

FAQ – Existing Registered Supplier

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1.	We are a registered Supplier. However, we forgot our login credentials. How can we recover access to credentials?	Please note that your User ID is the registered email address on the Supplier portal. To reset your password, use the "Forgot Password" option on the login page. Please refer to the Supplier Profile Update Manual for step-by-step guidance. As a registered Supplier, you can reset your login credentials at an easy-to-use Supplier link provided below. https://fa-ewzx-saasfaprod1.fa.ocs.oraclecloud.com
2.	Being a registered Supplier, how can we update our company profile (e.g., address, contact details, bank information) etc.?	Please log in to Supplier Portal using your registered email address (User ID) and submit a change request. Please refer to the Supplier Profile Update Manual provided below for step-by-step guidance. https://axio2vjqmc77.objectstorage.me-dubai-1.oci.customer-oci.com/p/Z_Up0VFfgkQ1YafBtvqphGtvzxXnwml1Md2q4vOfEqUH3uhWZcSrf3KYJn1L5RzQ/n/axio2vjqmc77/b/P4SProdObjectStorage/o/FUSION_SCM/Supplier_Responses/Supplier%20Profile%20Update_User%20Manual.pptx
3.	How do I renew or upload an updated Trade License or Company Registration Certificate/Certificate of Incorporation?	The system will automatically notify you when your Trade License or Company Registration Certificate/Certificate of Incorporation related information is missing or about to expire. To upload the updated document/information, please navigate to: Supplier Portal → Company Profile → Manage Profile → Business Classification → Edit/Update Trade License/Company Registration Certificate → Attach Document → Review → Submit → Done Please refer to the Supplier Profile Update Manual provided above for step-by-step guidance.
4.	What should I do if our company name or legal structure changed?	Please email the following documents to the respective Supplier administrator. -Request letter on company letterhead, signed by an authorized signatory -Copy of the new and old Trade License -Copy of the new and old UAE VAT Tax Registration Number (TRN) Certificate issued by Federal Tax Authority -Legal documentation from the Notary Public confirming the name change -Official document from the Department of Economic Development (DED) or other relevant authorities reflecting the name change

		If your company is an overseas Supplier, please email the following documents to the respective Supplier administrator: -Request letter on company letterhead, signed by an authorized signatory -Copy of the new and old Company Registration Certificate/Certificate of Incorporation -Legal documentation from the relevant government authority or other relevant authorities reflecting the name change.
5.	Why are we not receiving tender invitations?	There may be several reasons as follows: a) Your organisation is registered with us; however, it has not yet been prequalified. Action: We kindly request you to complete the general prequalification process for the Work/Product Groups relevant to your line of business. By becoming a prequalified bidder, your chances of receiving tender invitations for future opportunities will increase. b) AD Ports Group may not have any requirement related to your line of business. c) Being registered and pre-qualified in the Commercial Directory does not guarantee being invited for a tender because you may be competing against bidders who are considered more experienced or qualified. d) Your company profile information or contact details may be outdated or incorrect in the system. Action: We kindly request you to log in to the Supplier portal to review and update your Company profile, including contact persons and email addresses. <u>Note:</u> AD Ports Group is not obligated to invite your organisation to any or all tenders, regardless of your registration and pre-qualification status. Additionally, AD Ports Group may, at its sole discretion, conduct a detailed prequalification for any specific tender in the future as needed.
6.	Who should I contact for technical issues or portal access problems?	For technical issues, send an email to servicedesk@adports.ae with: -a clear description of the issue -a system screenshot (if applicable) -your company name and contact details Upon receipt of email, our IT support team will assist you accordingly.
7.	Who should I contact for invoicing issues?	For invoicing issues, please coordinate with the relevant business unit to upload your invoices or send an email to accounts.payable@adports.ae with system screenshot and clear description.