USER MANUAL

SUPPLIER REGISTRATION

Company: **Cleveland Clinic Abu Dhabi**
Subject: **Supplier Registration and Profile Changes**
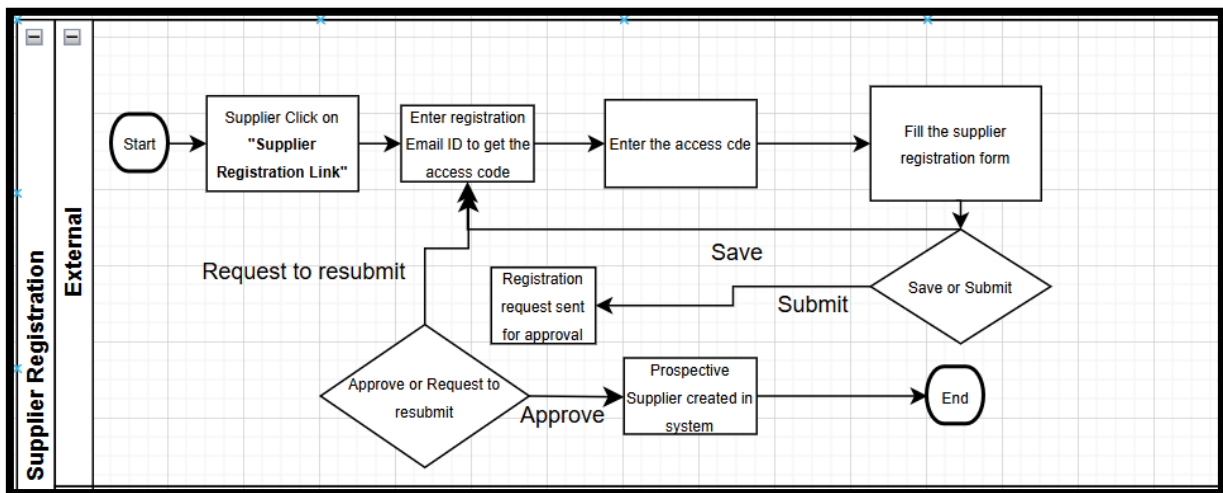**Version**   **V1.0**

Mastek

Contents

1. Introduction & Purpose

This document is the User Manual for the ERP Cloud Application OneHUB, covering all process steps pertaining to **Supplier Registration** and **Profile Changes**.

2. Supplier Registration Process Flow

3. External Supplier Registration

Use below link to proceed with supplier registration with respect to Cleveland Clinic Abu Dhabi (CCAD)

Prospective Supplier Registration

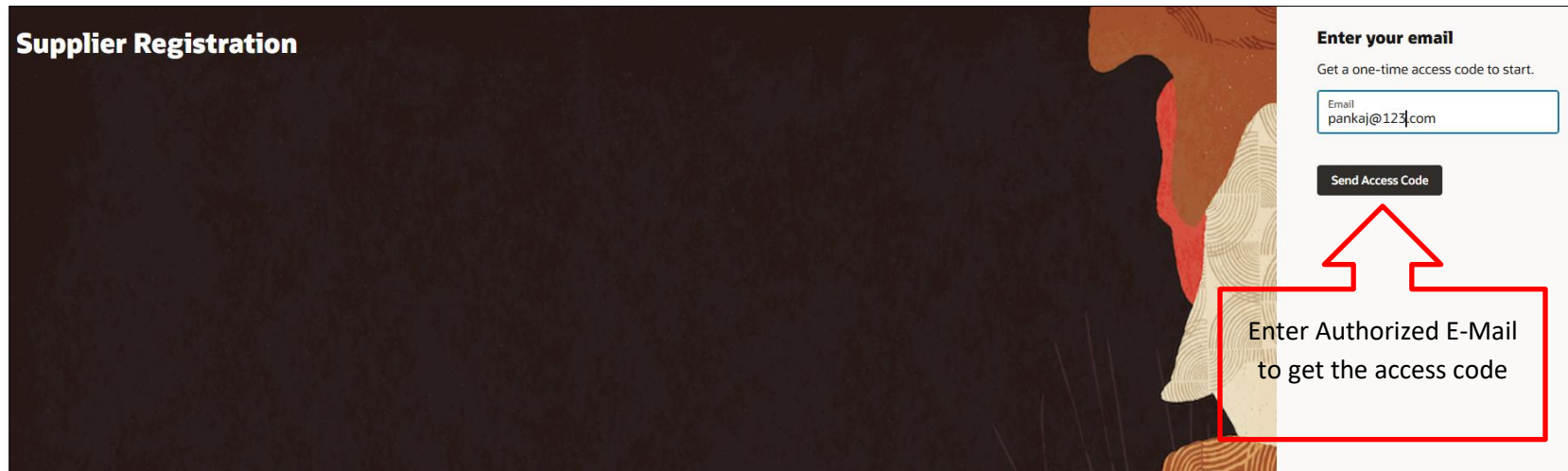| Business Unit	Prospective Supplier Registration Link
CCAD BU	Supplier Registration

While registering as a Prospective Supplier, Supplier will click on the above link and the Supplier Registration Form will open as shown herein.

Prospective suppliers need to provide all the required and mandatory information, following the steps below, to be able to successfully complete and submit their registration request.

The link for Supplier Registration is also available on CCAD's Website:

https://www.clevelandclinicabudhabi.ae/en/generic-pages/supply-chain-management

➢ **Step 1:** Email Validation

Supplier Registration

Enter your email

Get a one-time access code to start.
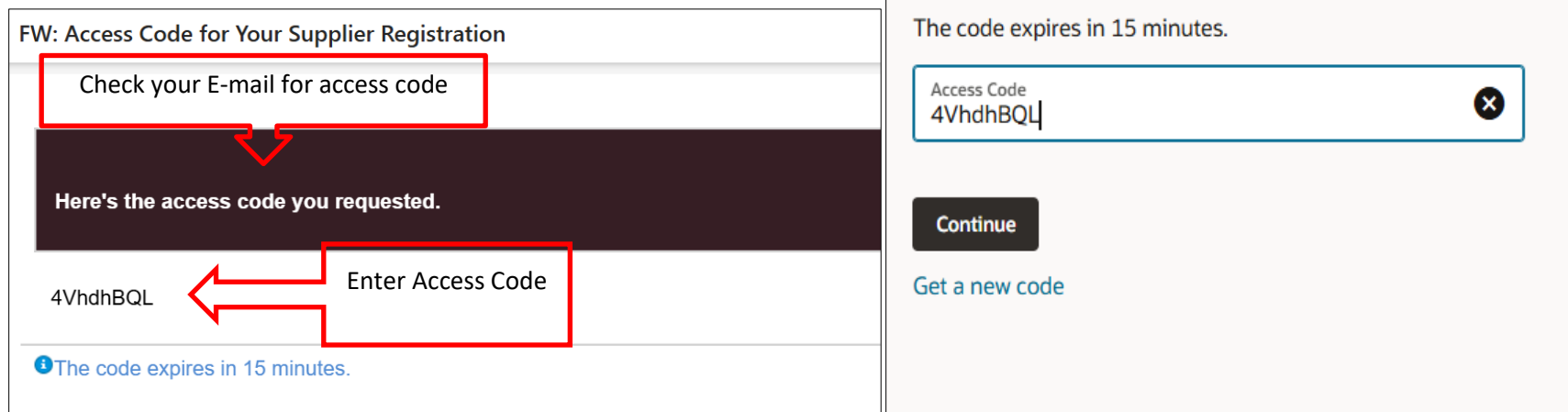
Email
pankaj@123.com

Send Access Code

Enter Authorized E-Mail to get the access code

➢ **Step1: Access Code**

FW: Access Code for Your Supplier Registration

Check your E-mail for access code

Here's the access code you requested.

4VhdhBQL   Enter Access Code

ⓘThe code expires in 15 minutes.

The code expires in 15 minutes.

Access Code
4VhdhBQL

Continue

Get a new code

➤ **Step 2: Complete Company Details Section**

Click the [Company Details] icon and enter the below listed and highlighted mandatory details

- Company Name
- Country
- Taxpayer ID or Trade License Number (for UAE companies)
- Tax Registration Number (Note: "Group Companies" may refer to guidelines under section 8 herein)
- Organization Type
- Supplier Type
- Business Unit
- Agrees to Comply with M42 Code of conduct
- Agrees to Comply with UAE Government rules and regulation

Note: **Mandatory fields for UAE Suppliers include: Trade license Number (enter under "Tax Payer ID") & Tax Registration Number**

Note: **The text within fields under "Additional Information" section can be seen completely, when the text view is zoomed at 250%**

➢ **Step 3: Complete Contact Details Section**

Click the **icon and enter below listed and highlighted mandatory details:**

- First Name
- Last Name
- Email ID
- Job title
- Mobile Number
- Extension
- Any one admin Contact
- User role specific to listed Roles and Privileges

Click on **"Add another Contact".** In case of multiple user contact and multiple user account request.

+ **Add Another Contact**

Last updated 2 minutes ago   Cancel   Save   Continue

➢ **Step 4: Complete Addresses Section**

Click the **Addresses** icon and enter the below listed mandatory details**:**

- Address Name: Enter **"CCAD SITE"**
- What's this address used for?
- Country
- Address line 1, Address Line 2 Note: Enter Supplier Address/es in fields of 'Address Line 1' and 'Address Line 2'
- Emirates (Only for UAE Supplier)

Note: Address format can be specific to Country.

Click on **"+ Add Another Address" to add multiple address**

Addresses

Enter at least one address.

Address 1

Address:
CCAD SITE

What's this address used for? Select at least 1 purpose.

☑ Receive Purchase Orders   ☑ Receive Payments   ☑ Bid on RFQs

Country/Region
United Arab Emirates

P.O. Box

Address Line 1
aBU DHABI

Address Line 2

Emirates
Abu Dhabi

Email

Country
AE

Phone
+971

Ext

Country
AE

Fax
+971

Which contacts are associated to this address?

☑   Pankaj Rumde   pankaj.rumde@mastek.com

Company Details

Contacts

Addresses

Business Classifications

Bank Accounts

Products and Services

Questionnaire

＋ Add Another Address

Last updated 2 minutes ago   Cancel   Save   Continue

➢ **Step 5: Complete Business Classification Section**

Click the Business Classifications icon and enter the below listed mandatory details:

- Trade License (For UAE Supplier)
- Certificate of Corporation (For Overseas supplier)

- Certificate Number
- Certificate Start Date
- Certificate End Date

Note: It is mandatory for Suppliers to select all applicable Business Classifications (Certificates)

Mandatory Business Classification/s for: UAE Suppliers -Trade/Commercial License, VAT Certificate and In-Country Value (ICV) status details

Overseas Suppliers -Certificate of Incorporation or Tax Registration Certificate.

Click on **"+ Add Another Business Classification" to add multiple business certificates.**

> ➤ **ICV Status Clarification**

a. **ICV_CERTIFIED –** In this supplier needs to add details if he is ICV certified

b. **ICV_IN_PROCESS** – In this case, supplier can provide additional comments in Notes.

c. **ICV_NOT_APPLICABLE** – For Overseas Suppliers

d. **ICV_NOT_CERTIFIED** - In this case, supplier can provide additional comments in Notes.

All other Business Classifications can be selected, as applicable, with respect to the Supplier's country.

➤ **Step 6: Complete Bank Details Section**

Click the [Bank Accounts] **icon and enter the below listed mandatory details:**

- Country
- Bank Name
- Bank Branch
- Account Number
- IBAN (For UAE Supplier)
- Currency
- Account Holder Name
- Bank Letter and Bank supporting document attachment

Multiple Bank Accounts can be added by Clicking on **"+ Add Another Bank Account"**

Note: Please note that the request may be denied if all the above mandatory details are not provided.

> **Step 7: Complete Products & Services Section**

Click the [Products and Services] **icon**

Enter below listed mandatory details:

- **Select any higher-level category**

Note: To get the lower-level category details, please expand the higher-level category.

<u>**Category Guidelines:**</u>

- **INDIRECT:** Marketing & Communication, Consulting Services, Construction and Renovation, Operations, Storage, etc. are few examples of Indirect categories. Click on " ▸ " to see all the lower-level categories under Indirect.
- **MEDICAL CONSUMABLES:** Allergy, Anesthesia, Breathing and respiration …. etc. are few examples of medical consumables categories. Click on " ▸ " to see all the lower-level categories under Medical Consumables.
- **MEDICAL ENGINEERING**: Medical Equipment, Spare parts and accessories etc. are few examples of Medical Engineering Categories. Click on " ▸ " to see all the lower-level categories under Medical Engineering.
- **PHARMACY:** The clinical goods that are stored in a pharmacy can be categorised under the Pharmacy Category. Click on " ▸ " to see all the lower-level categories under Pharmacy.
- **WAREHOUSE AND LOGISTICS**: Movable equipment of warehouse can be categorised under this Category. Click on " ▸ " to see all the lower-level categories under Warehouse and Logistics.

➢ **Step 8: Complete Questionnaire Section**

Enter below listed mandatory details:

- All Questionnaire sections must be fully completed.
- ICV status should have been selected under "Business Classifications", to get the ICV related questionnaire

Questionnaire

7 | 7

| Conflict of Interest ✓ | General ✓ | Legal Proceedings ✓ | Company's Authorized Business Signatories ✓ | Bank Supporting Document ✓ | Other Information ✓ | › |

Section 1 of 8

1. Do you or someone in your company have any relative working at Cleveland Clinic Abu Dhabi?
Required

○ a. Yes

◉ b. No

2. Do you know anyone working at Cleveland Clinic Abu Dhabi, who has any financial interest?
Required

○ a. Yes

◉ b. No

3. Do you have other potential conflicts of Interest?
Required

○ a. Yes

◉ b. No

End of Section 1 of 8

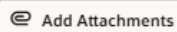Last updated 2 minutes ago   Cancel   Save   **Submit**

Company Details

Contacts

Addresses

Business Classifications

Bank Accounts

Products and Services

Questionnaire

Click the [📎 Add Attachments] icon to add attachments, as required in some of the questions

Drag and Drop option is availble to add attachments or through URL.

Note: Based on ICV status selected under "Business Classifications", list of Questions will default in the ICV questionnaire section

Note: In case any mandatory section or questionnaire is skipped (except Bank Account details) or left incomplete, the system will give an error message to provide the incomplete information or details as shown below.

Bank account 1   🗑

🚫 **Some issues need your attention**   ✕

You must enter 23 characters in the IBAN field. (CE-660080)

🚫 **Some issues need your attention**   ✕

Respond to question 9 in the Company's Authorized Business Signatories section of the questionnaire.

Once the required details are filled, Supplier can click on "**Save**" to revalidate the data or proceed to "**Submit**" the registration request.

Cancel   Save   **Submit**

Once the final submission is done, with no errors, system will automatically share the **Registration Request Number** for Supplier's reference.

Success

Your registration request 66001 was submitted.
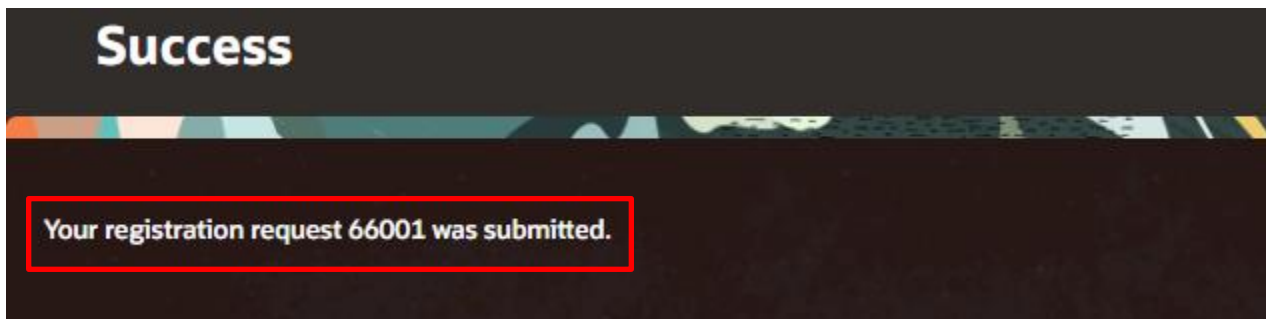
4. External Supplier Registration Status Tracking

Once the supplier submits the registration request, system will automatically share the **Registration Request Number** for Supplier's reference. Supplier can keep this reference number for further clarification (If needed).

Step 1: If Approver returns the registration request for more information (If any), then supplier will get the notification as shown below.

FW: Action Required: Supplier Registration Request 60001 Requires Additional Information

كليفلاند كلينك أبوظبي
Cleveland Clinic Abu Dhabi
Brought to you by M42

Approver request for more information

Dear Supplier,

Your supplier registration request **60001** requires additional information.

Please provide the same and resubmit your registration request using the link provided in this email.

Comments	Please attach updated bank letter
Request Number	60001
Request Date	Please attach updated bank letter
Requested By	dambatti@solutionsplus.ae
Company	The Apple Unit38

Recommended Action

Please Update your supplier registration request with additional information requested.
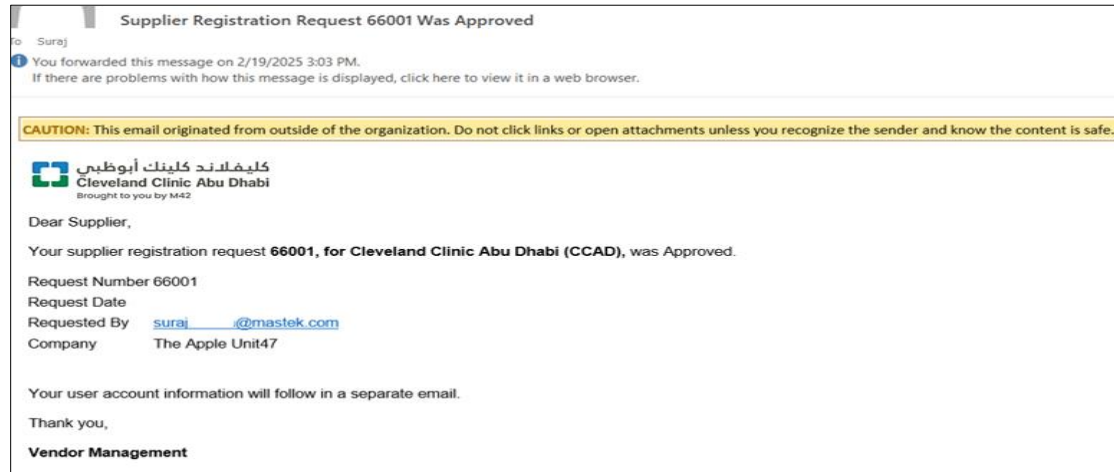
Thank you,

Vendor Management

Step 2: Approver approves the registration request.

Once the registration request is approved, then the supplier should receive the following system generated emails as shown below.

> **Approval Confirmation**


> **Welcome E-mail to reset password**

5. Supplier Portal

1. Open Browser
2. Enter URL: https://login-ewmp-saasfaprod1.fa.ocs.oraclecloud.com/
3. Enter Credentials & Click on Sign In

Navigation: Home >> Supplier Portal >> Supplier Portal

Click on "Supplier Portal" and refer to the user manuals with respect to specific tasks as highlighted below

- **Task:** Tasks list links are included for activities you can perform in Supplier Portal, including **manage profile (change/update supplier profile). Refer to the Supplier Profile Change User Manual** in Supplier Portal – refer below screenshot).
- **Search**: search for specific items such as orders, agreements, and shipments
- **Requiring Attention**: Provides broad visibility into the most urgent matters
- **Recent Activity:** Provides an overview of important information about ongoing activities
- **Transaction Report:** Purchasing, Payment and Invoice amount related information
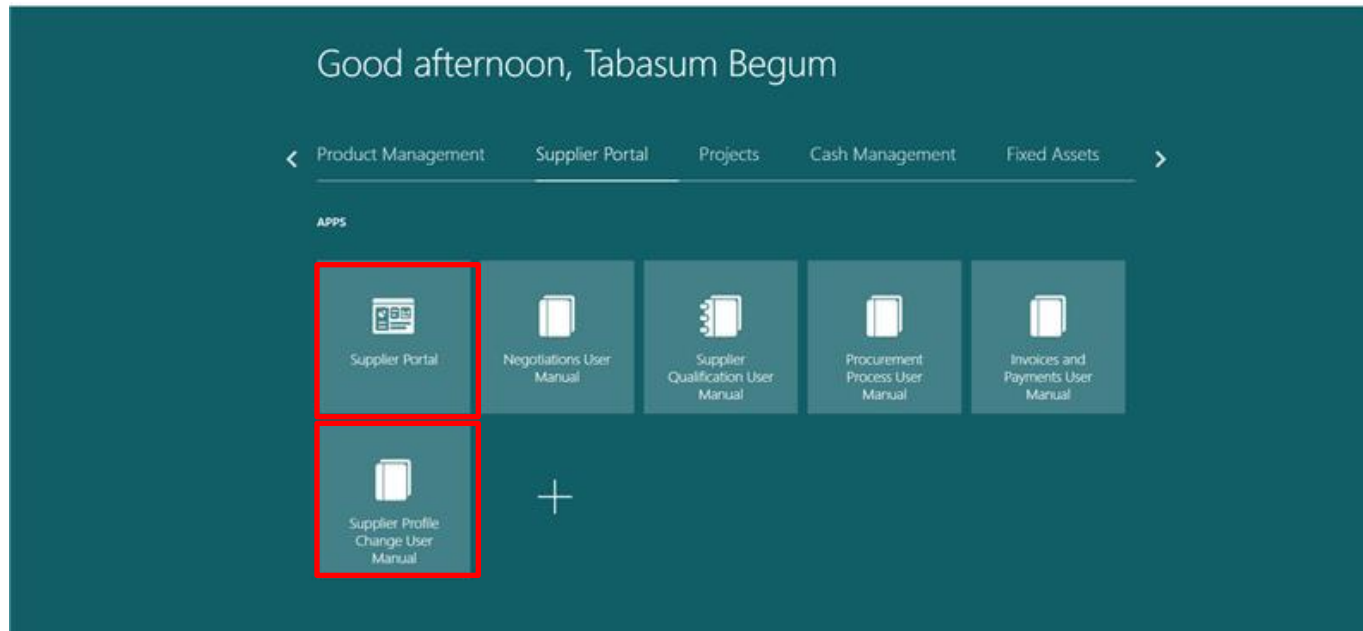
Supplier Portal

Search [Orders ▾]   Order Number [   ] 🔍

Tasks

Orders

- Manage Orders
- Manage Schedules
- Acknowledge Schedules in Spreadsheet

Agreements

- Manage Agreements

Channel Programs

- Manage Programs

Shipments

- Manage Shipments
- Create ASN
- Create ASBN
- Upload ASN or ASBN
- View Receipts
- View Returns

Contracts and Deliverables

- Manage Contracts
- Manage Deliverables

Consigned Inventory

- Review Consumption Advices

Invoices and Payments

- Create Invoice
- View Invoices
- View Payments

Negotiations

- View Active Negotiations
- Manage Responses

Qualifications

- Manage Questionnaires
- View Qualifications

Company Profile

- Manage Profile

Requiring Attention

60

1
17
37
5

- ■ Negotiation Responses
- ■ Questionnaires
- ■ Negotiations Closing Soon
- ■ Negotiation Messages

Recent Activity
Last 30 Days

Negotiation invitations	13
Negotiation responses awarded or rejected	11

Transaction Reports
Last 30 Days

⚡

No data available

Important Supplier Updates

3. Manage Supplier Profile

Supplier can view or update any information like Organization details, Contacts, Payment or Bank Account details, Business Classifications, Address, Product and Services, etc., through the Supplier portal; and add attachments of Business Certificates and other relevant documents.

Navigation: Home >> Supplier Portal >> Supplier Portal
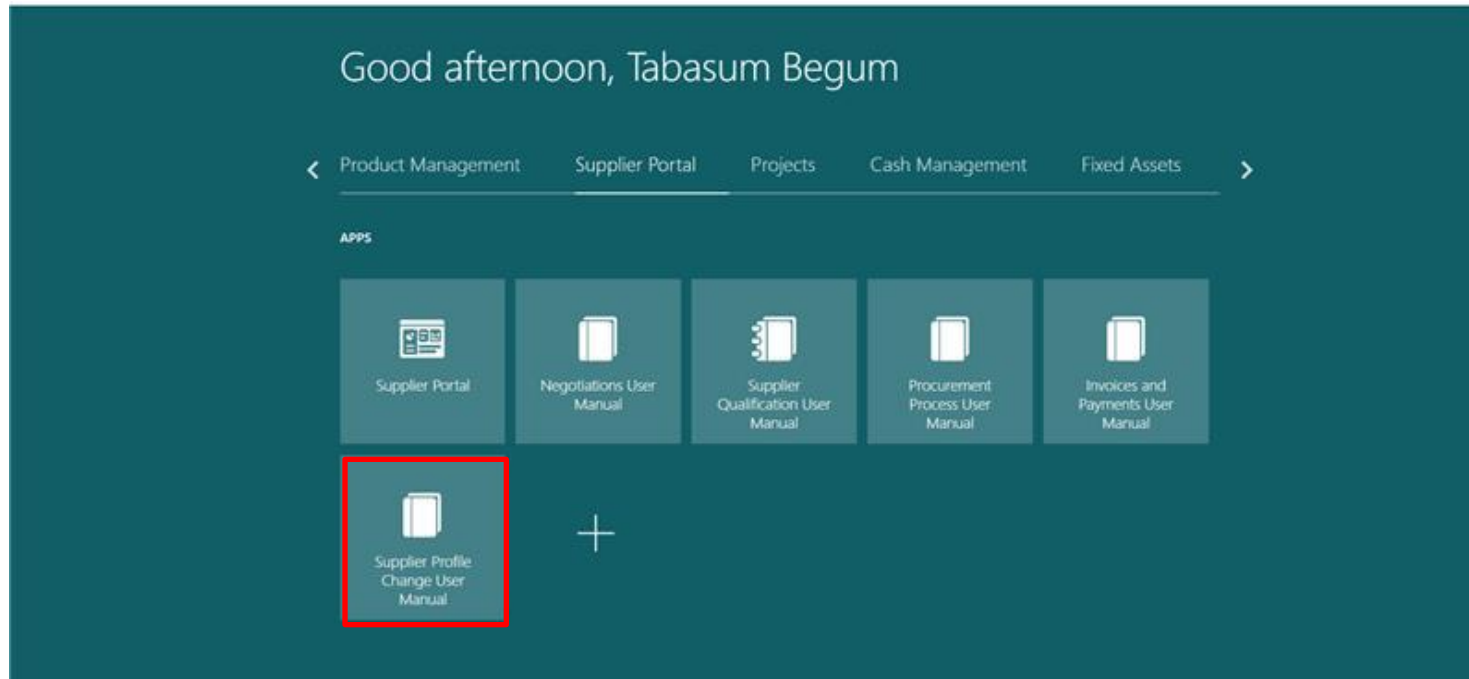
Step1: Navigate to "Manage Profile"

Navigate **Task > Company Profile > Manage Profile**

Company Profile

- Manage Profile

Organization Details update

Step 2: Click "Edit" to initiate profile change request

System will give a warning message for profile change request.
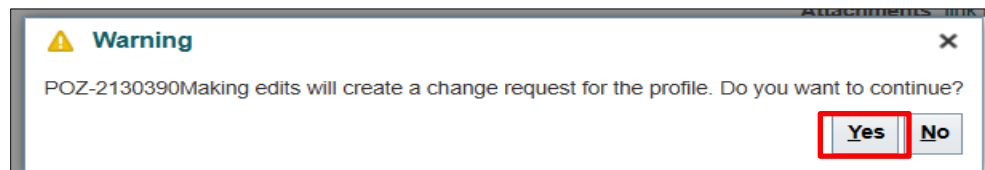
Change the details as required

Note: In case of <u>Bank Changes</u>, 'Change Description' and 'Bank Attachment' are <u>mandatory</u>

Important: In Organisational Details > Additional Information > **Business Unit**

- If Supplier is doing business with CCAD, the Business unit should be selected from drop down options as **CCAD**
- If Supplier is doing business with M42, then Business unit should be selected from drop down options as **M42**
- If Supplier is doing business with CCAD and M42 both, then Business unit should be selected from drop down options as **Both**

Address Details Update

Click on "+" to add new address or click on pencil icon to edit the existing address details.
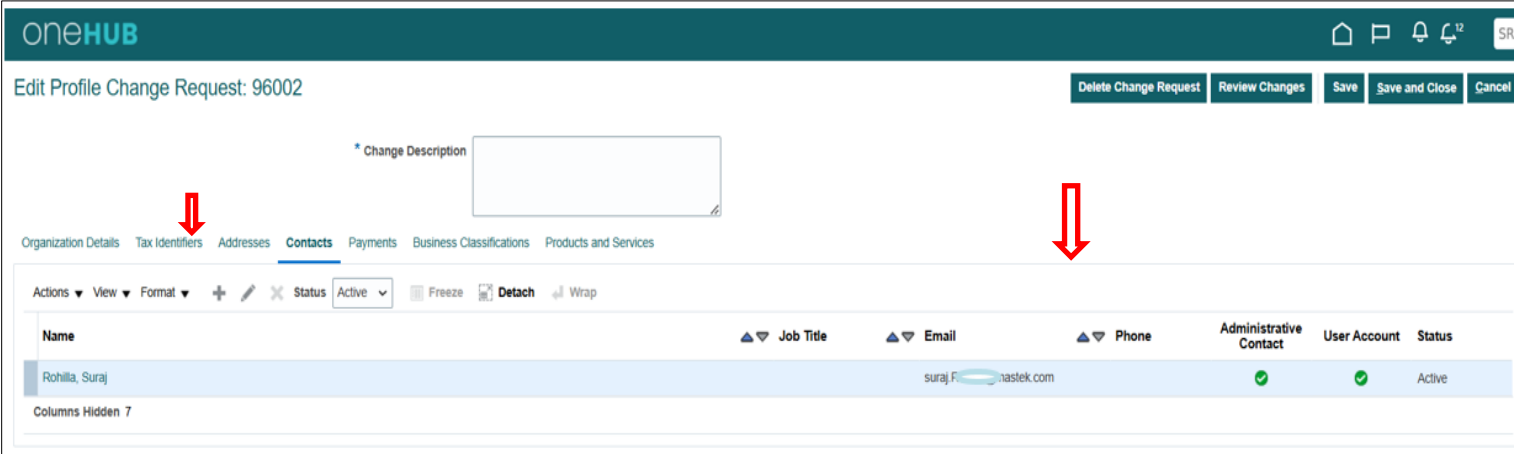
Contacts Update

Steps to add or update the existing Contact

1. Click the "**Contacts**" Tab

2. Click the "➕" icon to add a new contact or ✏ icon to edit an existing contact

Bank Details Update

Steps to add Bank details, update bank details and Inactivate the existing bank details under 'Payments' section:

    a.   Update Bank Details

        Existing bank details can be updated by clicking on " ✏ " icon.

    b.   **Add new Bank Accounts:**

Click ✚ to add details
Enter below listed mandatory details:

- Country
- Bank Name
- Bank Branch
- Account Number
- IBAN (For UAE Supplier)
- Currency
- Account Holder Name
- Bank Letter and Bank supporting document attachment

Note: Please note that the request may be denied if all the above mandatory details are not provided.

c. **Inactivate the existing bank account:**

Existing bank details can be updated by clicking on " ✏ " icon. Enter the Inactive date

Business Classification Update

Steps to add New or Update Existing Business Classifications:

Click on **+** to add new business classification details or update existing details; and add business certificate attachments (mandatory)

Product and Services Update

Steps to Add Products and Services:

1. In **Product and Services,** system will show options to supplier, to **"Select and add"**.

Review and Submit Profile Change Request

Steps to Review Changes and Submit Request

Click on **"Review Changes"** and click on **"Submit"** to send to approver for Supplier Profile Changes.

Once the profile changes have been approved, the status of the Profile Change Request will change from "**Pending Approval**" to "**Processed**"

8. Supplier Registration with same Tax Registration Number (Applicable only for Group Companies)

Note: While doing the supplier registration for a group company or sister company, supplier should **not enter the Tax registration number**, if any one of the group companies is already registered with M42 group or CCAD. (As shown in below screenshot)

Manage Suppliers

Overview | Manage Suppliers ×

Manage Suppliers ⑦

▲ Advanced Search

Basic | Manage Watchlist | Saved Search | All Suppliers ▼

** At least one is required

** Supplier
** Taxpayer ID
** Tax Registration Number | 100002141800003
** Creation Date | Between ▼ | dd-mmm-yyyy | - | dd-mmm-yyyy

** Supplier Type
** Tax Organization Type
** Business Classification
** Products and Services

Search | Reset | Save... | Add Fields ▼ | Reorder

Search Results

Actions ▼ | View ▼ | Format ▼ | + | ✎ | ⊞ | ⊡ | ⊞ Freeze | ⊞ Detach | ⊣ Wrap | Register Supplier

Supplier	Supplier Number	Alt Na	Bu Re	Parent Suppli	Creation Date	Inactive Since	Tax Registration Number	Tax
QUARE PROPERTIES LLC	12557	S...			20-May-2024		100002141800003	
PROPERTIES LLC	12940	S...			10-Jun-2024		100002141800003	CN-
INVESTMENT COMPANY LLC	12789	S...			20-May-2024		100002141800003	CN-

---

Company Details

Mandatory Fields for UAE Suppliers: Trade Licence Number and Tax Registration number (as applicable)

Company
The Apple Unit40

Website

Country
United Arab Emirates ▼

Taxpayer ID
CN-647569

Tax Registration Number

Enter 50 or fewer characters.

D-U-N-S Number

Organization Type
Corporation ▼

Supplier Type
Supplier ▼

Note to Approver