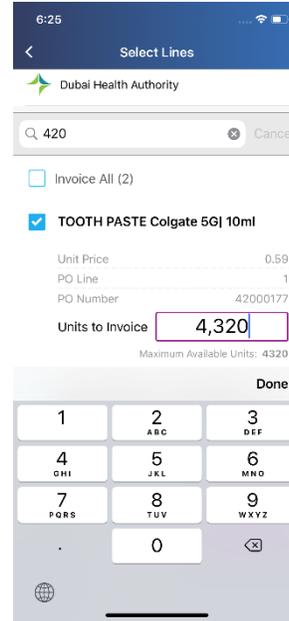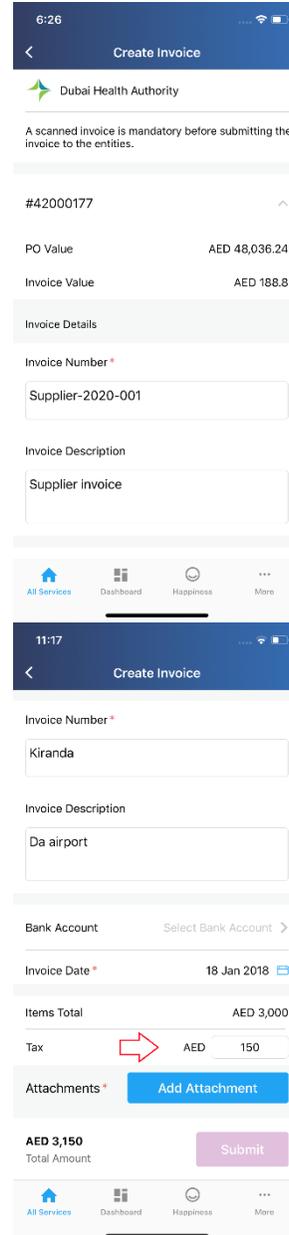
5 The Invoice screen shows a review of the information
Note:

- Invoice Number is Mandatory and <u>must match</u> the original invoice that will be attached.
- Optionally you can add an invoice description
- Invoice Date is defaulted to System's Date (in Dubai GMT+4), which can be changed to an earlier date if needed (future dates are not allowed)

You can't submit the invoice without Attachments. Also the tax is automatically calculated and can be edited it if there is a calculation error

Select your Bank details using the Select Button. If no account is selected, the invoice will be linked to the default account which is registered on the system for the respective suppliers company
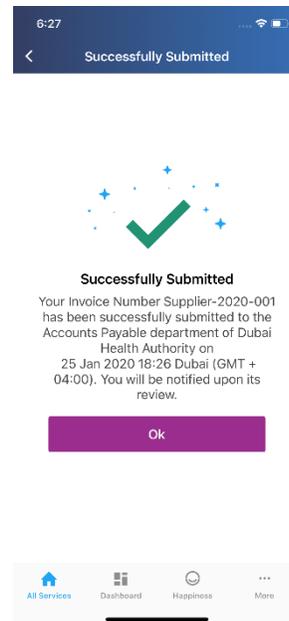
The attachment can be an image from the device's camera (make sure it is a clear image to avoid rejection) or a file from your device
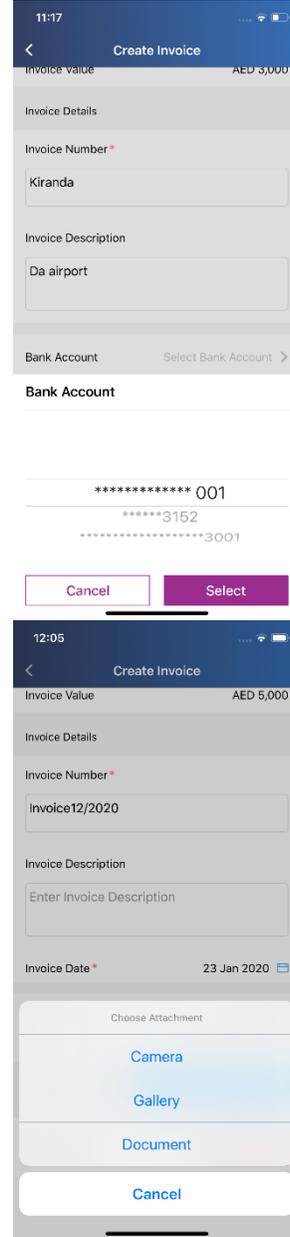
6   After All Documents are uploaded, click on Submit to send the invoice for approval.
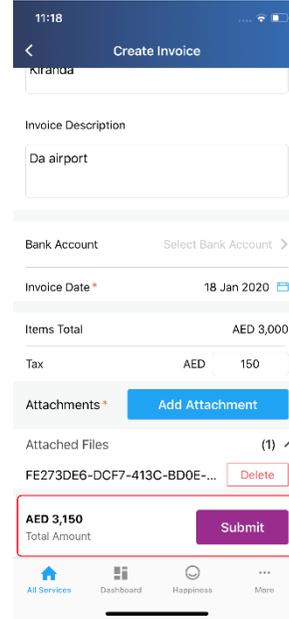
7   Once the request is submitted a confirmation message will be displayed and you will be notified through the app once it is approved.
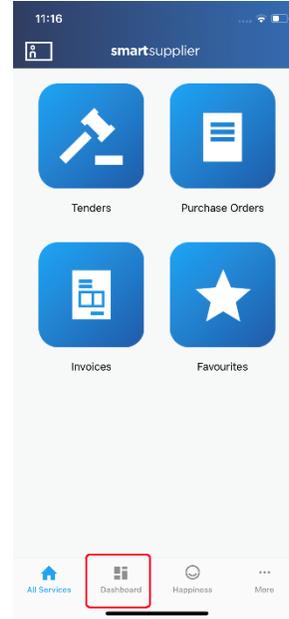
8 The invoice will then show on the Submitted list
(This process might take up to 20 minutes of processing before the invoice shows up on the Submitted list)
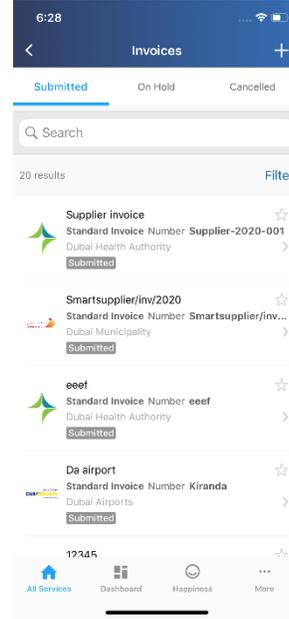
5. Dashboards

1   At anytime you can view a dashboard which represents a 360 degree view about your business activities with Dubai Government entities

2   Once the dashboard loads, you can select a particular entity and the year to get a focused view.
You will see only the entity names that you are dealing with. If any entity you are working with is not being displayed, kindly contact our contact center on 600 560 000.
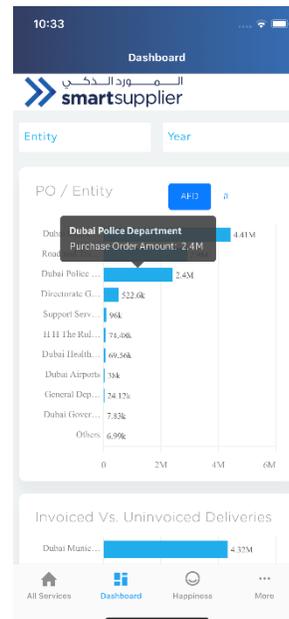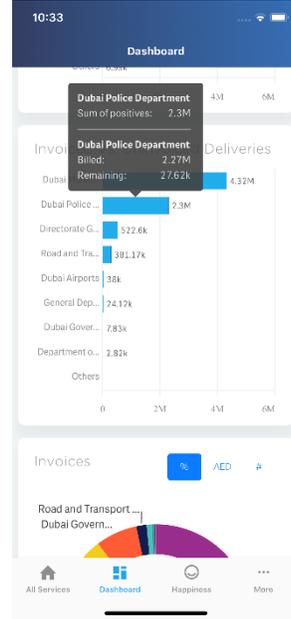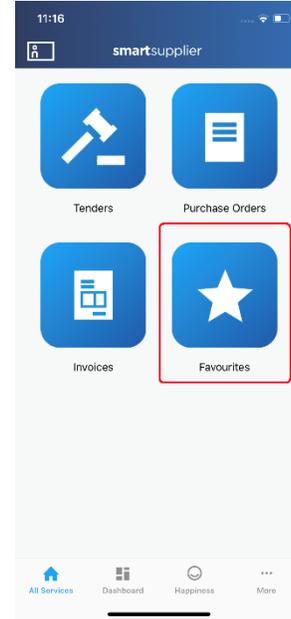
3	Swipe up to see more charts
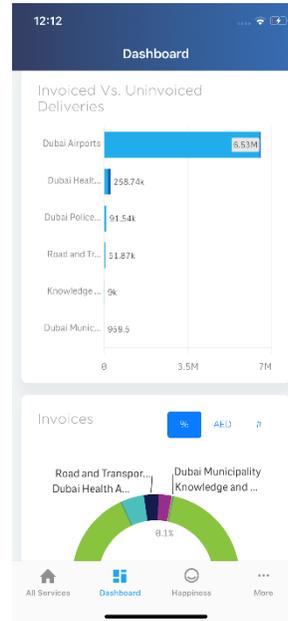
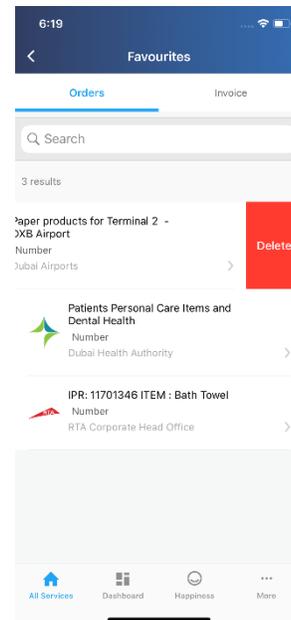| 3	To view more information on a single entity on the chart, tap on the entity's name
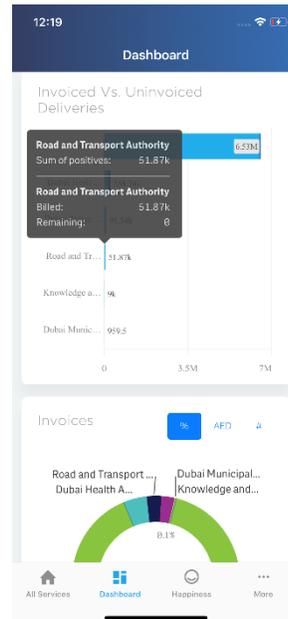
6. Favorites

1 You can view Favourites which represent the documents you have marked as your Favourites in the Orders and Invoices categories
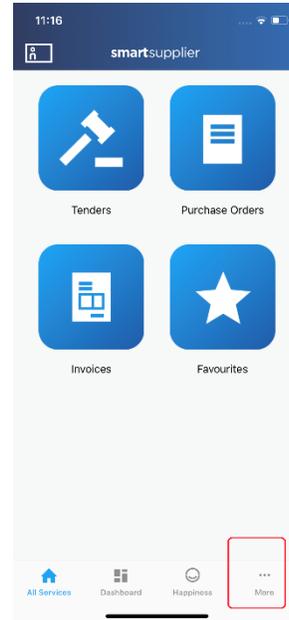
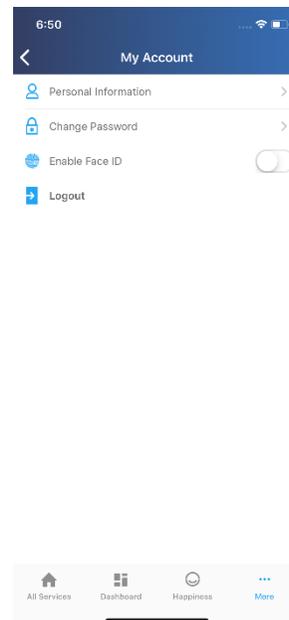**2** Tap the document to open it or if you want to delete it just swipe left.
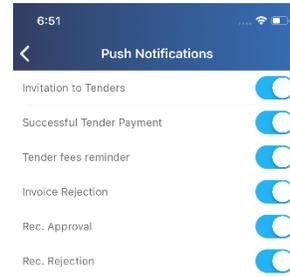
7. Other functions

1   You can always control your account through the More button located on the bottom bar

2   You can view your personal information, change the password, or even use your Face ID or Touch ID if it is available on your phone.

3 You can Manage your 'Push Notifications' to manage the frequency of notifications you are receiving

4 You can also upload your business card details and share it electronically using the QR code
By default, your mobile number will not show, but you can swipe right on the QR code to show your mobile number.
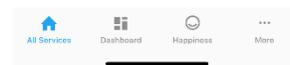
You can hide your mobile phone details by swipe left on the QR code.

You can also edit any information on your digital business card

5 Finally, we would like to hear your feedback on using the application through the Happiness Meter. You can call it at any point of time in the application, by simply clicking on the smiley face located on the bottom navigation bar.