

FAQ – New Supplier Registration

Sl.	Query	Answer
1.	Why do Suppliers need to register?	All companies supplying goods and services for AD Ports Group are required to be registered using the Oracle Supplier portal link. As a minimum, registration is mandatory to participate in AD Port Groups' on-line tendering processes. The Supplier registration process of AD Ports Group is centralised through Oracle Fusion platform. The platform provides a single online portal wherein Suppliers can register with AD Ports Group in a fast and efficient manner to be able to do: • work with AD Ports Group • update Supplier company profile • receive automated expiry reminders of trade related certificates; and • receive communications from the Supplier management team
2.	What is Supplier Registration Process?	The Supplier registration process consists of two phases: the initial registration phase and the pre-qualification phase. Upon successful registration, Suppliers have to prequalify against a Work or Product Group by demonstrating evidence of supporting documentation (i.e. relevant experience and capabilities) to be invited to future tenders. As a new Supplier, you can register your company through a self-registration process at an easy-to-use Supplier link available on AD Port Group website. Please open a web browser, and navigate to: AD Ports Group Website -> Contact Us -> Supplier Registration & Support -> Supplier Registration
3.	Where can I find the new Supplier Registration Manual?	Please refer to the new Supplier Registration Manual provided below for step-by-step guidance. https://axio2vjqmc77.objectstorage.me-dubai-1.oci.customer-oci.com/p/dnG64GjM4PlaLN8pCt_PJlvPGWHPBYKD-n8NotMt-uDfk5hQ0n1ydbIZTcqzMaln/n/axio2vjqmc77/b/P4SProdObjectStorage/o/FUSION_SCM/Supplier_Responses/Supplier%20Registration_User%20Manual.pptx
4.	Is there any fee involved in the registration and pre-qualification process for becoming a Supplier with AD Ports Group?	There are no service fees related to the registration and prequalification process.
5.	How can you confirm that you are registered with AD Ports Group?	Following successful registration, a system-generated email will be issued with user credentials.

6.	What are the mandatory registration requirements for Suppliers?	As a minimum the following mandatory documents are required for registration: • Copy of valid Trade License (for UAE Suppliers) • Copy of UAE VAT Tax Registration Number (TRN) Certificate issued by Federal Tax Authority, if applicable (for UAE Suppliers) • Copy of valid Company Registration Certificate/Certificate of Incorporation (for overseas Suppliers) in English or translated into English by a certified translation agency. • Copy of Tax Registration Certificate, if applicable (for overseas Suppliers)
7.	What if a UAE based Supplier does not have a VAT/TRN Certificate?	Suppliers are required to produce VAT exemption letter.
8.	What is pre-qualification process? Is it different from the registration process?	The Supplier registration process consists of two phases: the initial registration phase and the pre-qualification phase. The pre-qualification process involves several key steps to ensure that potential Suppliers meet the necessary criteria before they are invited for a tender to provide goods and services. As part of this process, Supplier selects Work Group/Product Group relevant to Supplier's line of business and submits them on the portal. Subsequently, pre-Qualification template/ questionnaire shall be sent to the Supplier to provide the details of at least 3 executed and completed acceptable experience within the last 5 years. Upon successful evaluation & completion of pre-qualification process, Suppliers are communicated with final outcome.
9.	Will I be invited for tenders soon after I get registered as a Supplier with AD Ports Group?	Please note that registering and prequalifying with AD Ports Group is a general requirement to be considered as a potential Supplier for various work and product groups. However, AD Ports Group is not obligated to invite your organisation to any or all tenders, regardless of your registration and prequalification status. Additionally, AD Ports Group may, at its sole discretion, conduct a detailed prequalification for any specific tender in the future as needed.
10.	If I register with AD Ports Group via portal, can I conduct business with all AD Ports Group entities?	You can do business with all 100% owned entities irrespective of entities falling under different business clusters Digital, Economic Cities & Free Zones, Logistics, Maritime & Shipping, and Ports.
11.	What should I do if the contact persons for my company are no longer employed with us?	Please email the concerned Supplier Administrator.

12.	How can I follow up on the processing of our submitted application?	We encourage Suppliers to refer to the registration user manual first to solve the issue, if not they can contact the respective Supplier Administrator.
13.	We are already registered; however, we have not received any tenders.	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.