



eShary

Supplier Manual

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1. Introduction

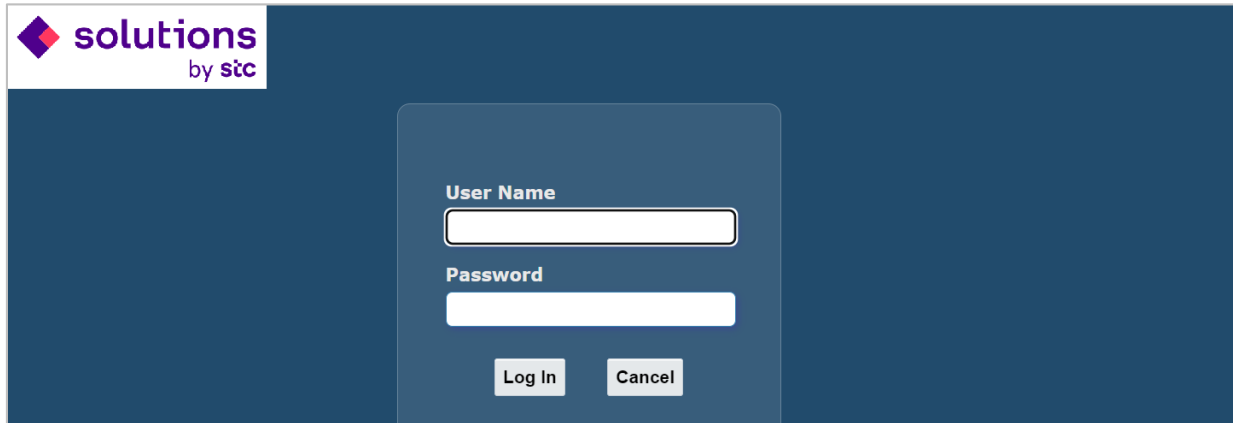
Solutions by stc is the leading Information Technology services company in the Kingdom of Saudi Arabia, working continuously to fulfil and satisfy the market requirements, keeping pace with the emerging technologies in the Information Technology sector and satisfying its customer's needs. The company 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.



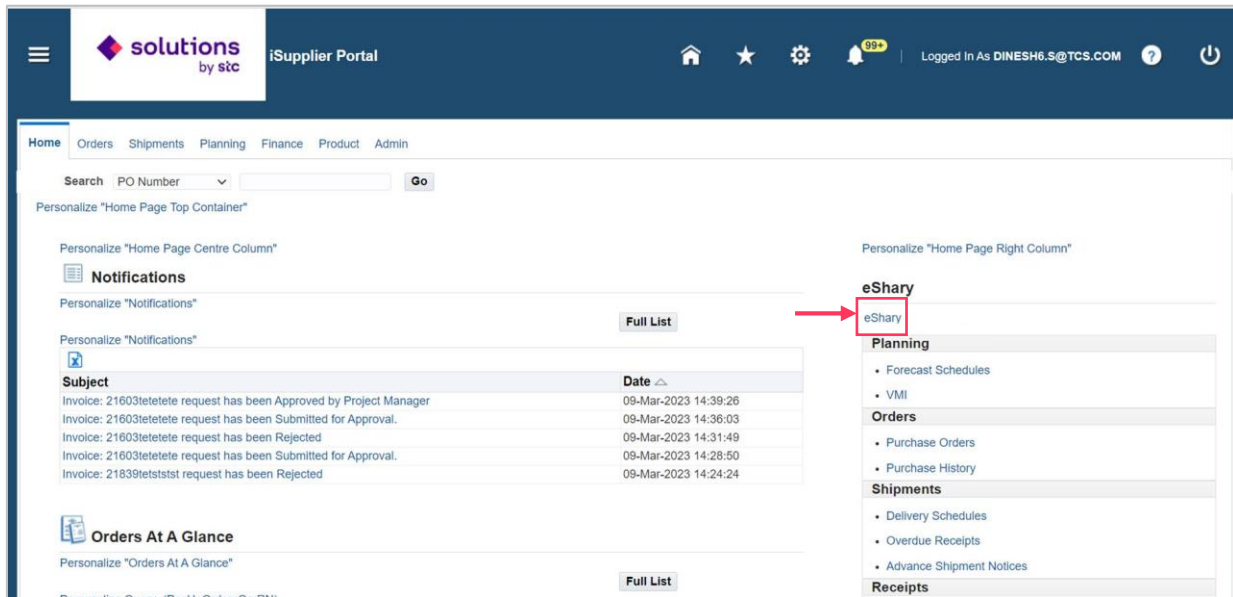
solutions
by stc

User Name

Password

Log In Cancel

Step 2: Click on "eShary" link.



Home Orders Shipments Planning Finance Product Admin

Search PO Number Go

Personalize "Home Page Top Container"

Personalize "Home Page Centre Column"

Notifications

Personalize "Notifications"

Full List

Subject	Date
Invoice: 21603tetetete request has been Approved by Project Manager	09-Mar-2023 14:39:26
Invoice: 21603tetetete request has been Submitted for Approval.	09-Mar-2023 14:36:03
Invoice: 21603tetetete request has been Rejected	09-Mar-2023 14:31:49
Invoice: 21603tetetete request has been Submitted for Approval.	09-Mar-2023 14:28:50
Invoice: 21839tetstst request has been Rejected	09-Mar-2023 14:24:24

Personalize "Notifications"

Orders At A Glance

Personalize "Orders At A Glance"

Full List

Personalize "Home Page Right Column"

eShary

eShary

Planning

- Forecast Schedules
- VMI

Orders

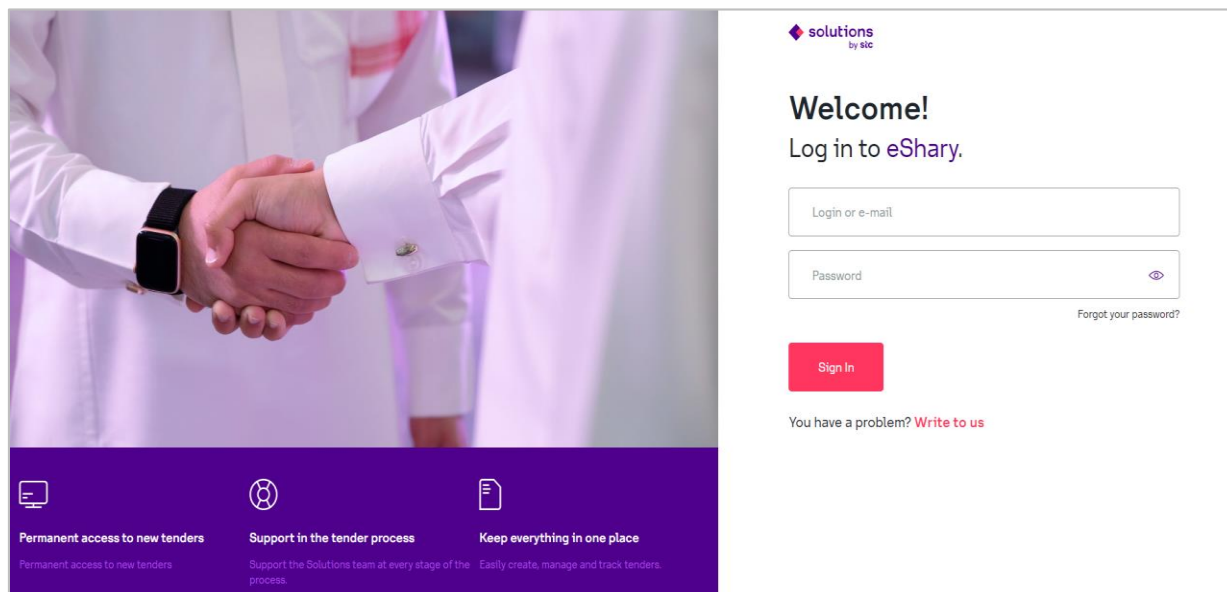
- Purchase Orders
- Purchase History

Shipments

- Delivery Schedules
- Overdue Receipts
- Advance Shipment Notices

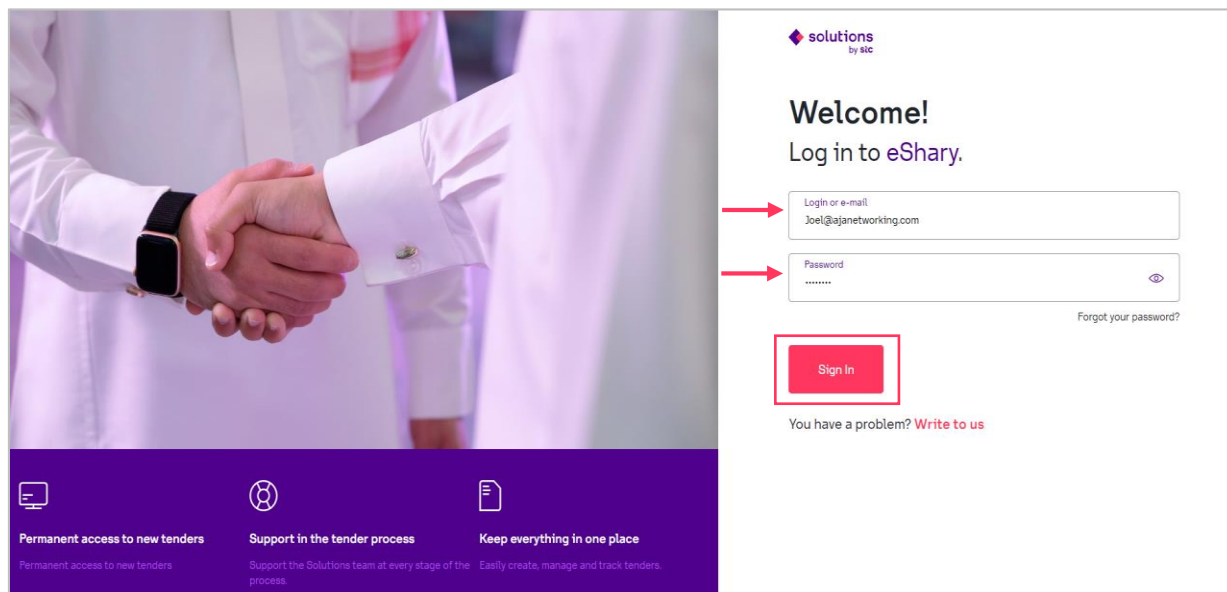
Receipts

🏠 Welcome to eShary portal!

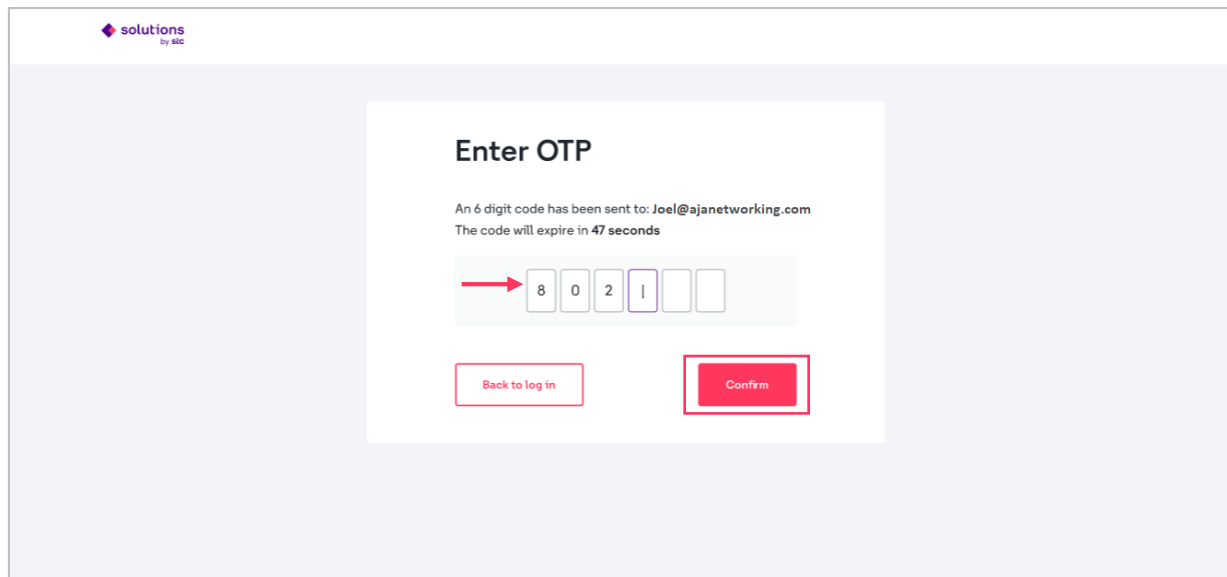


Step 3: Enter your credentials (Email and password), and click on "sign in".

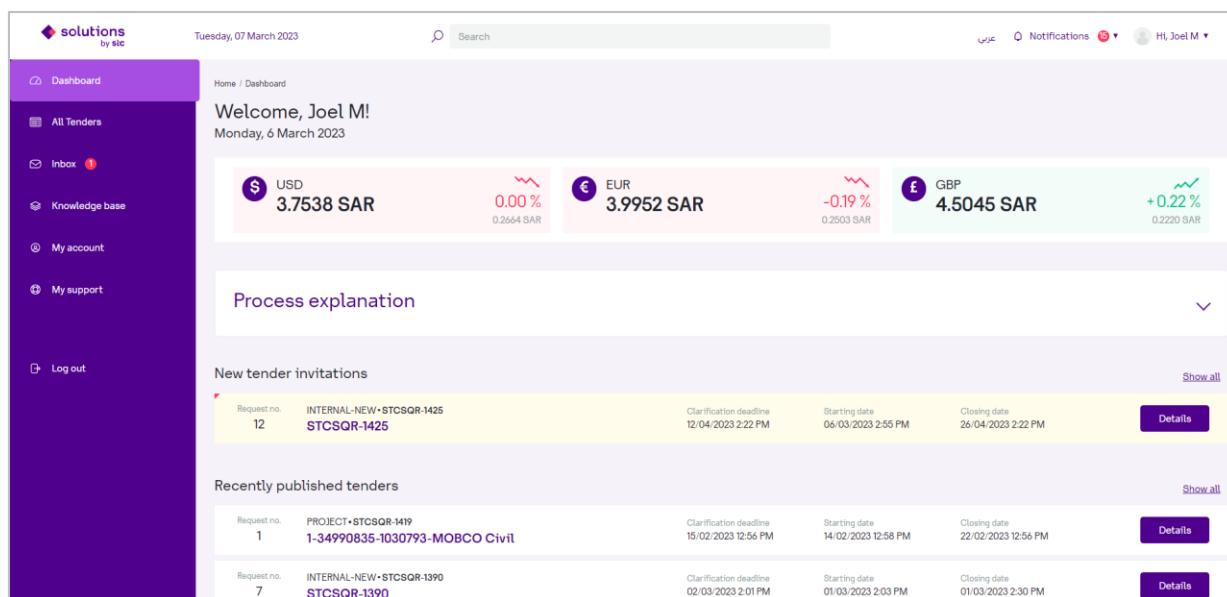
⚠️ Use the same Email and password of iSupplier Portal.



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

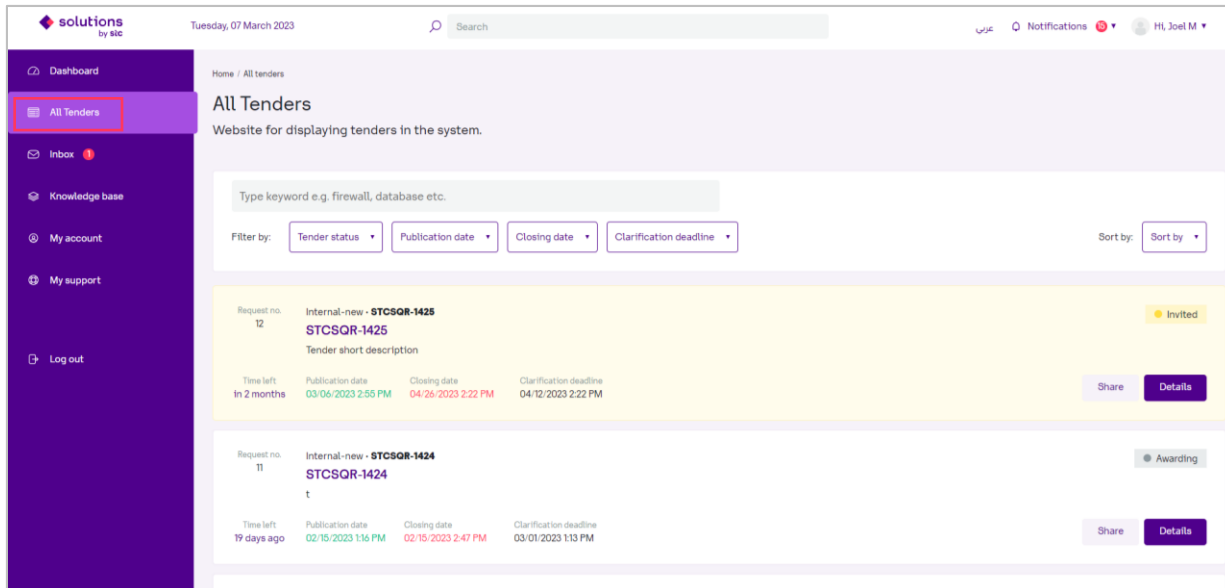


⚠ Entering the correct OTP results in placing you on eShary dashboard. The dashboard displays the most essential information and supports you in reaching further areas of the system.

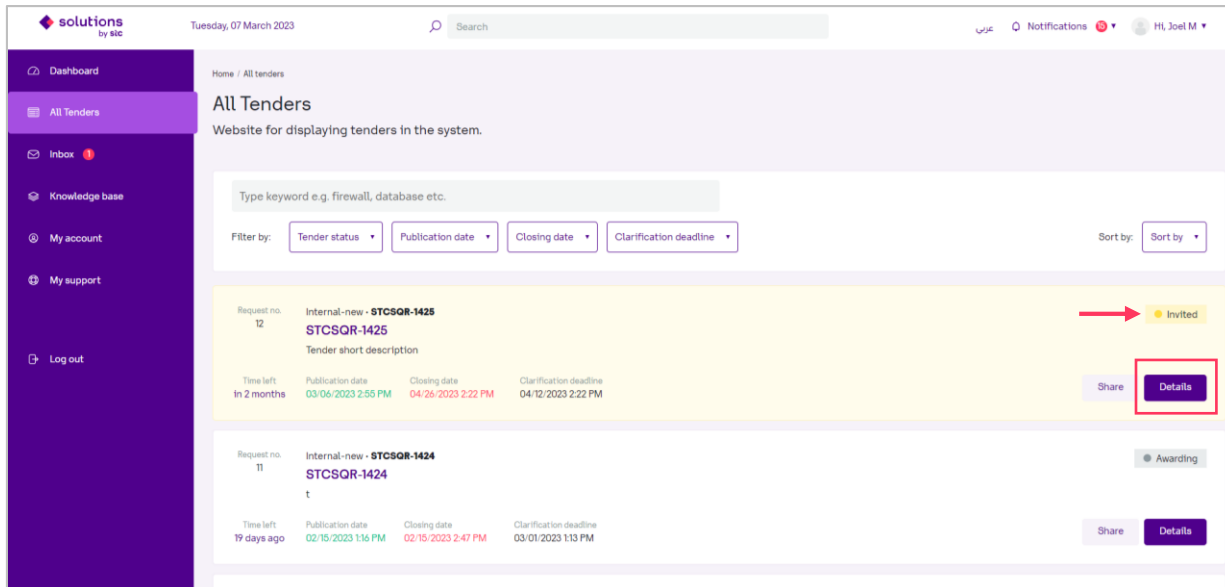


3. Join Tender

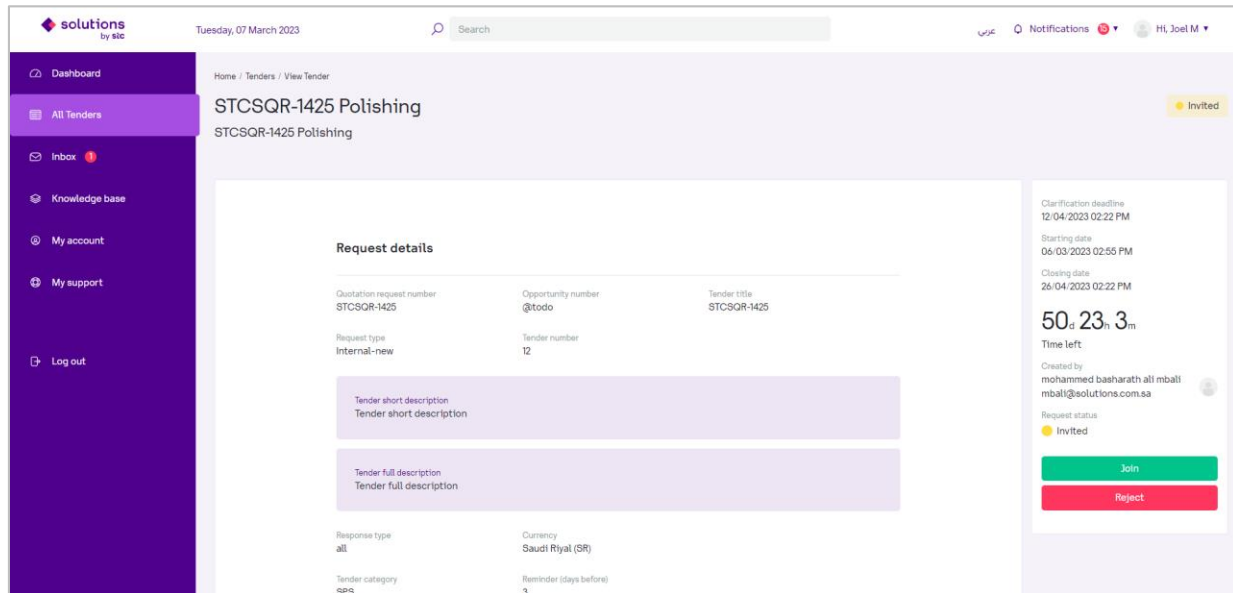
Step1: Click on "All Tenders" tab in the side menu to display and manage list of all tenders requests being assigned to you in the system.



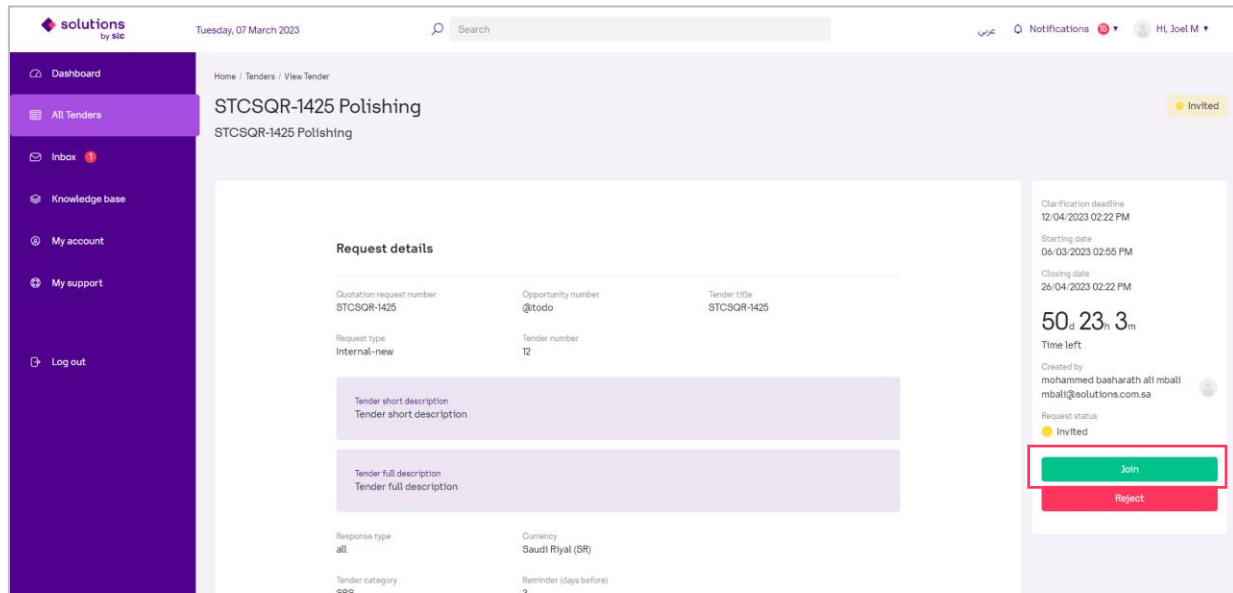
Step2: Click on "Details" with the status "invited" to view the details of the invitation.



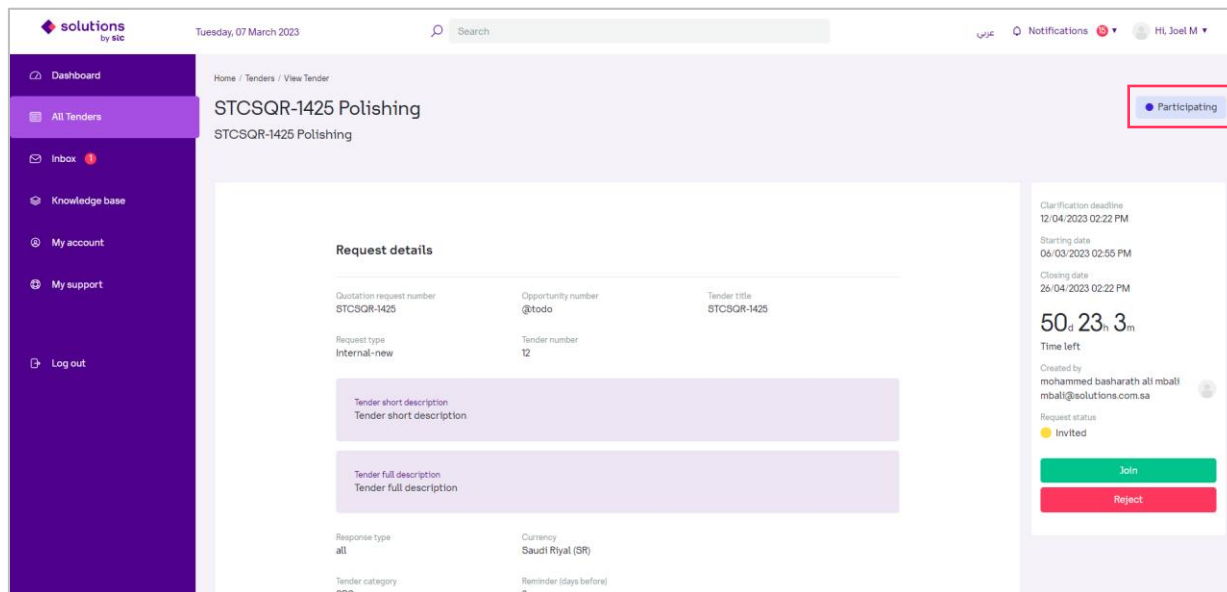
⚠ After clicking the details button, you are redirected to a sub-page with details of the tender where you can see all the tender information, attachments and required items.



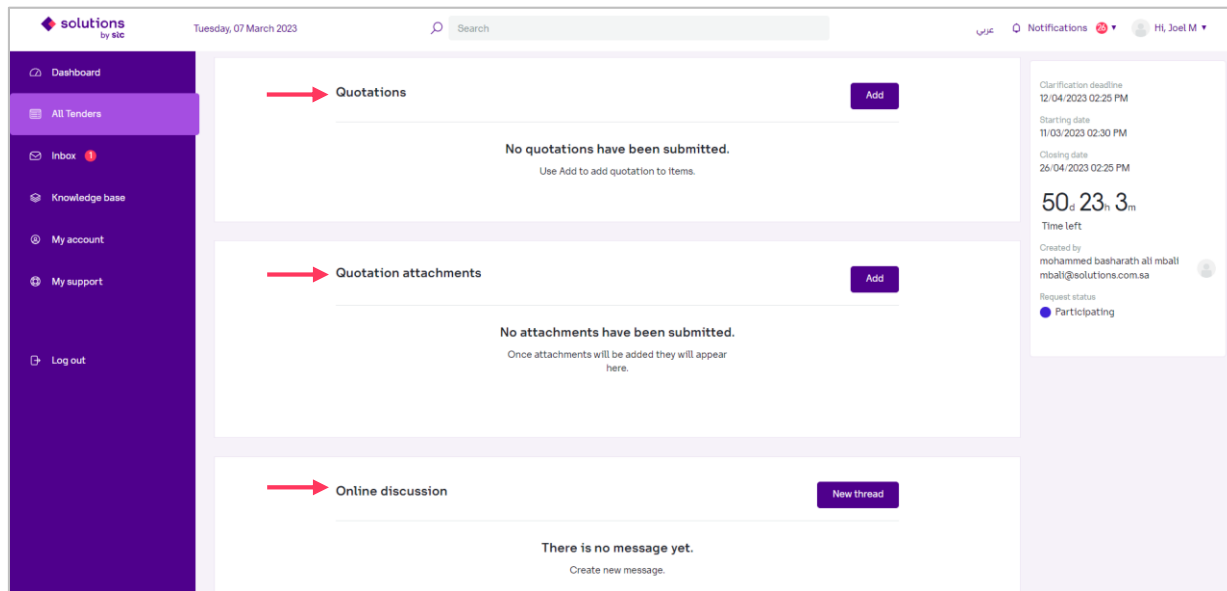
Step 3: Review the request details and Click on "Join".



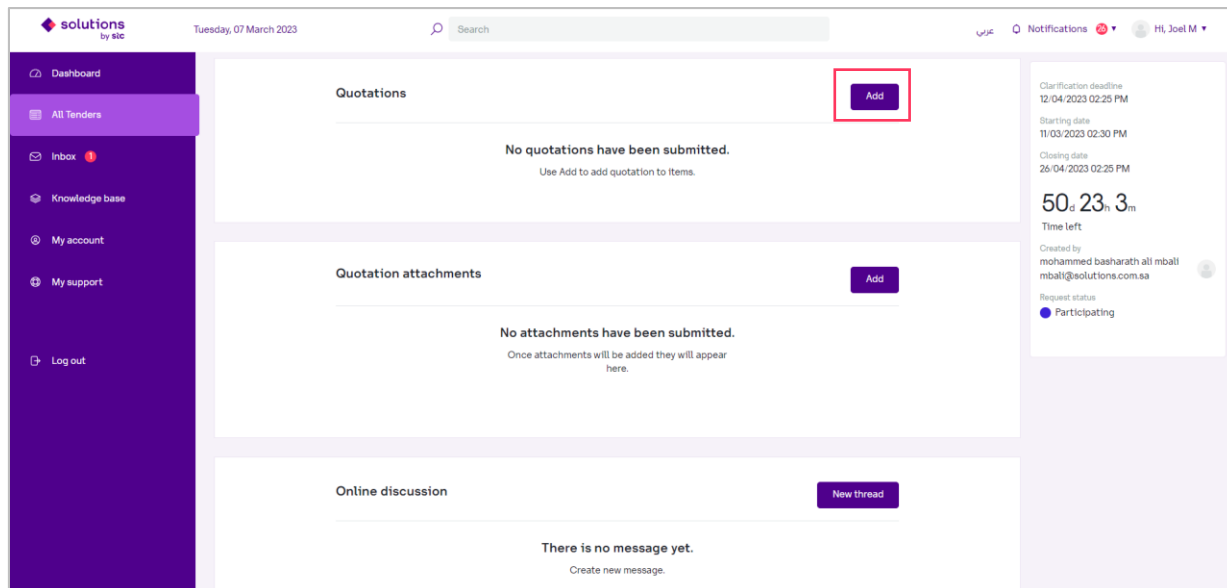
⚠ Joining the tender changes its status to "Participating".



⚠ After joining the tender, three new sections appear at the bottom of the page; submission of bids, attachments to submitted bids, and online discussion.



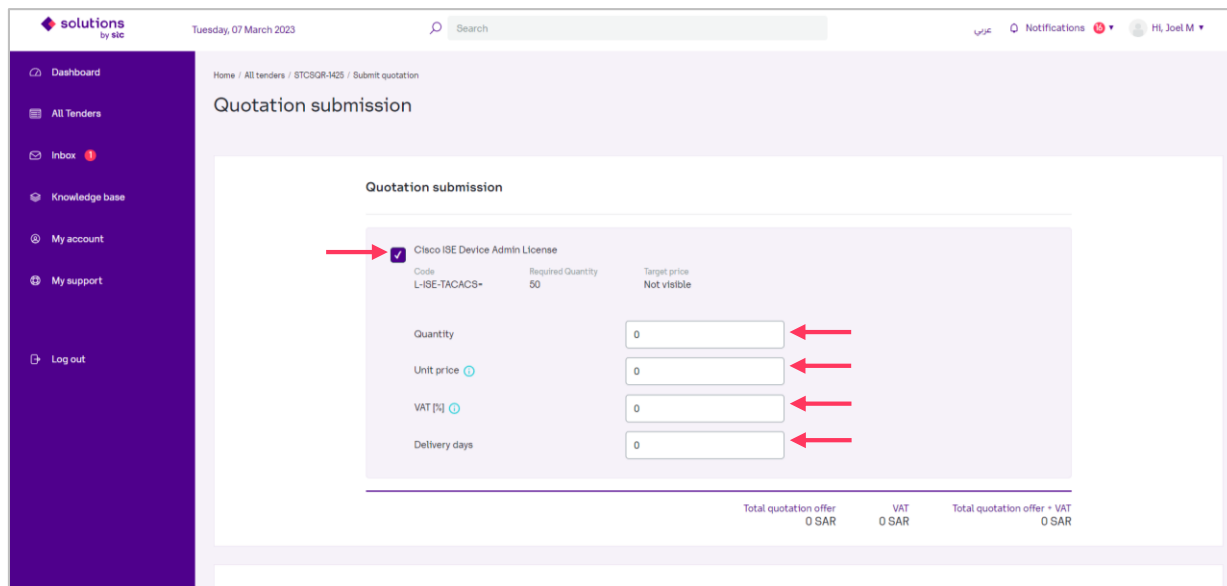
Step 4: Click on "add" in the "Quotations" section to display all available items in the tender, with their descriptions, required quantity and target price if it is visible.



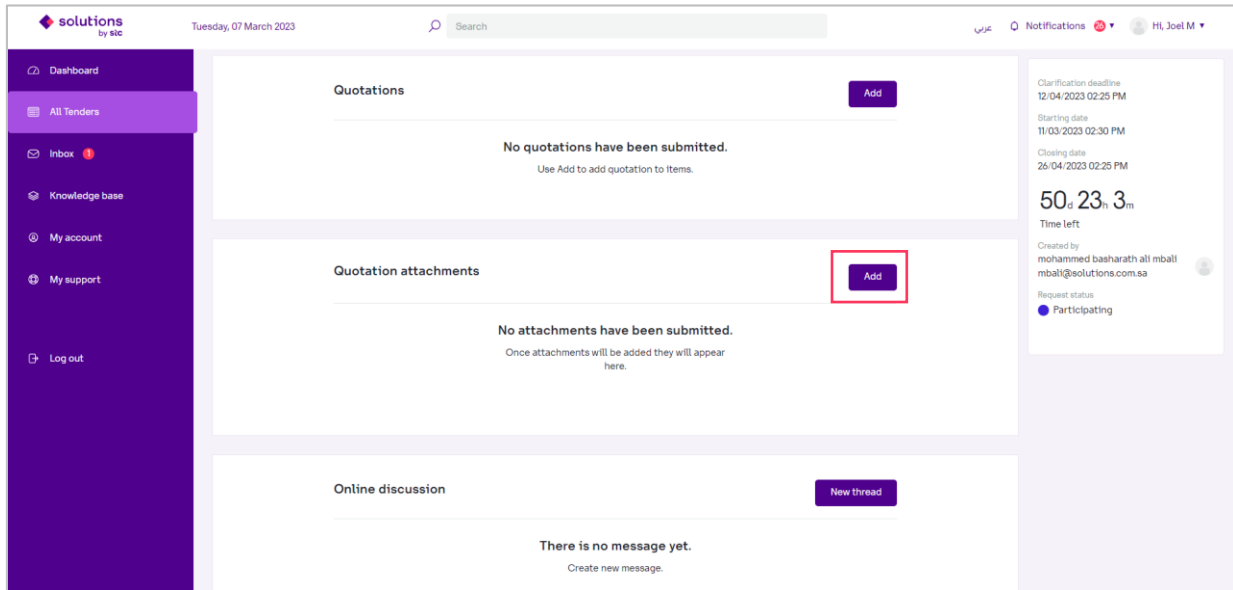
Step 5: Select the item by checking the checkbox located in the upper left corner of the panel and then fill in the 4 fields with the offered values in order to place bids.

⚠ - Unit price should be inclusive for WHT for foreign suppliers.

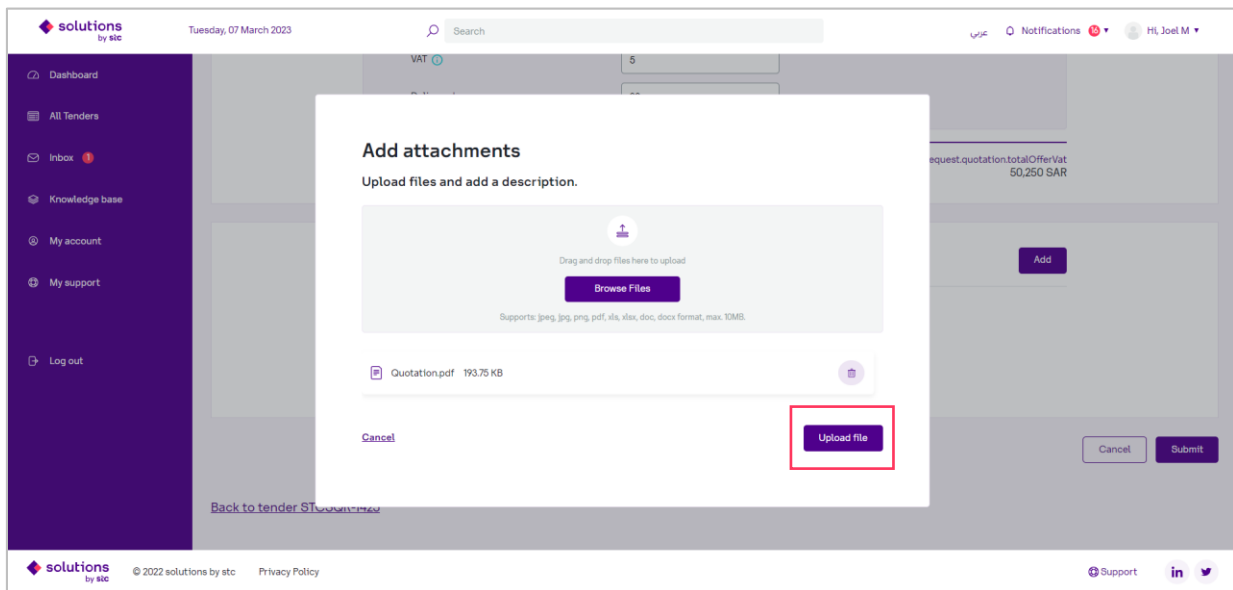
- VAT is applicable only for local suppliers.



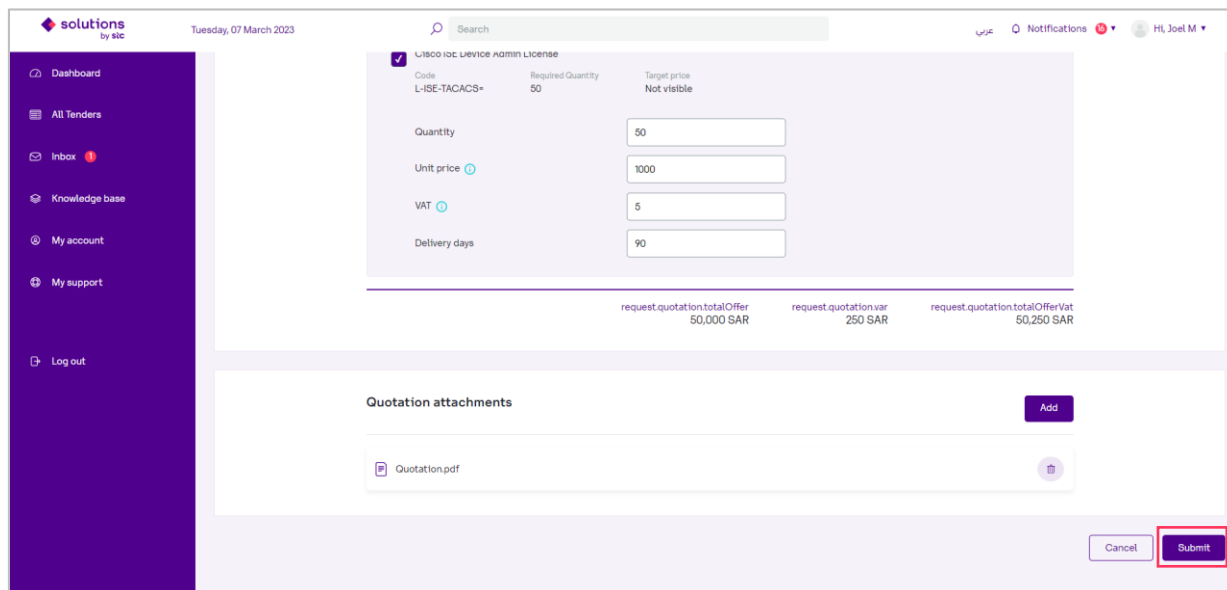
Step 6: Click on "add" in the "Quotation attachments" section to add quotation attachments.



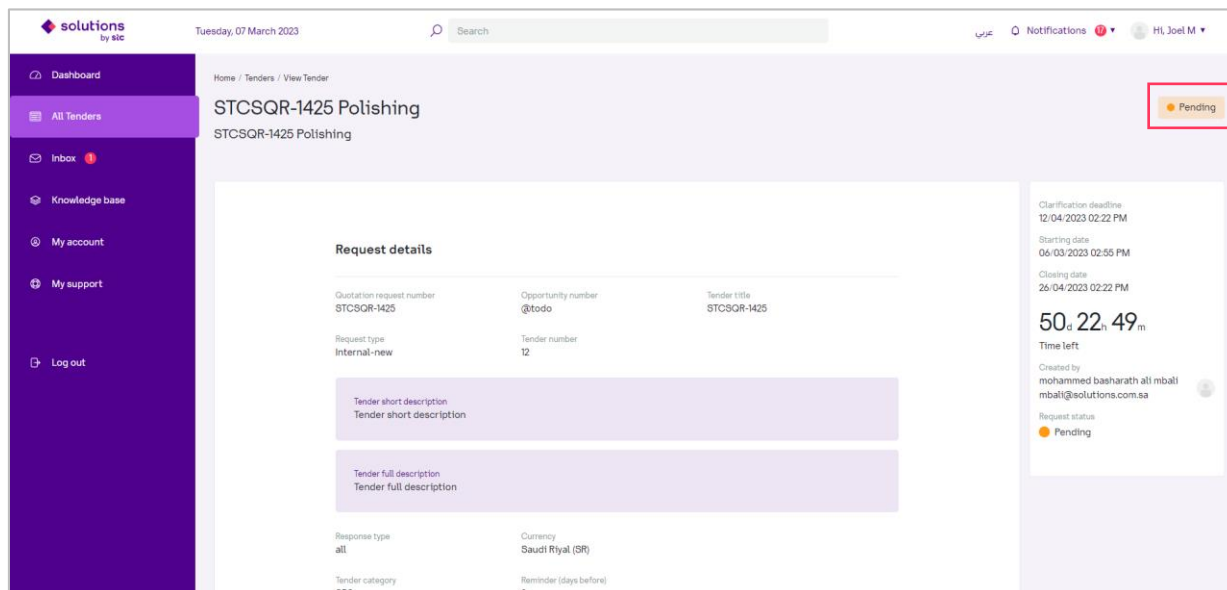
Step 7: Add the attachment file and click on "Upload file".



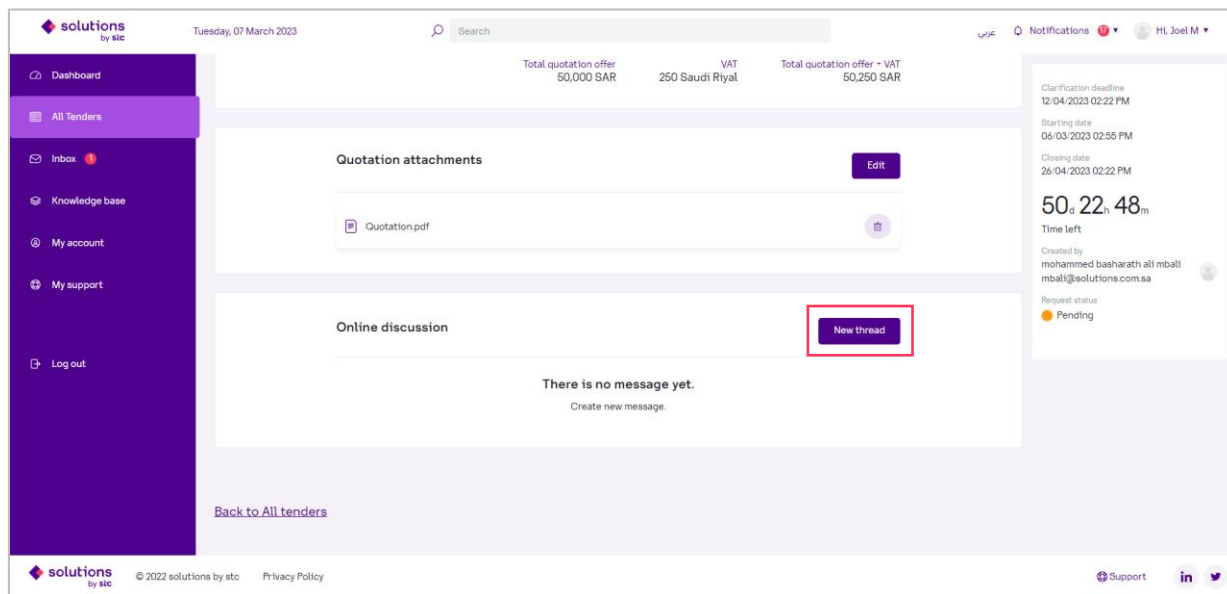
Step 8: Click on "Submit" to submit your bid.



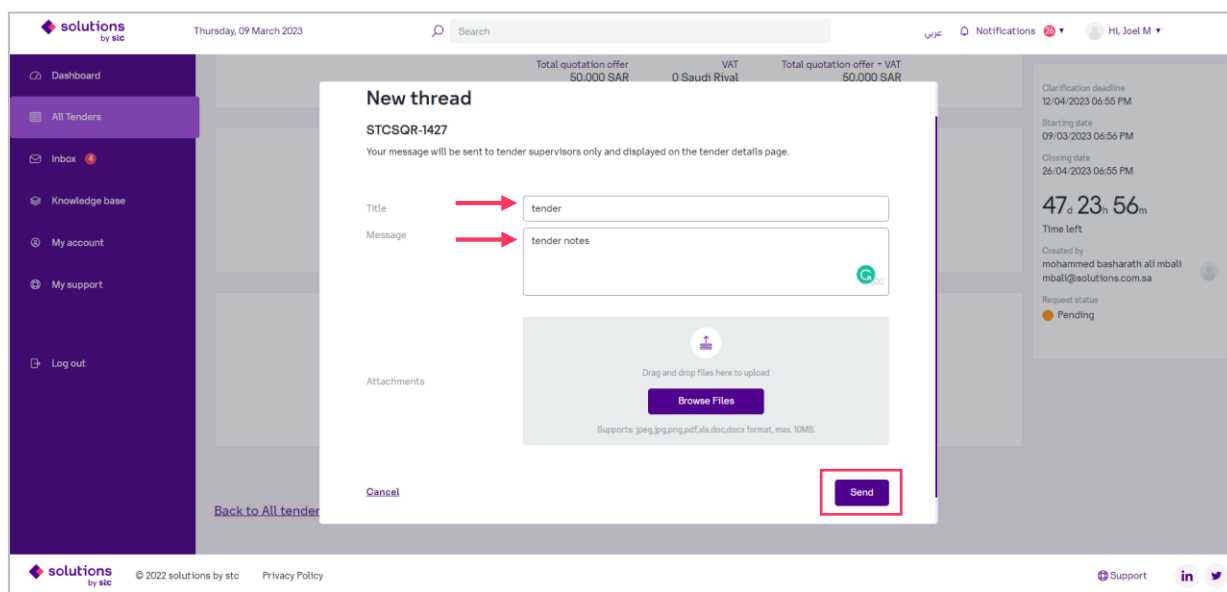
⚠ The status of the tender will change to "pending" which means that your bid has been submitted and you are waiting for the tender to close.



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".



3.1 Track Tender

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

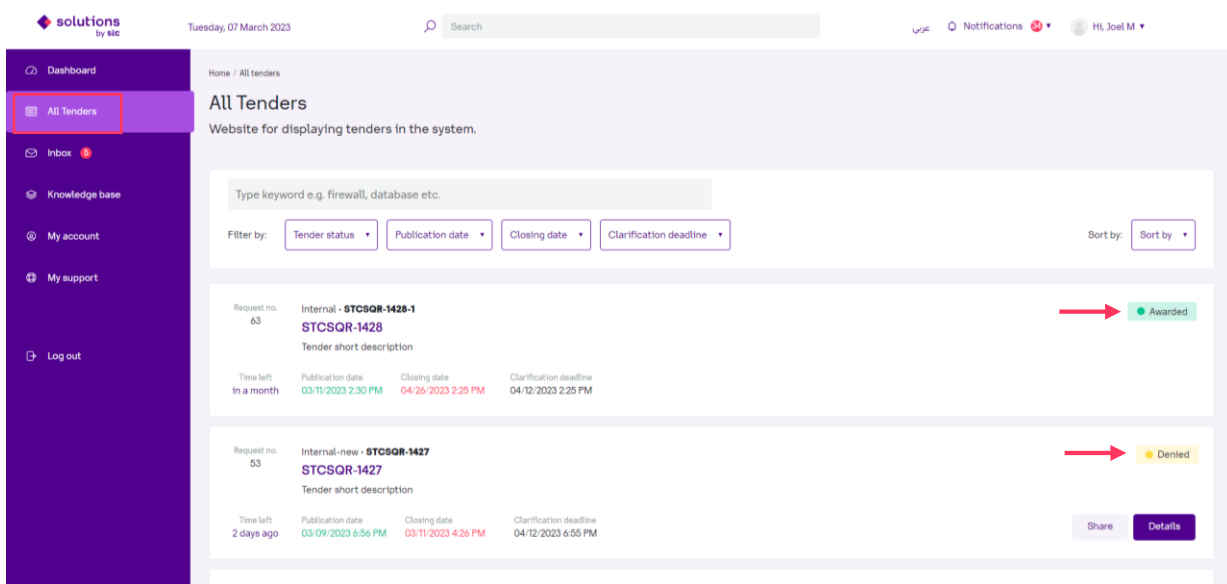
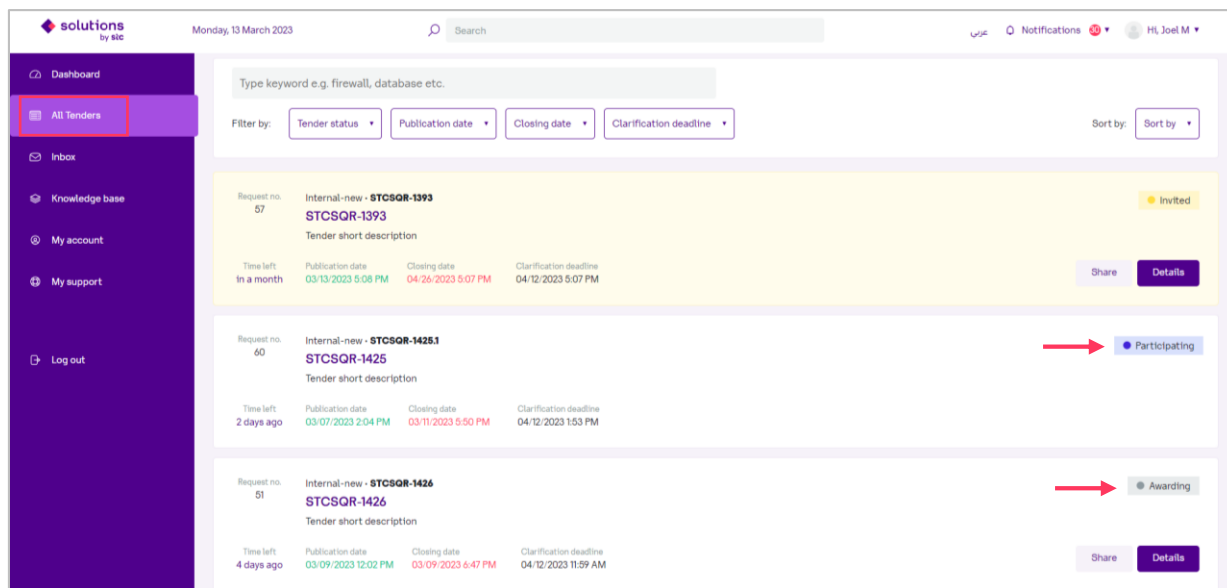
Pending - Your bid has been submitted and you are waiting for the tender to close.

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.

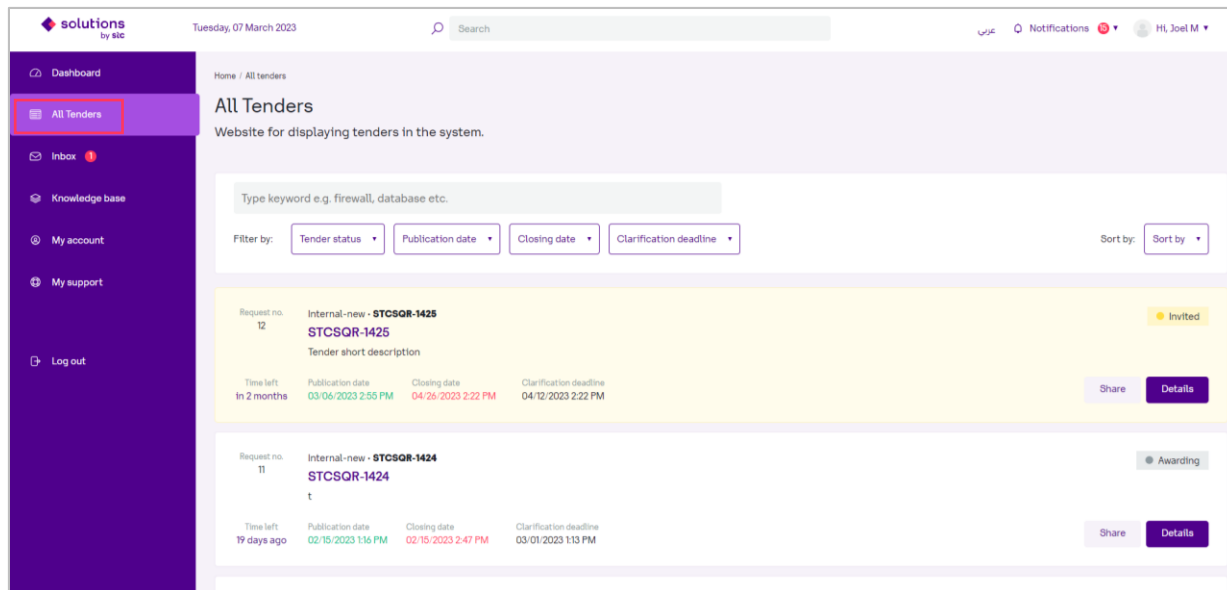
Awarded - You are recommended to the buyer.

Denied - Your bid has been rejected.

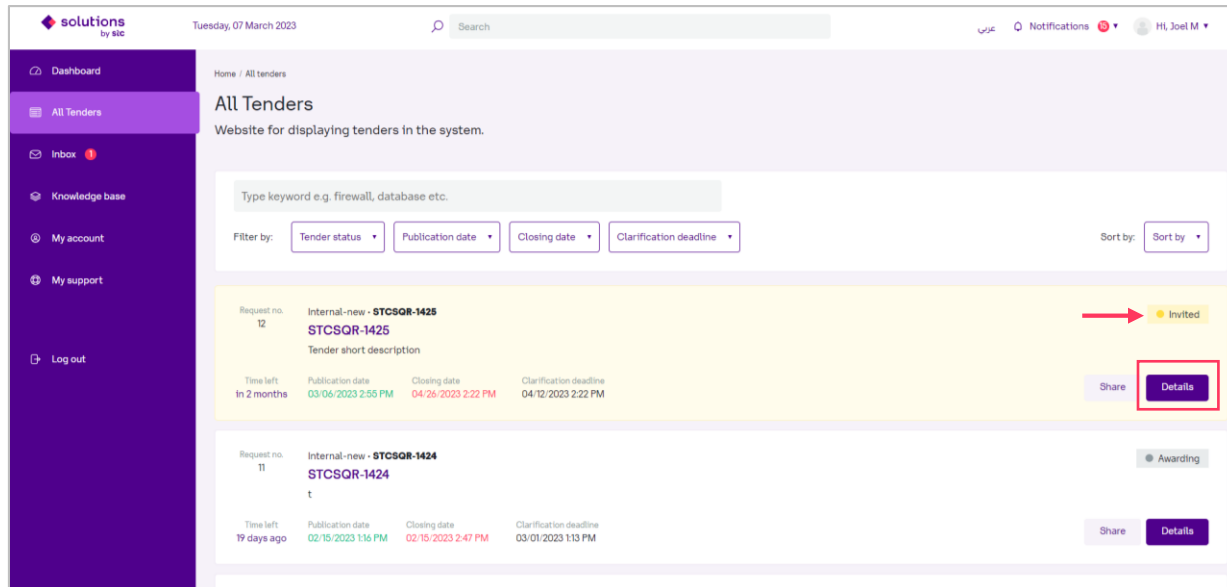


4. Reject Tender

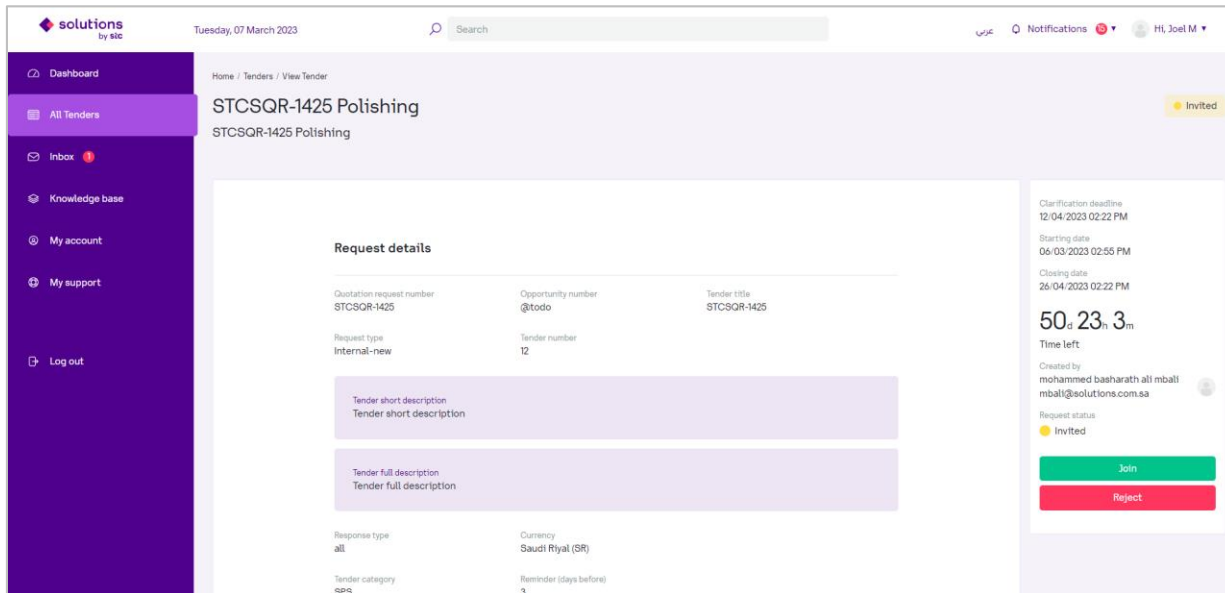
Step1: Click on "All Tenders" tab in the side menu to display and manage list of all tenders requests being assigned to you in the system.



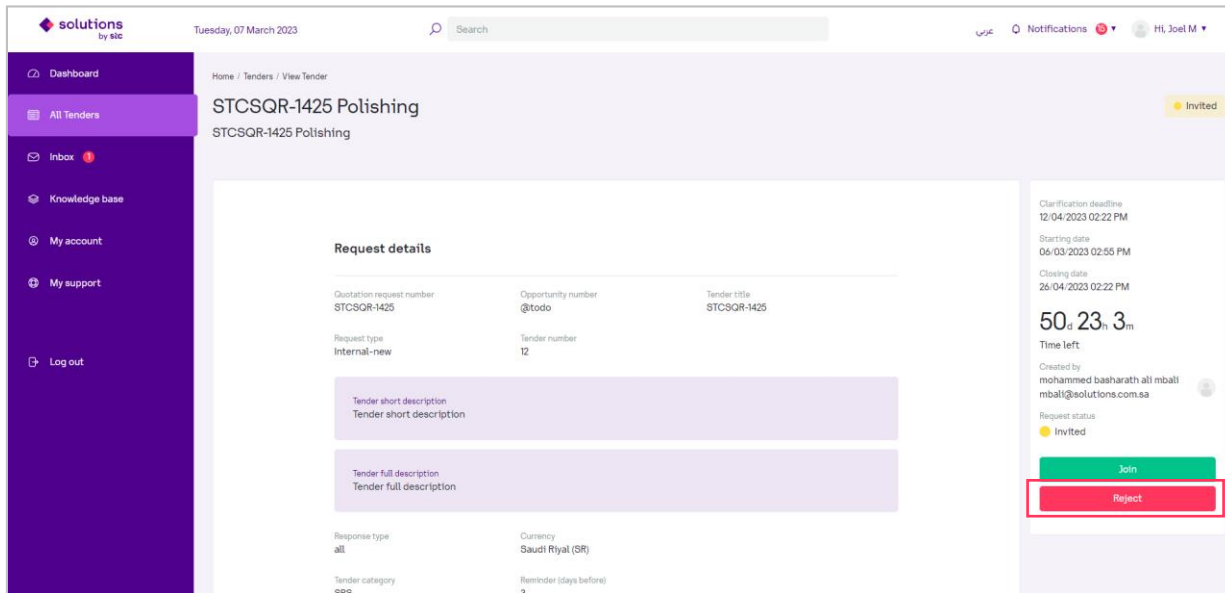
Step 2: Click on "Details" with the status "invited" to view the details of the invitation.



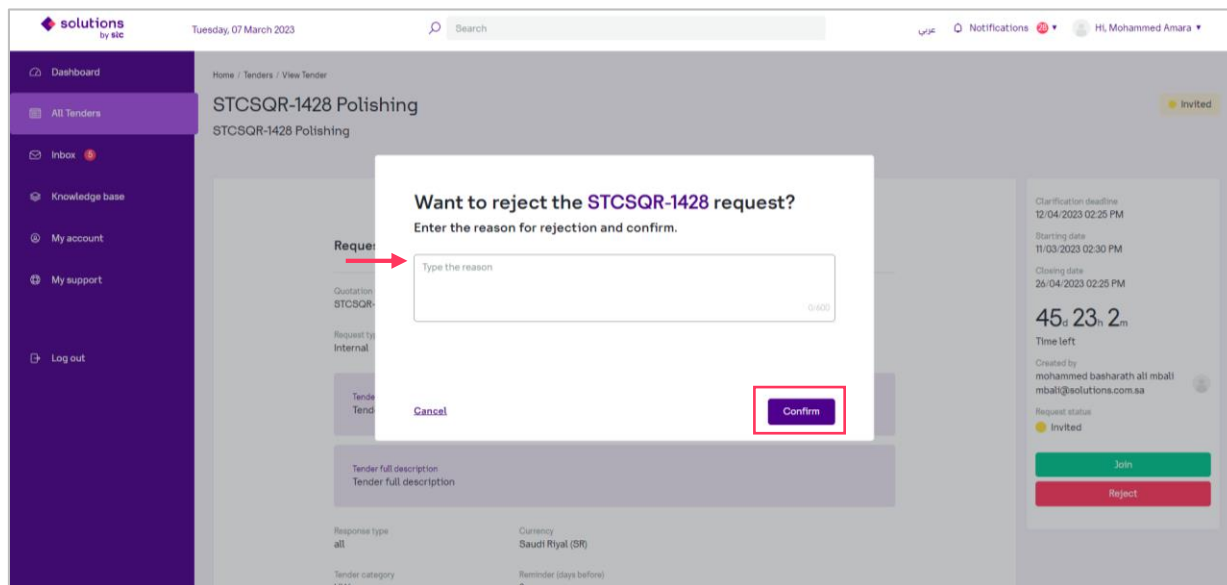
⚠ After clicking the details button, you are redirected to a sub-page with details of the tender where you can see all the tender information, attachments and required items.



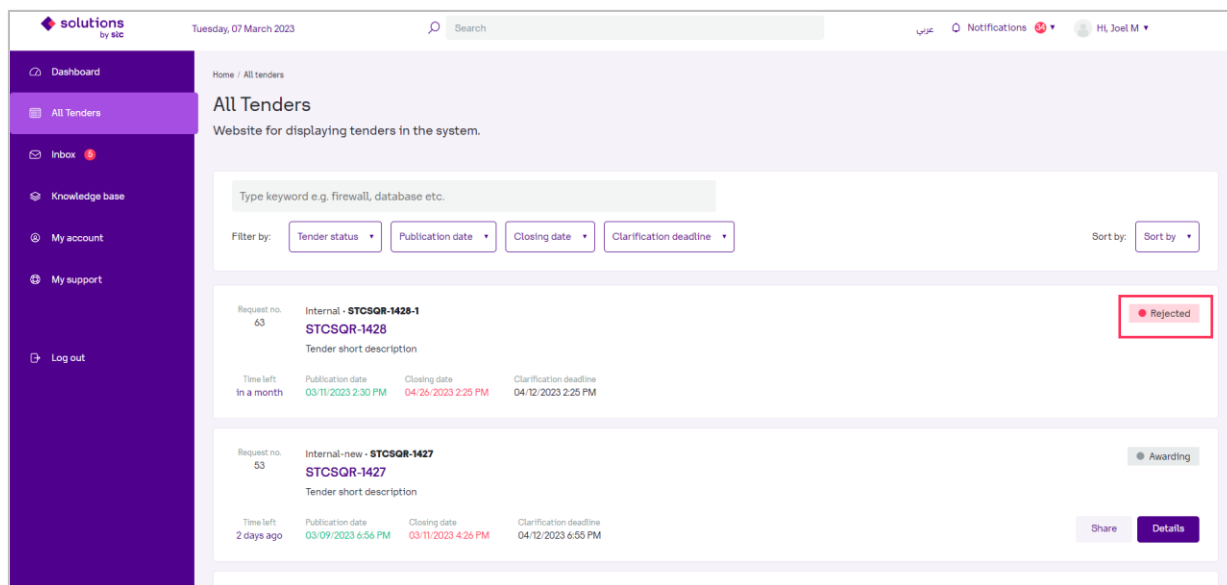
Step 3: Click on "Reject" to reject the invitation request.



Step 4: Fill in the rejection reason and click on "Confirm".



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



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.

The screenshot shows the 'solutions by stc' dashboard. The left sidebar has the 'Inbox' tab highlighted with a red box. The main content area includes a welcome message for 'Joel M!', currency exchange rates for USD, EUR, and GBP, and two tables: 'New tender invitations' and 'Recently published tenders'.

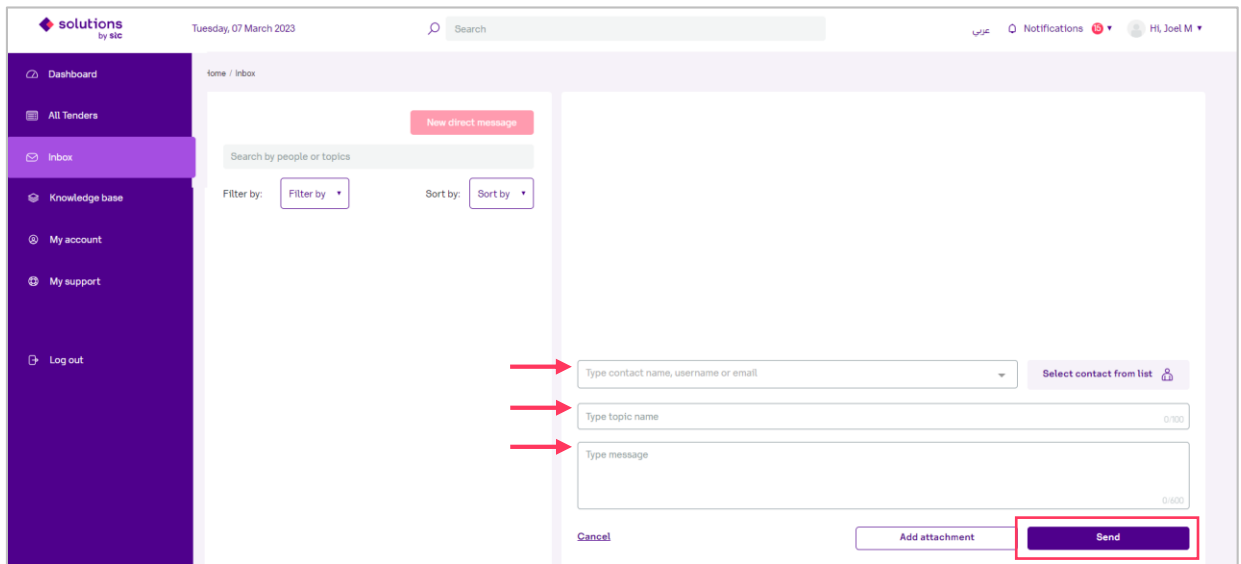
Request no.	INTERNAL-NEW-STCSQR-1425	INTERNAL-NEW-STCSQR-1425	INTERNAL-NEW-STCSQR-1425	INTERNAL-NEW-STCSQR-1425	INTERNAL-NEW-STCSQR-1425
12	INTERNAL-NEW-STCSQR-1425	INTERNAL-NEW-STCSQR-1425	INTERNAL-NEW-STCSQR-1425	INTERNAL-NEW-STCSQR-1425	INTERNAL-NEW-STCSQR-1425

Request no.	PROJECT-STCSQR-1419	INTERNAL-NEW-STCSQR-1390	INTERNAL-NEW-STCSQR-1390	INTERNAL-NEW-STCSQR-1390	INTERNAL-NEW-STCSQR-1390
1	PROJECT-STCSQR-1419	INTERNAL-NEW-STCSQR-1390	INTERNAL-NEW-STCSQR-1390	INTERNAL-NEW-STCSQR-1390	INTERNAL-NEW-STCSQR-1390
7	INTERNAL-NEW-STCSQR-1390	INTERNAL-NEW-STCSQR-1390	INTERNAL-NEW-STCSQR-1390	INTERNAL-NEW-STCSQR-1390	INTERNAL-NEW-STCSQR-1390

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

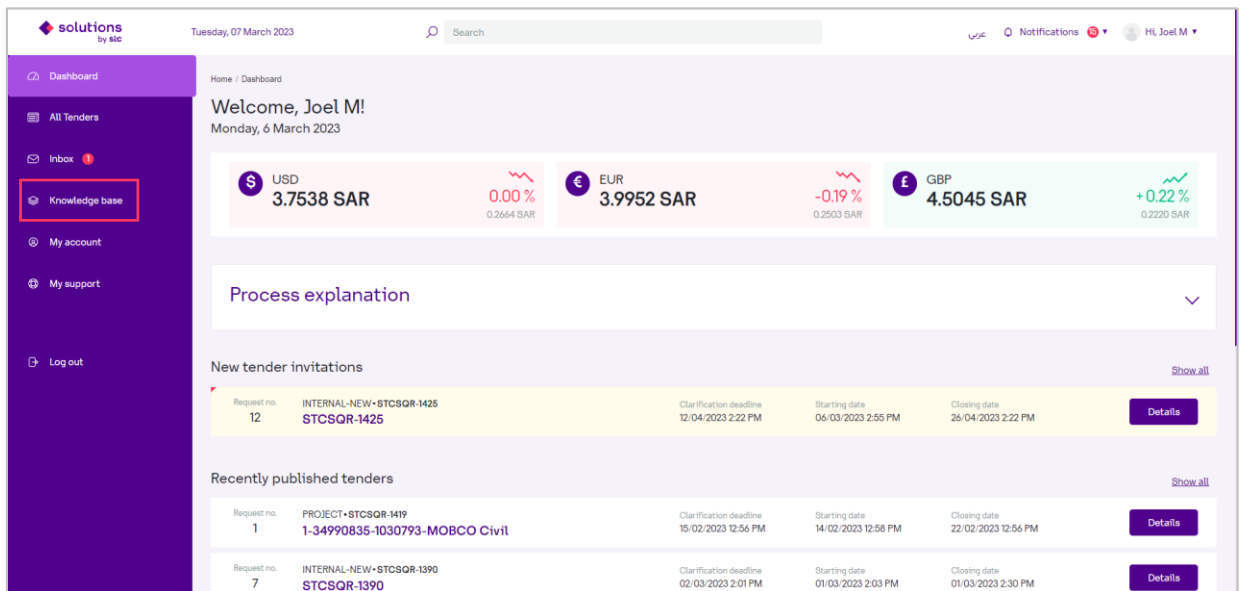
The screenshot shows the 'solutions by stc' dashboard with the 'Inbox' tab selected. The main content area features a search bar, filter and sort options, and a 'New direct message' button highlighted with a red box.

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

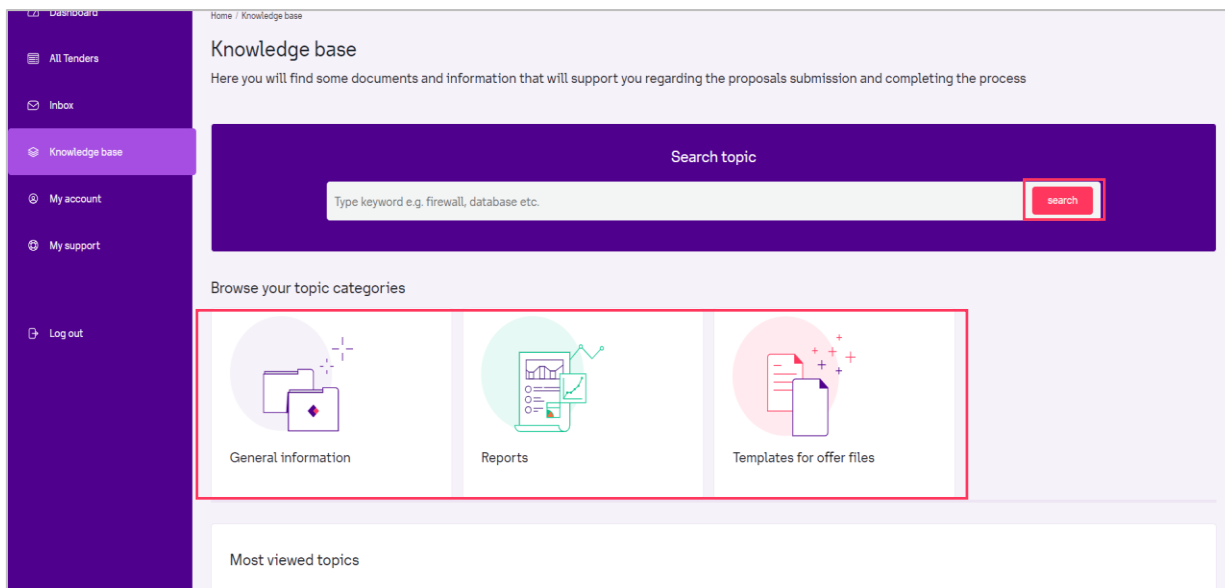


5.2 Knowledge base

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.

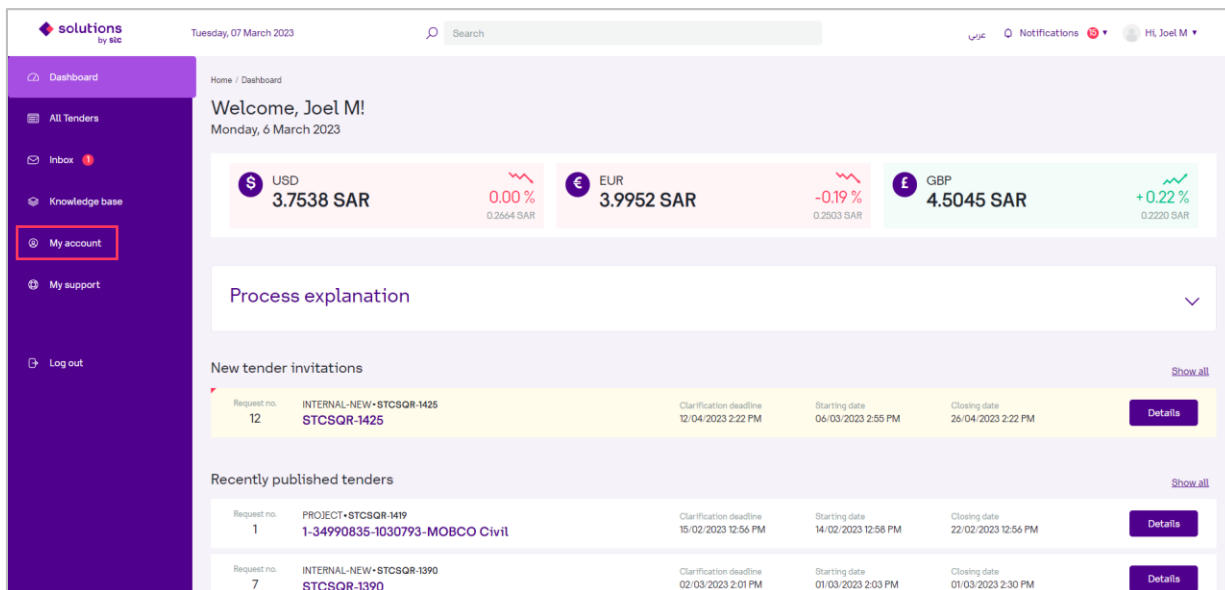


Step 2: Click on a topic category or use the internal search engine for threads and files to facilitate and speed up the search for the content you are looking for.

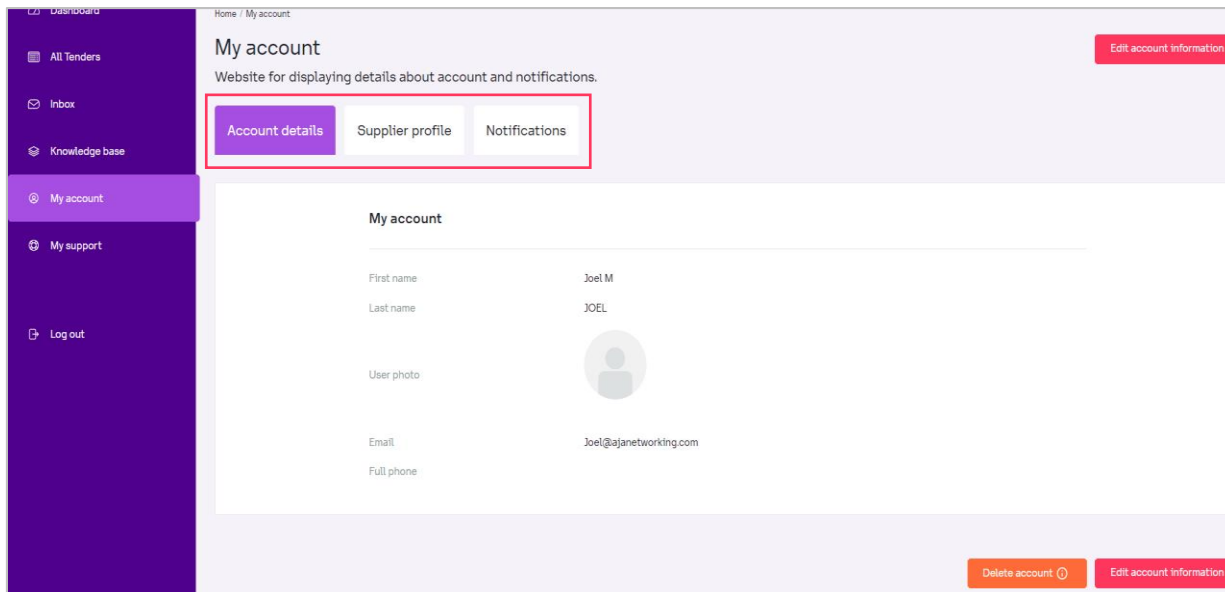


5.3 My account

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

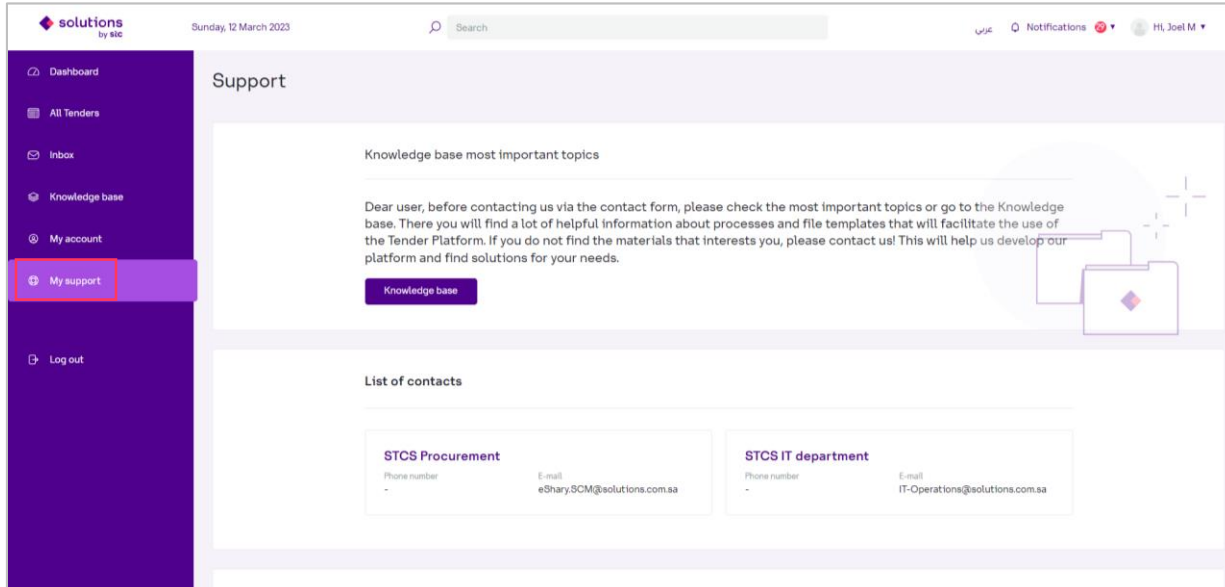


Step 2: Click on account details, supplier profile, or move to notifications to display more information about your account.



5.4 My support

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



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

The screenshot shows a 'Contact form' with the following fields and values:

- Inquiry topic: Procurement
- Name: Joel M JOEL
- E-mail: Joel@ajanetworking.com
- Phone number: +966
- Topic name: Type topic name
- Message: Type message

A 'Submit' button is located at the bottom right of the form. Red arrows point to the 'Topic name' and 'Message' input fields.

5.5 Global Search

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

The screenshot shows the 'Global Search' page with the following details:

- Search bar: Ministry
- Search results: You are searching for: „Ministry“
- Filter by: Category
- Sort by: Sort by
- Search results list: Tenders/Requests
- Search results list entry: [STCSQR-1364] 1015273-STC-Ministry of Heal

The search bar and the search results are highlighted with red boxes.

6. Log Out from eShary

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

The screenshot displays the eShary dashboard interface. On the left, a purple sidebar contains navigation options: Dashboard, All Tenders, Inbox, Knowledge base, My account, My support, and Log out (highlighted with a red box). The main content area shows a welcome message for 'Joel M!' and a currency exchange section with USD (3.7566 SAR, +0.03%), EUR (4.0552 SAR, -0.17%), and GBP (4.5998 SAR, -0.14%) rates. Below this is a 'Process explanation' section and a table of 'Recently published tenders' with columns for Request no., ID, Clarification deadline, Starting date, and Closing date. A 'Log out' button is also visible in the top right account menu.

Request no.	INTERNAL-NEW-STCSQR-1394	INTERNAL-NEW-STCSQR-1383	INTERNAL-NEW-STCSQR-1394	INTERNAL-NEW-STCSQR-1426
118	STCSQR-1394	STCSQR-1383	STCSQR-1394	STCSQR-1426
Clarification deadline	12/04/2023 1:58 PM	19/04/2023 3:07 PM	12/04/2023 1:58 PM	12/04/2023 11:59 AM
Starting date	15/03/2023 3:11 PM	20/03/2023 5:10 PM	15/03/2023 3:11 PM	09/03/2023 12:02 PM
Closing date	26/04/2023 1:59 PM	28/04/2023 3:07 PM	26/04/2023 1:59 PM	09/03/2023 6:47 PM
	Details	Details	Details	Details