

# eShary

Supplier Manual

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# 1. Introduction

Solutions by stc is the leading Information Technology services company in the Kingdom of Saudi Arabia, working continuously to fulfil and satisfy the market requirements, keeping pace with the emerging technologies in the Information Technology sector and satisfying its customer's needs. The company believes this is the way to strengthen its position and identity in view of a changing world where the role and usage of Information Technology has become more significant. This document describes the user manual of eShary portal. In this manual, you will find detailed instructions on how to navigate and use the various features and functions of the portal.

## 1.1 Purpose

eShary portal is designed to facilitate Suppliers interactions during Tender process electronically in one place. The system aims to enhance the procurement process and enables the streamlining of the processes: Suppliers can use the online portal to view Tenders details and documents, submit their bids, communicate with buyers, etc.



# 2. Login to eShary

**Step 1:** Login to iSupplier.

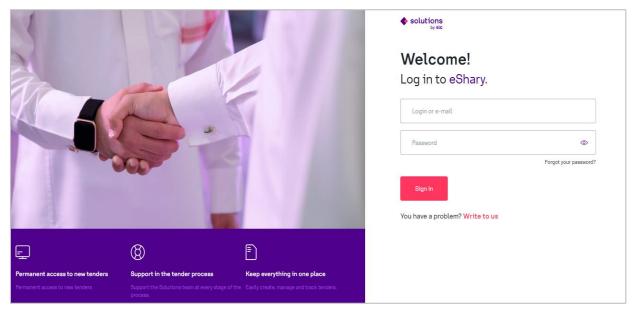
solutions		
	User Name	
	Password	
	Log In Cancel	

## **Step 2:** Click on "eShary" link.

Supplier Portal	ê * 3	Logged In As DINESH6.S@TCS.COM (7)	ባ			
Home Orders Shipments Planning Finance Product Admin						
Search PO Number V Go						
Personalize "Home Page Container" Personalize "Home Page Centre Column" Notifications		Personalize "Home Page Right Column"				
Personalize "Notifications" Personalize "Notifications"	Full List	eshary Planning				
Subject	Date 🛆	Forecast Schedules				
Invoice: 21603tetetete request has been Approved by Project Manager	09-Mar-2023 14:39:26	• VMI				
Invoice: 21603tetetete request has been Submitted for Approval.	09-Mar-2023 14:36:03	Orders				
Invoice: 21603tetetete request has been Rejected	09-Mar-2023 14:31:49	Purchase Orders				
Invoice: 21603tetetete request has been Submitted for Approval.	09-Mar-2023 14:28:50	Purchase History				
Invoice: 21839tetststst request has been Rejected	09-Mar-2023 14:24:24					
Orders At A Glance		Shipments  Delivery Schedules  Overdue Receipts				
Personalize "Orders At A Glance"	Full List	Advance Shipment Notices     Receipts				



#### $\bigcirc$ Welcome to eShary portal!



Step 3: Enter your credentials (Email and password), and click on "sign in".

⚠ Use the same Email and password of iSupplier Portal.

1			solutions	
the second			Welcome! Log in to eShary.	
		-	Joel@ajanetworking.com	© Forgot your password?
		1	Sign In You have a problem? Write to us	
Ę	0			
Permanent access to new tenders Permanent access to new tenders	Support in the tender process Support the Solutions team at every stage of the process.	Keep everything in one place Easily create, manage and track tenders.		



**Step 4:** Enter the One-Time-Password (OTP) that has been sent to your Email and click on "confirm".

solutions by site	
	Enter OTP
	An 6 digit code has been sent to: J <b>oel@ajanetworking.com</b> The code will expire in <b>47 seconds</b>
	8021
	Back to log in Confirm

▲ Entering the correct OTP results in placing you on eShary dashboard. The dashboard displays

the most essential information and supports you in reaching further areas of the system.

solutions by sic	Tuesday, 07 March 2023	D Search			مربي 🗘 Notificatio	ins 🔞 🔻 📳 Hi, Joel M 🔻
Dashboard	Home / Dashboard					
📰 All Tenders	Welcome, Joel M! Monday, 6 March 2023					
🖂 Inbox 🏮	<b>O</b> 1105	~~~	<ul> <li>FUE</li> </ul>	<u>~</u> 6	22	
😂 Knowledge base	S USD 3.7538 SAR	0.00 % 0.2664 SAR	EUR 3.9952 SAR		<sup>BP</sup> .5045 SAR	+ 0.22 %
My account						
My support	Process explanation					~
🕒 Log out	New tender invitations					Show all
	Request no. INTERNAL-NEW+STCSQ 12 STCSQR-1425	R-1425	Clarification deadline 12/04/2023 2:22 PM	Starting date 06/03/2023 2:55 PM	Closing date 26/04/2023 2:22 PM	Details
	Recently published tenders					Show all
	Request no.         PROJECT-STCSOR-1419           1         1-34990835-10307	93-MOBCO Civil	Clarification deadline 15/02/2023 12:56 PM	Starting date 14/02/2023 12:58 PM	Closing date 22/02/2023 12:56 PM	Details
	Request no. INTERNAL-NEW-STCSQ 7 STCSQR-1390	R-1390	Clarification deadline 02/03/2023 2:01 PM	Starting date 01/03/2023 2:03 PM	Closing date 01/03/2023 2:30 PM	Details



# 3. Join Tender

**Step1:** Click on "All Tenders" tab in the side menu to display and manage list of all tenders requests being assigned to you in the system.

solutions by sic	Tuesday, 07 March 2023 D Search Q K	otifications 🔞 🖲 🧾 Hi, Joel M 🔻						
Dashboard	Home / All tanders							
All Tenders	All Tenders Website for displaying tenders in the system.							
🖂 Inbox 🌒								
😂 Knowledge base	Type keyword e.g. firewall, database etc.							
My account	Filter by:     Tender status •       Publication date •     Closing date •       Clarification deadline •	Sort by: Sort by 🔹						
My support								
	Request no. Internal-new - STCSOR-1425 12 STCSOR-1425	Invited						
ᠿ Log out	Tender short description Time left Publication date Clarification deadline In 2 months 03:06/2023 2:55 PM 04/26/2023 2:22 PM 04/12/2023 2:22 PM	Share Details						
	Bequest no. Internal-new - STCSOR-1424 Π STCSOR-1424 t	Awarding						
	Time left         Publication data         Clarification deadline           19 days ago         02/15/2023 1.16 PM         02/15/2023 2.47 PM         03/01/2023 1.13 PM	Share Details						

**Step 2**: Click on "Details" with the status "invited" to view the details of the invitation.

solutions	Tueeday, 07 March 2023 کرنی (Search دون	🗘 Notifications 🍪 🔻 💿 Hi, Joel M 🔻
🛆 Dashboard	Home / All tenders	
All Tenders	All Tenders Website for displaying tenders in the system.	
🖂 Inbox 🌗		
😂 Knowledge base	Type keyword e.g. firewall, database etc.	
My account	Filter by:     Tender status *       Publication date *     Closing date *       Clarification deadline *	Sort by: Sort by 🔹
My support		
	Request ro. Internal-new - STCSOR-1425 12 STCSOR-1425	Invited
🕞 Log out	Tender short description Time left Publication date Closing date Clarification deadline in 2 months 03:06:2023 2:55 PM 04:26:2023 2:22 PM 04:12:2023 2:22 PM	Share Details
	Bequest roa Internal-new - 87050R-1424 11 STCSOR-1424 t	Awarding
	Time left Publication date Clarification deadline 19 days ago 02.15/2023 1.16 PM 02.15/2023 2-47 PM 03/01/2023 1.13 PM	Share Details



 $\triangle$  After clicking the details button, you are redirected to a sub-page with details of the tender where you can see all the tender information, attachments and required items.

solutions	Tuesday, 07 March 2023	D Search			عربی 🗘 Notifications 🧕 🔻 📳 Hi, Joel M 🔻
<ul> <li>Dashboard</li> <li>All Tenders</li> </ul>	Home / Tenders / View Tender	lishing			<ul> <li>Invited</li> </ul>
🖂 Inbox 🌗	STCSQR-1425 Polishing				
Knowledge base					Clarification deadline 12/04/2023 02:22 PM
My account	Rec	uest details			Starting date 06/03/2023 02:55 PM
My support		ation request number 30R-1425	Opportunity number @todo	Tender title STCSQR-1425	Closing date 26/04/2023 02:22 PM 50d 23n 3m
🕞 Log out		et type nal-new	Tender number 12		Time left Created by
		fender short description Fender short description			monammed basharatan air mbais mbail@abuttions.com.sa Request status Invited
		fender full description fender full description			Join Reject
	Resp: all	inse type	Currency Saudi Riyal (SR)		
	Tende SPS	ir category	Reminder (days before) 3		

#### Step 3: Review the request details and Click on "Join".

solutions	Tuesday, 07 March 2023	O Search			Q عربی	Notifications 🎯 🔻 📳 Hi, Joel M 🔻
Dashboard	Home / Tenders / View Tender					
All Tenders	STCSQR-1425 Pol STCSQR-1425 Polishing	ishing				Invited
🖾 Inbox 🌗						
😂 Knowledge base						Ctarification deadline 12/04/2023 02:22 PM
Ø My account	Requ	est details				Starting date 06/03/2023 02:55 PM Closing date
Ø My support	Guotati STCS0	on request number VR-1425	Opportunity number @todo	Tender title STCSQR-1425		26/04/2023 02:22 PM
[+ Log out		Request type Internal-new	Tander number 12			50 d 23 h 3 m Time left Created by mohammed basharath ali mbali
		ider short description nder short description				monammed basnarath ail mbail mbali@solutions.com.sa Request status invited
		ider full description inder full description				Join Reject
	Respon	ie type	Currency Saudi Riyal (SR)			
	Tender SPS	category	Reminder (days before) 3			



 $\Delta$  Joining the tender changes its status to "Participating".

solutions	Tuesday, 07 March 2023	O Search			عربي 🗘 Notifications 🍪 🕶 🔄 Hi, Joel M 🔻
Dashboard	Home / Tenders / View Tender				
All Tenders	STCSQR-1425 Poli STCSQR-1425 Polishing	shing			Participating
🖂 Inbox 🍈	erecan rizer enering				
😂 Knowledge base					Clarification deadline 12/04/2023 02:22 PM
My account	Requ	est details			Starting data 06/03/2023 02:55 PM
My support	Quotatio	n request number 8.1425	Opportunity number (@todo	Tender title STCSQR-1425	Closing date 26/04/2023 02:22 PM
[]+ Log out	Request	ype	Tender number 12	01000mm20	$50_d \ 23_h \ 3_m$ Time left Created by
		ier short description der short description			mohammed basharath all mbali mbalt@solutions.com.sa Request status Invited
		der full description der full description			Join Reject
	Response all	e type	Currency Saudi Riyal (SR)		
	Tender c. SPS	atøgory	Reminder (days before) 3		

 ${\rm I}\!\!\Lambda$  After joining the tender, three new sections appear at the bottom of the page; submission of

	1 111 11 11	1 1 1	
hide sttschmonte to		nd onlino d	1001100100
bids, attachments to	, subililiteu bius, ai	nu onune u	1300331011.

solutions by sic	Tuesday, 07 March 2023 O Search	عربي 🗘 Notifications 🙆 🔻 🕘 Hi, Joel M 🔻
Dashboard	Quotations Add	Clarification deadline 12/04/2023 02:25 PM
All Tenders	No quotations have been submitted,	Starting date 11/03/2023 02:30 PM
⊠ Inbox <b>()</b> ⊛ Knowledge base	Use Add to add quotation to items.	Closing date 26/04/2023 02:25 PM
<ul> <li>My account</li> </ul>		50d 23h 3m Time left Created by
My support	Quotation attachments	mohammed basharath ali mbali mbali@solutions.com.sa Request status
C) Logout	No attachments have been submitted. Once attachments will be added they will appear here.	Participating
	Online discussion New thread	
	There is no message yet. Create new message.	



**Step 4:** Click on "add" in the "Quotations" section to display all available items in the tender, with their descriptions, required quantity and target price if it is visible.

solutions by sic	Tuesday, 07 March 2023	O Search	Q عربي	Notifications 🙆 🔻 💿 Hi, Joel M 🔻
<ul> <li>Dashboard</li> <li>All Tenders</li> </ul>		Quotations	Add	Clarification deadline 12/04/2023 02:25 PM Starting date
<ul> <li>Inbox 1</li> <li>Knowledge base</li> </ul>		No quotations have been submitted. Use Add to add quotation to Items.		11/03/2023 02:30 PM Closing date 26/04/2023 02:25 PM
<ul> <li>My account</li> </ul>				50 d 23n 3m Time left Created by
Of My support		Quotation attachments	Add	mohammed basharath ali mbali mbali@solutions.com.sa Request status Participating
Gr Log out		No attachments have been submitted. Once attachments will be added they will appear here.		• raticipating
		Online discussion	New thread	
		There is no message yet. Create new message.		

**Step 5**: Select the item by checking the checkbox located in the upper left corner of the panel and then fill in the 4 fields with the offered values in order to place bids.

 $\Lambda$  - Unit price should be inclusive for WHT for foreign suppliers.

- VAT is applicable only for local suppliers.

solutions	Tuesday, 07 March 2023	Q Search		ېريې 🗘 Notifications 🙆 🔻 💽 Hi, Joel M 🔻
Dashboard	Home / All tenders / STCSQR-1425 / S	ubmit quotation		
All Tenders	Quotation subm	ission		
🖂 Inbox 🌗	_			
😂 Knowledge base		Quotation submission		
Ø My account	_	Cisco ISE Device Admin License		
Ø My support		Code Required Quantity L-ISE-TACACS= 50	Target price Not visible	
		Quantity	0	
🗗 Log out		Unit price 🕕	0	
		VAT [%] 🕕	0	
		Delivery days	0	
			Total quotation offer VAT	Total quotation offer + VAT
			0 SAR 0 SAR	0 SAR



solutions	Tuesday, 07 March 2023	D Search	ې عربې	) Notifications 🙆 🔻 💿 Hi, Joel M 🔻
<ul> <li>Dashboard</li> <li>All Tenders</li> </ul>		Quotations	Add	Clarification deadline 12/04/2023 02:25 PM
🖾 Inbox 🌗		No quotations have been submitter Use Add to add quotation to items.	d.	Starting date 11/03/2023 02:30 PM Closing date 26/04/2023 02:25 PM
😂 Knowledge base				50d 23h 3m
My account				Time left Created by
O My support		Quotation attachments	Add	mohammed basharath ali mbali mbali@solutions.com.sa Request status
G+ Log out		No attachments have been submitte Once attachments will be added they will appear here.		Participating
		Online discussion	New thread	
		There is no message yet. Create new message.		

**Step 6:** Click on "add" in the "Quotation attachments" section to add quotation attachments.

**Step 7:** Add the attachment file and click on "Upload file".

solutions	Tuesday, 07 March 2023	© Search		عربي 🗘 Notifications 🕲 🔻 📳 Hi, Joel M 🔻	
Dashboard		VAT () 5			
All Tenders					
🛛 Inbox 🌗		Add attachments		equest.quotation.totalOfferVat 50,250 SAR	
Knowledge base		Upload files and add a description.			
Ø My account		Erag and drop files have to upload		Add	
Ø My support		Browse Files			
		Supports: jpeg, jpg, png, pdf, xls, xlsx, doc, docx format, max. 10MB.			
🕞 Log out		P Quotation.pdf 193.75 KB			
		Gancel	Upload file	Cancel	
	Back to tender ST	<u>""20</u>			
solutions by sice © 2022 so	lutions by stc Privacy Policy			Support in	)



A					
solutions by sic	Tuesday, 07 March 2023	O Search		مربي 🗘 Notificatio	ns 🔞 🔹 📳 Hi, Joel M 🔻
		Cisco IOE Device Admin License			
Dashboard		Code Required Quantity L-ISE-TACACS= 50	Target price Not visible		
All Tenders		Quantity	50		
🖂 Inbox 🌗		Unit price 🕕	1000		
😂 Knowledge base		VAT 🕧	5		
My account		Delivery days	90		
My support					
			request.quotation.totalOffer request.quo 50,000 SAR	otation.var request.quotation.totalOfferVat 250 SAR 50,250 SAR	
🕀 Log out					
		Quotation attachments		Add	
		Quotation.pdf			
					Cancel

**Step 8:** Click on "Submit" to submit your bid.

 ${\rm I}{\!\!\!\Delta}$  The status of the tender will change to "pending" which means that your bid has been

submitted and you are waiting for the tender to close.

solutions	Tuesday, 07 March 2023	D Search			يربي 🗘 Notifications 🕕 🔻	Hi, Joel M 🔻
Dashboard	Home / Tenders / View Tender					
All Tenders	STCSQR-1425 Pc STCSQR-1425 Polishing	olishing				Pending
🖾 Inbox 🌗						
Knowledge base					Clarification deadline 12/04/2023 02:22 PM	
My account	Rec	quest details			Starting date 06/03/2023 02:55 PM Closing date	
Ø My support		ation request number SQR-1425	Opportunity number @todo	Tender title STCSOR-1425	26/04/2023 02:22 PM	
🕒 Log out		rnal-new	Tender number 12		Time left Created by	
		Tender short description Tender short description			mohammed basharath a mbali@solutions.com.si Request itatus Pending	
		Tender full description Tender full description				
	Resp at	onse type	Currency Saudi Riyal (SR)			
	Tende SPS	er category	Reminder (days before) 3			



solutions	Tuesday, 07 March 2023	O Search				عربي 🗘 Notifications 📵 🔻 🥘 Hi, Joel M 🔻
Dashboard			Total quotation offer 50,000 SAR	VAT 250 Saudi Riyal	Total quotation offer + VAT 50,250 SAR	Clarification deadline
All Tenders						12/04/2023 02:22 PM Starting date
🖂 Inbox 🏮		Quotation attachments			Edit	06/03/2023 02:55 PM Closing date 26/04/2023 02:22 PM
😂 Knowledge base						50d 22h 48m
Ø My account		Quotation.pdf			8	Time left Created by mohammed basharath all mball mball@setutions.com sa
Ø My support						Request status
		Online discussion			New thread	Pending
C- Logout			There is no me Create new m			
	Back to All tenders					
solutions © 2022 s	olutions by stc Privacy Policy					©Support in ♥

**Step 9:** Click on "New thread" to start an online discussion with the buyer (optional).

**Step 10:** Fill in the message required fields and click on "Send".

solutions by sic	Thursday, 09 March 2023	O Search		عربي 🗘 Notifications	s 🐵 🔻 💿 Hi, Joel M 🔻
Dashboard		Neuralise	Total quotation offer VAT Total quotation offer + VAT 50.000 SAR 0 Saudi Rival 50.000 SAR		Clarification deadline
All Tenders		New thread STCSQR-1427			12/04/2023 06:55 PM Starting date 09/03/2023 06:56 PM
🖂 Inbox 🍊		Your message will be sent to tende	er supervisors only and displayed on the tender details page.		Closing date 26/04/2023 06:55 PM
😂 Knowledge base		Title	tender		47 d 23 h 56 m
My account		Message	tender notes		Time left Created by mohammed basharath ali mbali
My support			©		mbali@solutions.com.sa
G+ Log out		Attachments	Drag and drop files have to upload Browse Files		Pending
			Supports: jpeg.jpg.png.pdf,xls,doc,docx format, max. 10M8.		
	Back to All tender	Cancel	Send		
solutions by sic © 2022 solu	utions by stc Privacy Policy				🔁 Support in 🎔



## 3.1 Track Tender

You can track your submitted bid status in "All Tenders" section,

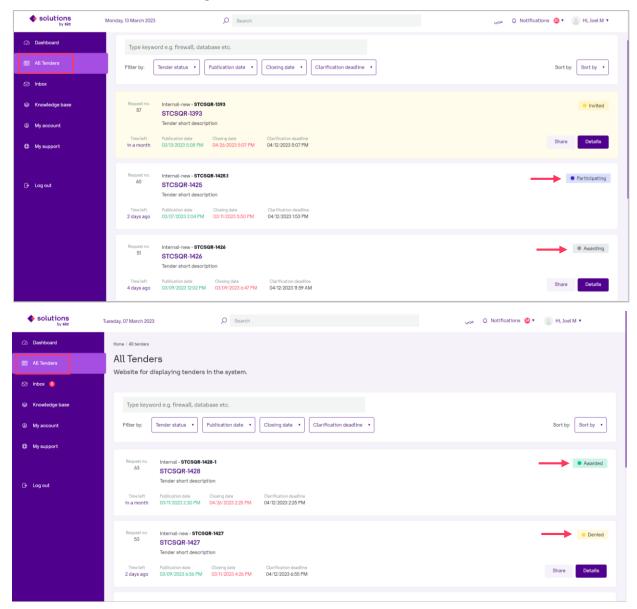
**Pending** - Your bid has been submitted and you are waiting for the tender to close.

Awarding - Your bid has been submitted and it is under evaluation process.

**Participating** - The tender has been reopened for a new round of negotiation, and you have the opportunity to submit bids again.

Awarded - You are recommended to the buyer.

Denied - Your bid has been rejected.





# 4. Reject Tender

**Step1:** Click on "All Tenders" tab in the side menu to display and manage list of all tenders requests being assigned to you in the system.

solutions by sic	Tuesday, 07 March 2023 O Search	عربي 🗘 Notifications 🔞 🔻 💽 Hi, Joel M 🔻
🛆 Dashboard	Home / All tenders	
📄 All Tenders	All Tenders Website for displaying tenders in the system.	
🖂 Inbox 🌖		
😂 Knowledge base	Type keyword e.g. firewall, database etc.	
My account	Filter by:     Tender status •     Publication date •     Closing date •     Clarification deadline •	Sort by: Sort by •
O My support		
	Repuest no. Internal-new - STCSOR-1425 12 STCSOR-1425	Invited
G+ Log out	Tender short description Time left Publication date Clarification deadline in 2 monthe 03/06/2023 2:55 PM 04/26/2023 2:22 PM 04/12/2023 2:22 PM	Share Details
	Request no. Internal-new - STCSOR-1424 11 STCSOR-1424 t	Awarding
	Time left         Publication data         Clarification deadline           19 days ago         02/15/2023 1:3 PM         02/15/2023 2:47 PM         03/01/2023 1:3 PM	Share Details

**Step 2**: Click on "Details" with the status "invited" to view the details of the invitation.

solutions by sic	Tuesday, 07 March 2023 🔎 Search بعن المراجع الم المراجع المراجع م مراجع المراجع الم
Dashboard	Home / All tenders
All Tenders	All Tenders Website for displaying tenders in the system.
🖂 Inbox 🌗	
😂 Knowledge base	Type keyword e.g. firewall, database etc.
My account	Filter by:     Tender status •       Publication date •     Closing date •       Clarification deadline •     Sort by:   Sort by:
My support	
	Bequest no.     Internal-new - STCSOR-1425       12     STCSOR-1425
🕞 Log out	Tender short description Time left Publication date Clasing date Clarification deadline in 2 months 03/06/2023 2:55 PM 04/26/2023 2:22 PM 04/12/2023 2:22 PM 04/12/2023 2:22 PM 04/12/2023 2:22 PM
	Request no. Internal-new • STCSOR-1424      STCSOR-1424     t
	Time left Publication date Cloring date Clarification deadline Share Details 19 days ago 02/15/2023 1:16 PM 02/15/2023 2:47 PM 03/01/2023 1:13 PM



 $\triangle$  After clicking the details button, you are redirected to a sub-page with details of the tender where you can see all the tender information, attachments and required items.

solutions	Tuesday, 07 March 2023	D Search			۵ عربي	Notifications 🔞 🔻 📳 Hi, Joel M 🔻
Dashboard     All Tenders     Inbox	Home / Tenders / View Tender STCSQR-1425 Pc STCSQR-1425 Politshing					<ul> <li>Invited</li> </ul>
<ul> <li>Knowledge base</li> <li>My account</li> </ul>	Ren	quest details				Clarification deadline 12/04/2023 02:22 PM Starting date 06/03/2023 02:55 PM
My support G Log out	STC	tation request number ISOR-1425 Pest type rmail-new	Opportunity number @todo Tender number 12	Tender tille STC:SQR-1425		Classing date 26/04/2023 02:22 PM 50 d 23 n 3m Time left Created by
		Tender short description Tender short description Tender full description Tender full description				mohammed basharath ali mbali mbali@solutions.com.sa Recuest status invited Join
	Basp all	ionse type Ier category	Currency Saudi Riyal (SR) Reminder (days before) 3.			Reject

#### **Step 3:** Click on "Reject" to reject the invitation request.

solutions	Tuesday, 07 March 2023	O Search			عزبي	🗘 Notifications 🧐 🔻 📳 Hi, Joel M 🔻
<ul> <li>Dashboard</li> </ul>	Home / Tenders / View Tender					
All Tenders	STCSQR-1425 Poli STCSQR-1425 Polishing	ishing				Invited
🖾 Inbox 🌖						
Knowledge base						Clarification deadline 12/04/2023 02:22 PM
Ø My account	Requ	est details				Starting date 06/03/2023 02:55 PM
My support	Quotatio	n request number R-1425	Opportunity number @todo	Tender title STCSQR-1425		Closing date 26/04/2023 02:22 PM
G+ Log out	Request Internal		Tender number 12			50d 23h 3m Time left Created by mohammed basharath ali mbali
		der short description ider short description				monammed basharath an moan mbali@solutions.com.sa Request status Invited
		der full description Ider full description				Join Reject
	Response	e type	Currency Saudi Riyal (SR)			
	Tender c SPS	ategory	Reminder (days before)			



solutions by sic	Tuesday, 07 March 2023	Ø Bearch	عربې 🗘 Notifications 🔕 🔹 💿 Hi, Mohammed Amara 🔹
🕰 Dashboard	Home / Tenders / View Tender		
All Tenders	STCSQR-1428 Polis	hing	Invited
🖾 Inbax 🙆			_
Knowledge base		Want to reject the STCSQR-1428 request? Enter the reason for rejection and confirm.	Charification deadline 12/04/2023 02:25 PM
Ø My account	Reque		Starting data 11/03/2023 02:30 PM
My support	Quotation STCSQR-	Type the reason	Clienting date 26/04/2023 02:25 PM 45 d 23 h 2m
⊕ Log out	Report for Internal Tendo	Cancel	Time left Created by mohanned basharath all mball mball@solutions.com.aa Request tabus for writed
		-full description r full description	John Reject
	Response t all	Saudt Riyal (SR)	
	Tender cate	ngony Reminder (daya before) 3	

**Step 4:** Fill in the rejection reason and clickon "Confirm".

## ⚠ The status of the tender will change to "Rejected".

solutions	Tuesday, 07 March 2023 🔎 Search	يربي 🗘 Notifications 🚳 🔻 🦲 Hi, Joel M 🔻
🛆 Dashboard	Home / All tenders	
All Tenders	All Tenders Website for displaying tenders in the system.	
🖂 Inbox 🌀		
😂 Knowledge base	Type keyword e.g. firewall, database etc.	
Ø My account	Filter by:         Tender status              •          Publication date              •          Closing date              •          Clarification deadline              •	Sort by •
O My support		
	Bequest no. Internal - STCSQR-1428-1 63 STCSQR-1428	Rejected
🕞 Logout	Tender short description Time left Publication date Classing date Clarification deadline in a month 03/07/2023 2:30 PM 04/26/2023 2:25 PM 04/27/2023 2:25 PM	
	Bequest no. Internal-new • STCSOR-1427 S3 STCSOR-1427 Tender short description	Awarding
	Time left         Publication data         Claring data         Clarification data           2 days ago         03:009/2023 6:56 PM         03:11/2023 4:26 PM         04:12/2023 6:55 PM	Share Details



# 5. Other System Features

#### 5.1 Inbox

**Step 1:** Click on "Inbox" tab in the side menu to display and manage list of your messages and online discussions with buyers.

solutions by sic	Tuesday, 07 March 2023	D Search			عربي Q Notificatio	ons 🔞 🔹 📳 Hi, Joel M 🔻
Dashboard	Home / Dashboard					
All Tenders	Welcome, Joel M! Monday, 6 March 2023					
🖾 Inbox 🌗	S USD	~	EUR	<u> </u>	GBP	~
Knowledge base	3.7538 SAR	0.00 % 0.2664 SAR	3.9952 SAR		4.5045 SAR	+ 0.22 %
Ø My account						
Ø My support	Process explanation					~
🕞 Log out	New tender invitations					Show all
	Request no. INTERNAL-NEW-STCSQ 12 STCSQR-1425	R-1425	Clarification deadline 12/04/2023 2:22 PM	Starting date 06/03/2023 2:55 PM	Closing date 26/04/2023 2:22 PM	Details
	Recently published tenders					Show all
	Request no. PROJECT-STCSQR-1419 1 1-34990835-10307		Clarification deadline 15/02/2023 12:56 PM	Starting date 14/02/2023 12:58 PM	Closing date 22/02/2023 12:56 PM	Details
	Request no. INTERNAL-NEW+STCSQ 7 STCSQR-1390	R-1390	Clarification deadline 02/03/2023 2:01 PM	Starting date 01/03/2023 2:03 PM	Closing date 01/03/2023 2:30 PM	Details

**Step 2**: Click on "New direct message" to create a new message.

solutions	Tuesday, 07 March 2023	O Search	عربي 🗘 Notifications 🙆 🔻 🕘 Hi
Dashboard	Home / Inbox		
🗐 All Tenders		New direct message	
🖂 Inbox	Search by people or topics		
😂 Knowledge base	Filter by: Filter by 🔹	Sort by: Sort by *	
My account			
Ø My support			
🕒 Log out			



solutions	Tuesday, 07 March 2023	,O Search	یری 🗘 Notifications 🔕 🔻 💿 Hi, Joel M 🔻
Dashboard	fome / Inbox		
All Tenders		New direct measage	
🖂 Inbox	Search by people or topics		
😂 Knowledge base	Filter by: Filter by *	Sort by: Sort by *	
Ø My account			
My support			
🕞 Log out		Type contact name, username or email	✓ Select contact from list
		Type topic name	
		Type message	
			00910
		Cancel	Add attachment Send

**Step 3:** Fill in the message required fields and click on "Send".

#### 5.2 Knowledge base

**Step 1:** Click on "Knowledge base" tab in the side menu to find some documents and information that will support you regarding the bids submission and completing the process.

solutions	Tuesday, 07 March 2023	Ø Search			عربي 🗘 Notification	s 🔞 🔻 📳 Hi, Joel M 🔻
Dashboard	Home / Dashboard					
All Tenders	Welcome, Joel M! Monday, 6 March 2023					
🖂 Inbox 🌗	S USD	~	EUR	·** 🖪	GBP	~
Knowledge base	3.7538 SAR	0.00 % 0.2664 SAR	3.9952 SAR	-0.19 % 0.2503 SAR	4.5045 SAR	+ 0.22 %
My account						
My support	Process explanatio	n				~
🕞 Log out	New tender invitations					Show all
	Request no. INTERNAL-NEW-STC 12 STCSQR-1425	SQR-1425	Clarification deadline 12/04/2023 2:22 PM		Closing date 26/04/2023 2:22 PM	Details
	Recently published tenders					Show all
	Request no. PROJECT-STCSOR-1 1 1-34990835-1030	419 0793-MOBCO Civil	Clarification deadline 15/02/2023 12:56 PN		Closing date 22/02/2023 12:56 PM	Details
	Request no. INTERNAL-NEW+STC 7 STCSQR-1390	SQR-1390	Clarification deadline 02/03/2023 2:01 PM		Closing date 01/03/2023 2:30 PM	Details



**Step 2:** Click on a topic category or use the internal search engine for threads and files to facilitate and speed up the search for the content you are looking for.

	Hone / Knoulsdge base
All Tenders	Knowledge base
⊠ Inbox	Here you will find some documents and information that will support you regarding the proposals submission and completing the process
😂 Knowledge base	Search topic
Ø My account	Type keyword e.g. firewall, database etc.
Ø My support	
	Browse your topic categories
ᠿ Log out	General information Reports Templates for offer files
	Most viewed topics

#### 5.3 My account

**Step 1:** Click on "My account" tab in the side menu to display details about your account and notifications.

solutions by sic	Tuesday, 07 March 2023	O Search			مربي Q Notificatio	ns 🔞 🔻 📳 Hi, Joel M 🔻
Dashboard	Home / Dashboard					
🗐 All Tenders	Welcome, Joel M! Monday, 6 March 2023					
🖂 Inbox 🏮	S USD	~	EUR	··· •	GBP	~
Knowledge base	S USD 3.7538 SAR	0.00 % 0.2664 SAR	EUR 3.9952 SAR		4.5045 SAR	+ 0.22 % 0.2220 SAR
My account						
My support	Process explanation	1				~
🕞 Log out	New tender invitations					Show all
	Request no. INTERNAL-NEW-STCSO 12 STCSQR-1425	QR-1425	Clarification deadline 12/04/2023 2:22 PM	Starting date 06/03/2023 2:55 PM	Closing date 26/04/2023 2:22 PM	Details
	Recently published tenders					Show all
	Request no.         PROJECT-STCSQR-1419           1         1-34990835-10307		Clarification deadline 15/02/2023 12:56 PM	Starting date 14/02/2023 12:58 PM	Closing date 22/02/2023 12:56 PM	Details
	Request no. INTERNAL-NEW-STCSC 7 STCSCR-1390	DR-1390	Clarification deadline 02/03/2023 2:01 PM	Starting date 01/03/2023 2:03 PM	Closing date 01/03/2023 2:30 PM	Details



**Step 2:** Click on account details, supplier profile, or move to notifications to display more information about your account.

(Z) Dashboard	Home / My account					
All Tenders	My account Website for displayir	ig d <mark>e</mark> tails abo <mark>u</mark> t acco	unt and notificatio	15.		Edit account information
🖂 Inbox		Currelian and file	Notifications	]		
😂 Knowledge base	Account details	Supplier profile	NOTIFICATIONS			
Ø My account		My account				
Ø My support						
		First name		Joel M		
		Last name		JOEL		
C→ Logout		User photo				
		Email		Joel@ajanetworking.com		
		Full phone				
					Delete account ()	Edit account information

## 5.4 My support

**Step 1:** Click on "My support" tab in the side menu to request support.

solutions	Sunday, 12 March 2023	,O Search	وري 🗘 Notifications 🥹 • 👘 Hi, Joel M •
🛆 Dashboard	Support		
All Tenders			
🖾 Inbox		Knowledge base most important topics	
Knowledge base			se check the most important topics or go to the Knowledge
My account		base. There you will find a lot of helpful information about the Tender Platform. If you do not find the materials that ir platform and find solutions for your needs.	processes and file templates that will facilitate the use of terests you, please contact us! This will help us develop our
Ø My support		Knowledge base	
	_		
🕞 Log out		List of contacts	
		STCS Procurement Phone Runtler E-mail - eShary.SCM@solutions.com.aa	STCS IT department Prome number E-mail - IT-Operations@solutions.com.sa



**Step 2:** Fill in the support contact form required fields and click on "Submit" to send a message to the procurement team.

	Contact form		
All Tenders			
⊠ Inbox	Inquiry topic	Procurement	
	Name	Joel M JOEL	
😂 Knowledge base	E-mail	Joel@ajanetworking.com	
My account	Phone number	+966	
Ø My support	Topic name	Type topic name	
( injuspport	Message	Type message	
			0/600
🕞 Log out			
		<b>a</b>	
		Drag and drop files here to upload	
		Browse Files	
		Supports: jpsg.jpg.png.pdf,xls,doc,docx format, max. 10M8.	
			Submit

#### 5.5 Global Search

Type a keyword then press Enter on your keyboard to find the information you are looking for in the portal.

solutions	Sunday, 12 March 2023	D Ministry	عربي 🗘 Notifications	s 🥹 🔻 📳 Hi, Joel M 🔻
Dashboard	You are searching for: "	Ministry"		
📰 All Tenders	Ministry			
🕑 Inbox	Filter by: Category *			Sort by Sort by 🔻
Knowledge base				
Ø My account		anders:Requests		
My support		TCSCR-1364] 1015273-STC-Ministry of Heal Title	→	
C+ Logout				
solutions by sic	© 2022 solutions by stc Privacy Policy			🕲 Support 🛛 in 🎔



# 6. Log Out from eShary

Click on "Logout" in the side menu or in the account menu to log out from eShary.

solutions	Wednesday, 22 March 2023	O Search			عربي Q Notification	is 😢 🔹 🛞 Hi, Joel M 🔺
Dashboard	Home / Dashboard					Joel M JOEL Joel@Jajanetworking.com
All Tenders	Welcome, Joel M! Wednesday, 22 March 2023					Log out
🖂 Inbox	S USD		EUR		GBP	014%
Knowledge base	3.7566 SAR	+ 0.03 % 0.2662 SAR	4.0552 SAR	-U.17 % 0.2466 SAR	4.5998 SAR	-0.14 % 0.2174 SAR
My account						
O My support	Process explanatio	n				~
🕞 Log out	Recently published tenders					Show all
	Request no. INTERNAL-NEW-STC 118 STCSQR-1394	SQR-1394	Clarification deadline 12/04/2023 1:58 PM		Closing date 26/04/2023 1:59 PM	Details
	Request no. INTERNAL-NEW+STC 55 STCSQR-1383	SQR-1383	Clarification deadline 19/04/2023 3:07 PM		Closing date 28/04/2023 3:07 PM	Details
	Request no. INTERNAL-NEW+STC 115 STCSQR-1394	SQR-1394	Clarification deadline 12/04/2023 1:58 PM		Closing date 26/04/2023 1:59 PM	Details
	Request no. INTERNAL-NEW+STC 51 STCSQR-1426	SQR-1426	Clarification deadline 12/04/2023 11:59 AN		Closing date 09/03/2023 6:47 PM	Details

