Registered Supplier Guide

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مؤسسة الإمارات للطاقة النووية
Emirates Nuclear Energy Corporation

شركة براكة الأولى ش.م.خ
Barakah One Company PJSC

شركة نواة للطاقة
Nawah Energy Company

Contents

1. Introduction to ENEC Enterprise Supplier Registration Process

The ENEC Enterprise Supplier Registration process is centralized through the ENEC Commercial Directory system. The Directory provides a single online location where suppliers can register with ENEC and its subsidiary companies in a fast and efficient manner to be able to:

- Work with ENEC, Nawah Energy Company and Barakah One Company
- Update supplier company profile
- Receive automated expiry reminders of trade related certificates; and
- Receive communications from the Supplier Relationship Management team.

As a registered Supplier in The Enterprise (a general term covering ENEC, Nawah, and BOC) Commercial Directory, you will have your Username and password already sent to you through the system via an automated email.

Kindly be reminded that being a registered supplier with the ENEC Commercial Directory does not guarantee an invitation to participate in tender opportunities.

You can access your profile through an easy-to-use link available on ENEC's website. Please open a web browser and navigate to

ENEC website → Suppliers Tab → Registered Suppliers

Click on the link "Click here to login to the ENEC Supplier Portal" and the page below will appear.

In this Guide we will show you how to do the following:

- Login to your organization's profile
- Review and Update your organization's profile
- Respond to a Request for Information (RFI)
- Respond to a Request for Quotation (RFQ)
- Access and View Purchase Orders (POs)
- Upload Invoices for your Purchase Orders

2. Supplier Record Management Prerequisites

2.1 Supplier Obligation

- It is the Supplier's responsibility to provide all required and valid organization details and documentation, and a hand signed scanned copy of the valid Non-Disclosure Undertaking (NDU) at registration and and update the same at least once a year, to maintain its registration in the system to avoid any action that will be taken as a result of non-compliance with the applicable requirements. In application of our internal procedure, the failure to register due to incomplete or invalid documentation will result in their suspension.

- It is the Supplier's responsibility to ensure all provided details and documents contain the complete legal name of the company that is being registered as per the latest valid Trade / Commercial license. And any changes to the legal name of the supplier organization after registration needs to be communicated to ENEC Enterprise SRM team through an official company letter with a notarized Power of Attorney (POA) of the letter's signatory.

- It is the Supplier's responsibility to ensure all provided bank and UAE tax related details are accurately entered as per the instructions in this document, and account name is as per the supplier organization's latest valid Trade / Commercial license. And any changes to the registered bank details of the supplier organization after registration needs to be communicated to ENEC Enterprise SRM team through an official company letter with a notarized Power of Attorney (POA) of the letter's signatory, and a bank letter with all details relating to the new bank account.

- It is the Supplier's responsibility to ensure all provided certificates and licenses have the complete legal name of the supplier organization being registered as per the latest valid Trade / Commercial license, otherwise such document will not be considered for registration or other processes that succeed it.

2.2 Supplier Organization Documents Needed when Updating Record

1. Trade License and/or Commercial Certificate - **no** alternative document is accepted

   - UAE based Companies – DED Trade License with an expiration date no less than 3 months from date of registration.

   - Overseas based Companies - legal commercial registration in their home country from authorized governing body, if document contains an expiration date then it should be no less than 3 months from date of registration, and if it is not in English language then an English translation needs to be provided

   - UAE Free Zone Companies –

     o Abu Dhabi based companies need to provide a valid Abu Dhabi DED issued Dual Trade License

     o Other Emirates based companies need to provide license from the respective Free Zone Authority and completed Non-Abu Dhabi Free Zone Company Declaration (for Free Zone companies based in other Emirates).

2. ENEC Enterprise Non-Disclosure Undertaking (NDU)

The ENEC Enterprise NDU is a non-negotiable mandatory agreement signed by the supplier organization authorized representative. This ensures that in any point in time before a contractual agreement is made that information related to ENEC Enterprise or any of its affiliates or its operation is not disclosed.

According to your organization's country / country of commercial license download the relevant NDU document. The ENEC NDU template is downloadable on ENEC Supplier Registration Page: https://www.enec.gov.ae/suppliers/new-supplier-registration/

There are two versions of the NDU document:

a) Non-Disclosure Undertaking Form (for UAE suppliers)
b) Non-Disclosure Undertaking Form (for Non-UAE suppliers)

Important Notes:

* Fill the downloaded template with information pertaining to your organization as per the valid Trade/Commercial License

* In the registration questionnaire upload a hand signed scanned PDF copy of a valid NDU **Digital / Electronic/Cropped Image Signature on the document is not acceptable.**

* Ensure that the signatory of the signed NDU is mentioned in the associated public notarized Power of Attorney (POA) document.

* It is the responsibility of the supplier representative to ensure that when the NDU expires that the latest copy is downloaded from the ENEC website's supplier page and uploaded in the supplier organization's profile

* Irrelevant of past or existing contractual agreements with any of ENEC Enterprise entities, a valid signed copy of the ENEC NDU **must** be maintained during the supplier organization's presence in the ENEC Enterprise Commercial Directory.

* In application of our internal procedures, the failure to provide and maintain a complete and valid NDU document within the supplier profile will result in the temporarily suspension of the profile till a valid NDU document is uploaded. Temporary suspension does not prevent invoice payment, but prevents inclusion in RFQs, Tenders and Award.

3. Public Notarized Power of Attorney (POA):

Irrelevant of the signatory's relationship or position in the supplier's organization, a Power of Attorney (POA) confirms the identity of the person(s) to own the authority to sign legal and commercial documentation on behalf of the Supplier organization; such as the Non-Disclosure Undertaking (NDU), RFQ/Tender Offers, Purchase Orders, Invoices or changes to supplier organization legal name and existing bank details.

For Sole Proprietorship organization where the owner is the self-authorized signatory, then an alternative document is the Certificate of Establishment that mentions clearly the responsibility of the owner as a signee to commercial, legal and financial documentation in relation to the organization.

For any other type of organization, **no** alternative document is accepted for any other organization type.

In case the submitted POA is in a language other than English or Arabic, a legal translation of the POA to English along with the original POA must be attached.

Power of Attorney must be approved by the business's country of origin Court or Public Notary, and contains the following details:

- Name of the organization as per the commercial registration or trade license

- Signatory(ies) name of the and identification reference; such as passport number or personal identification number

- Signatory(ies) scope of responsibility as a signatory

- Signatory(ies) sample signature(s), and

- Public Notary or Court House seal / stamp

4. Bank Letter for Supplier Organization's Bank Account Details

   The Bank Letter must be on your Bank's Letterhead with bank's official stamped containing the following information:

For UAE based Suppliers	For Non UAE based Suppliers
1. Bank Full Name	1. Bank Full Name
2. Bank Branch	2. Bank Branch
3. Bank Address	3. Bank Address
4. Account Number	4. Account Number
5. Account Full Name	5. Account Full Name
6. Bank Key/ABA Routing Number	6. Bank Key/ABA Routing Number
7. IBAN Number	7. SWIFT Code
8. SWIFT Code	

5. UAE VAT Tax Registration Number (TRN) certificate - *only for UAE based companies*

   UAE-based suppliers applicable for UAE Value Added Taxation (VAT) must attach the Tax Registration Number (TRN) certificate

6. Company profile

   A brief profile/brochure detailing product and/or services offered, experience, major projects undertaken, etc.

3. Login to Organization Profile

As a registered supplier in the ENEC Enterprise Commercial Directory, the first step is to login to your organizations profile in SAP Ariba. Please follow the following steps:

1. Open web browser and navigate to **ENEC website → Suppliers Tab → Supplier Registration → Registered Suppliers**

2. Click on **Access the Supplier Portal** to access the Ariba Network:
   https://supplier.ariba.com
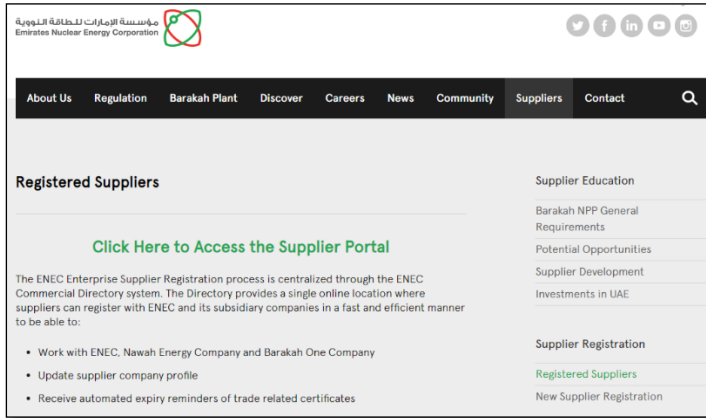
3. Enter the **Username and Password** –

Provide the Username and Password associated to your Ariba Network account
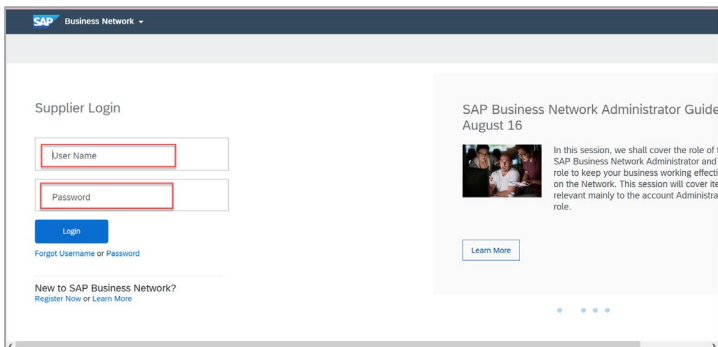
If you forgot the login **Username and/or Password** then follow the below steps:

- Forgot **Username** - click on **Forgot Username** option in Log in page of Supplier's network, and enter email address that was used for registration or you received our organization's SAP system email notification in, and follow the instructions on the screen.
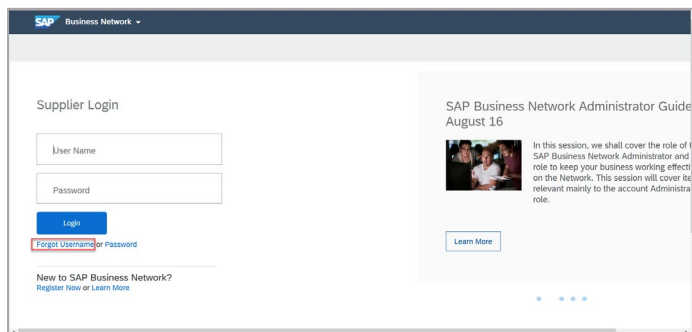
You will receive a system generated email notification to your registered email address of your Ariba Network account with the username.
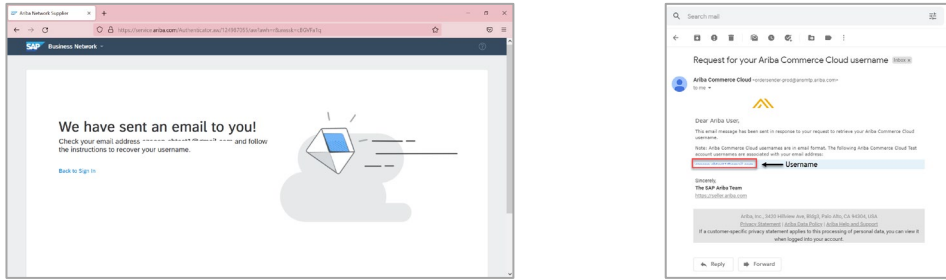
Return to the login page and re-attempt to login to your company's account with the username.

- Forgot **Password** - click on **Forgot Password** option in Log in page of Supplier's network, and enter email address that was used for registration or you received our organization's SAP system email notification in, and follow the instructions on the screen.
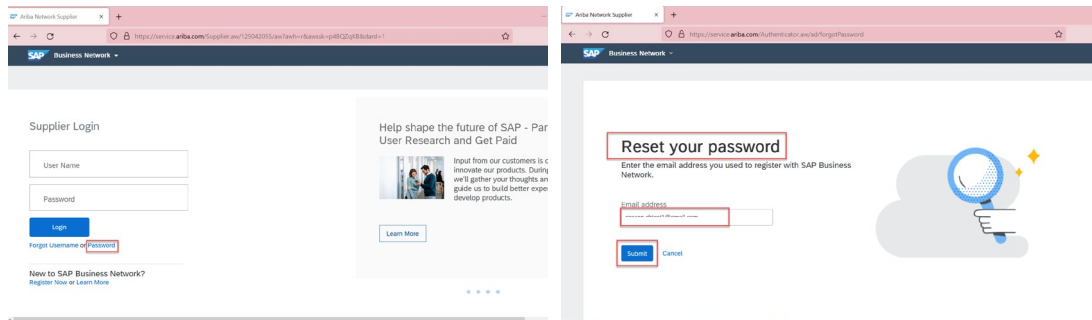
You will receive a system generated email notification to your registered email address of your Ariba Network account with the Password link to reset.
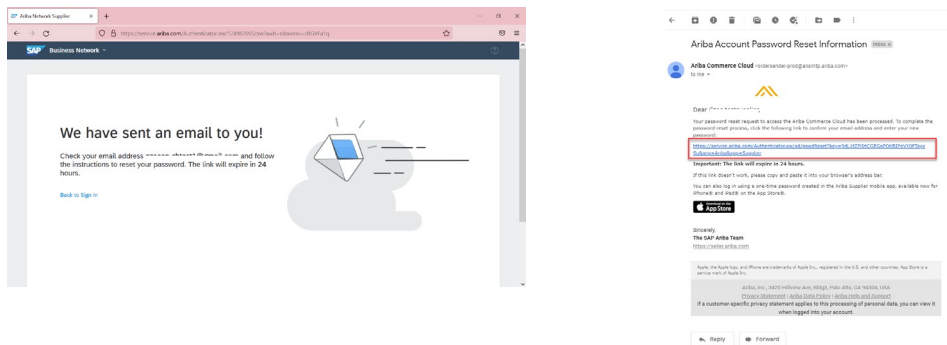
Select the link and enter the New Password Once the Reset is done. Login again with the Username and New Password set up.
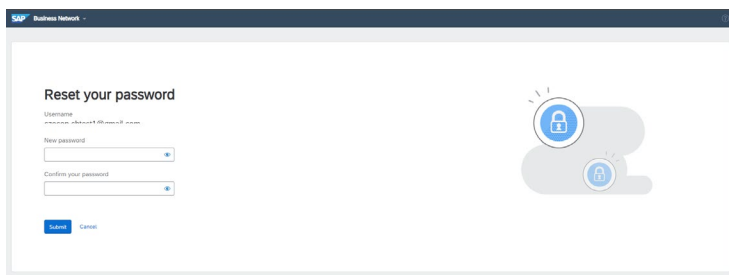
4. Respond to a Request for Quotation (RFQ)

1. You will receive a system generated email notification that you are invited to respond to an RFQ as shown below.

2. Select log in to log into your account, and enter the Username and Password associated to your Ariba Network.
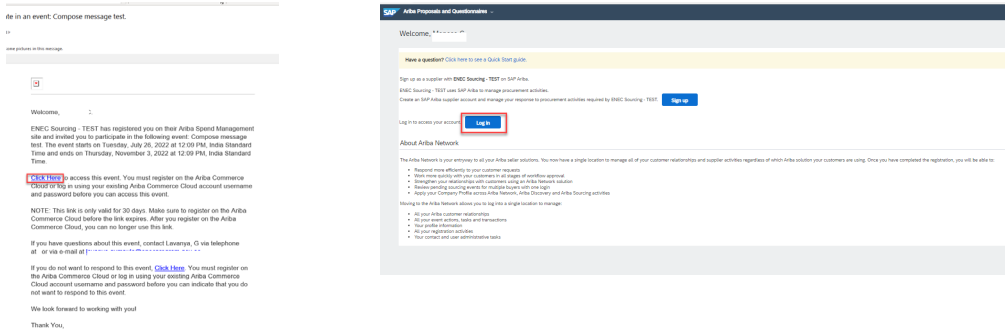
3. The screen will be routed to the RFQ, and select **Intend to Participate** to participate the event
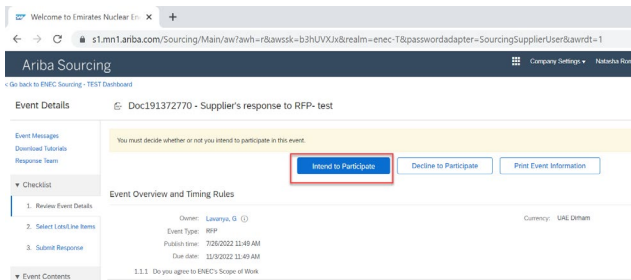
4. Choose the option **Select lots** to select the items for which you would like to quote price.
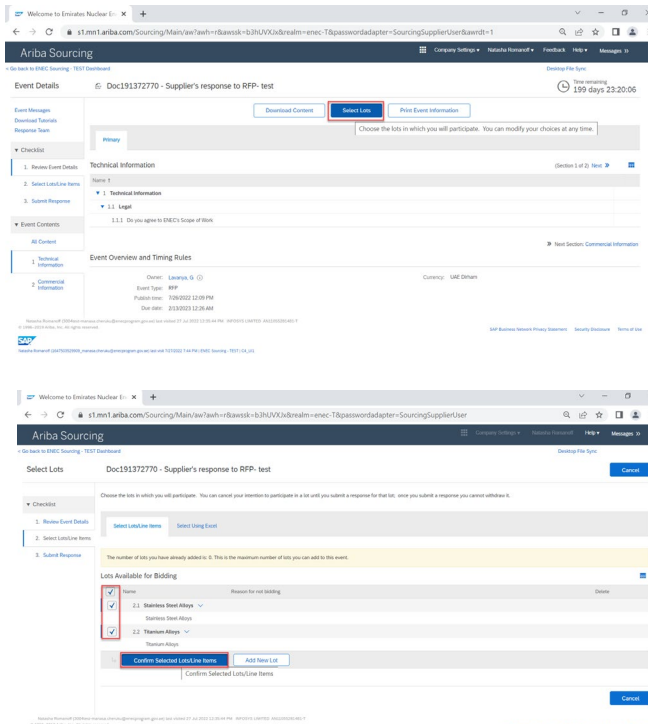
5. Enter all the information requested by the buyer in **All Contents** tab.

6. Click on **update totals** to check the extended price. This option would ensure to validate if any required information requested by buyer is by chance missed out by you.
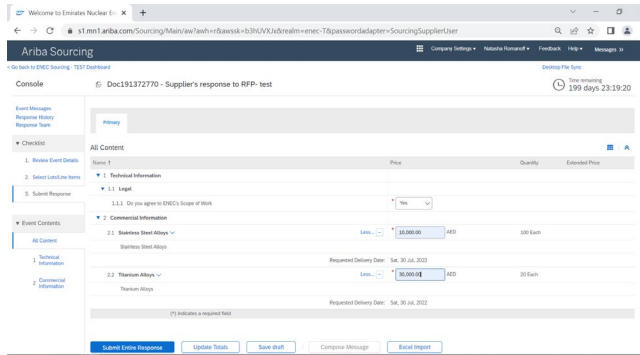
7. Once all the information is entered and ready to submit, Click on **Submit Entire Response** option
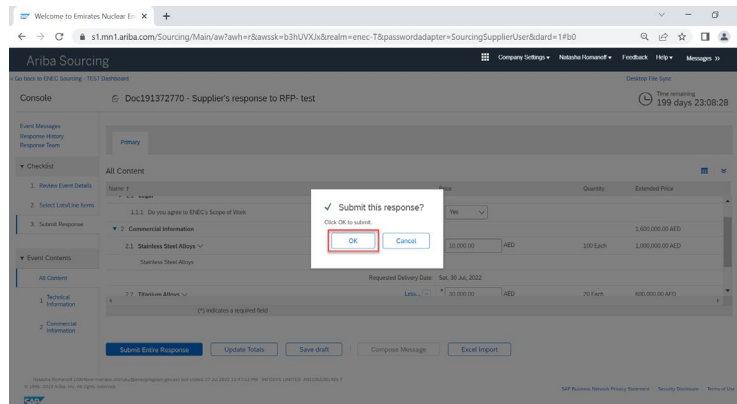
8. If you want to revise back the previous response submitted, you can use the option **Revise Response**

9. If you would like to provide alternative pricing to a different brand of the same item, you can opt for **Alternative Response** option.
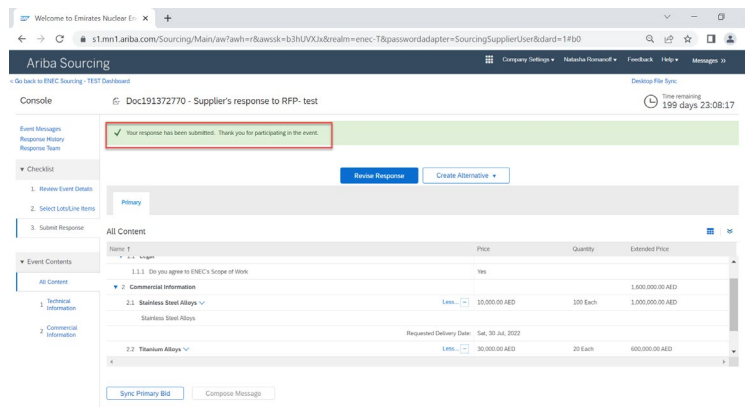
5. Access and View Purchase Orders (POs)

If this is the first time to login to access the Purchase Order, then you need to ensure that you correspond with the Buyer on which email address was the PO notification email sent to.

- **Accessing the Purchase Order for first time**

1. Search the respective buyer's Company or Purchase Order number in the inbox of your email address.
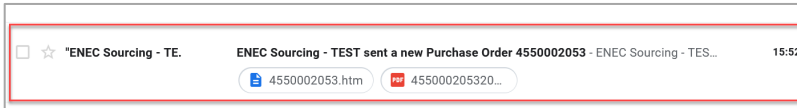
2. Open the Purchase Order and select process order option.
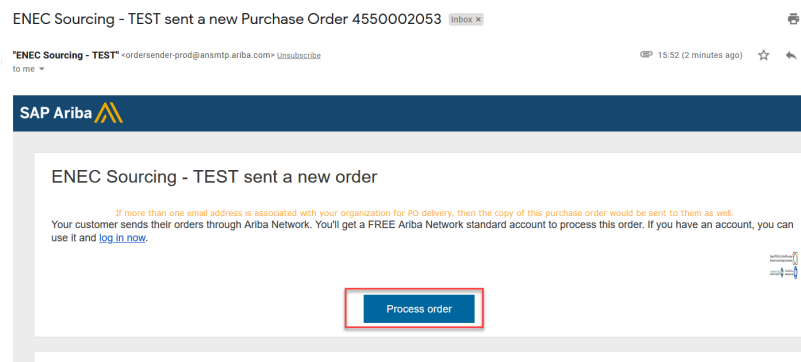
3. The page will be routed to Supplier network and will be asked to "Create new Account" if you are new to Ariba Network or "Use Existing Account" if you already have an existing account in Ariba network.
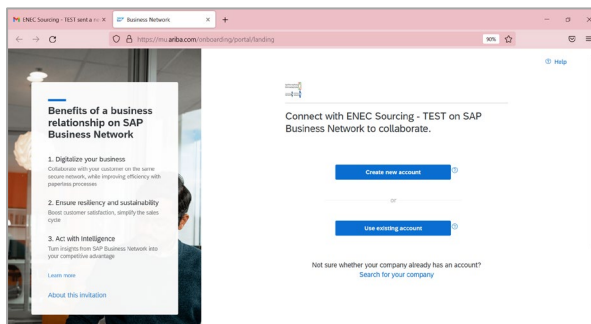
- New to Ariba Supplier network platform –

If you are new to Ariba Network, follow the below steps – opt for **Create New Account** to proceed in creating a new account in supplier network and fill in all the mandatory information in the window and click on **create account**.

Please note the **Username and Password** set up by you while creating the account, they **must** be used every time to log into supplier's Ariba Network.

Now you will have a new account created in Supplier's Ariba Network.

- Already have an Ariba Supplier network platform –

Click on **Use Existing Account** and log into the account using your existing login credentials. If you forgot login username or password follow the instructions in section 1 of this document.
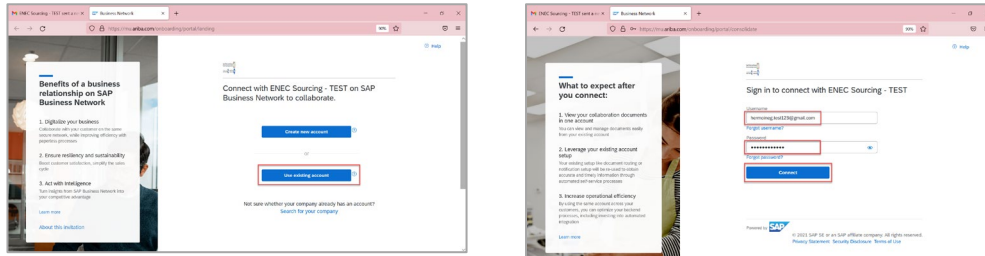

Select your **business role** from the dropdown list and click **Submit**.
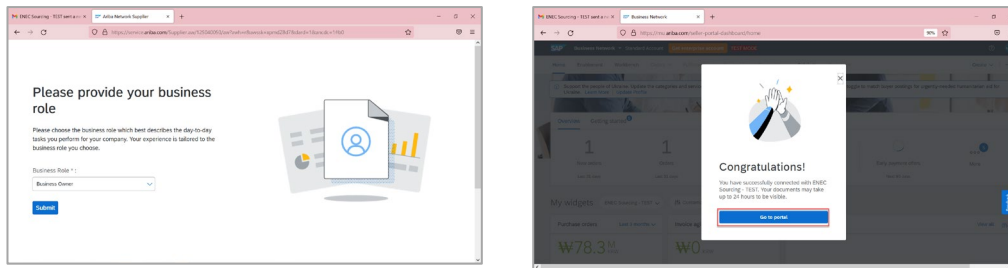
4. Upon login you will be able to view all the Purchase Orders associated to ENEC will be visible in the Ariba network.

5. A system generated email is sent to the registered email address notifying you that a trading relationship request has been established with your buying Organization as shown below.
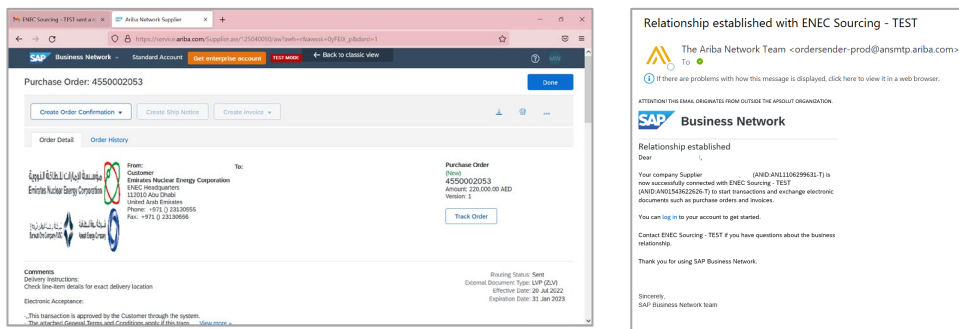
6. As the Purchase Order is accessed for the first time. You will receive a system generated email to the registered email address that the document sent is transferred to Username and Password provided by you.
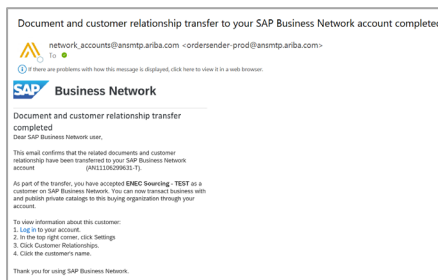
- **Accessing existing Purchase Orders in Supplier's Ariba Network**

1. Click on Access the Supplier Portal to access the Ariba Network https://supplier.ariba.com , and login using your username and password. If you forgot login username or password, follow the instructions in section 1 of this document.
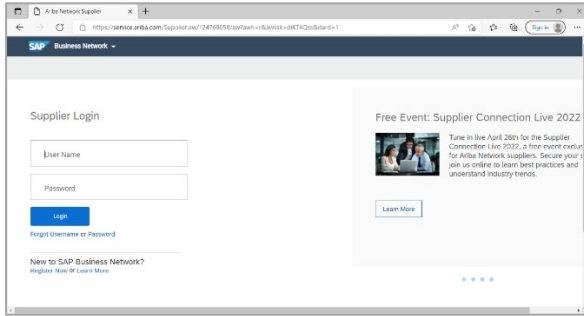

Important Note:
The Purchase Order is also accessible from the email address as well.
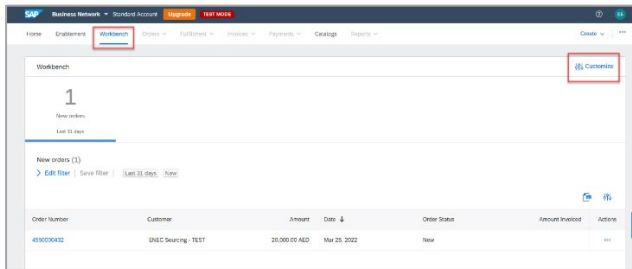
2. Access the Workbench according to the SAP Ariba Account (Standard/ Enterprise)

- **For a Standard Account –** if your company has an SAP Ariba Standard Account then you will route to the Dashboard; this will be indicated at the top of the screen. Go to the **Workbench** tab and add the tile called **orders** for you to access the Purchase orders associated to the account.
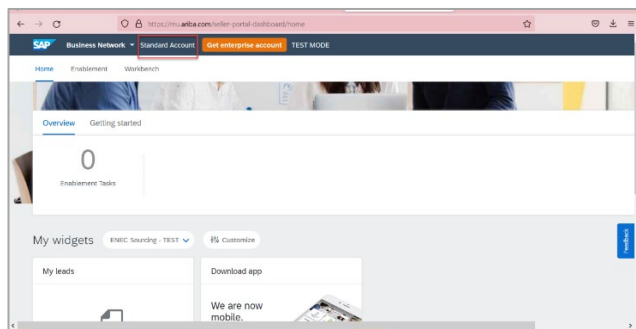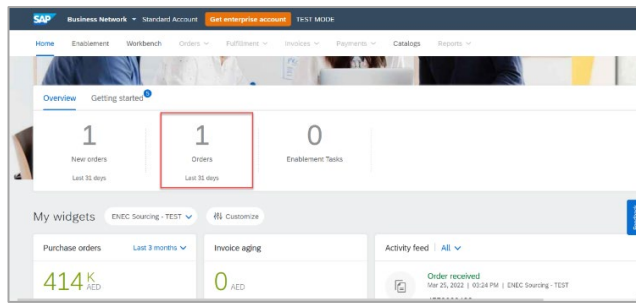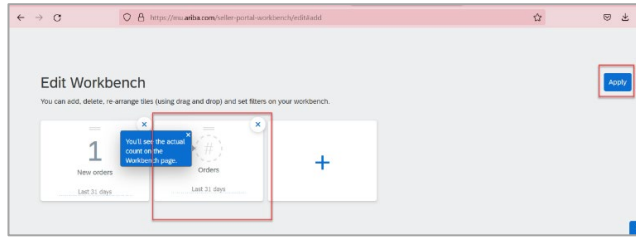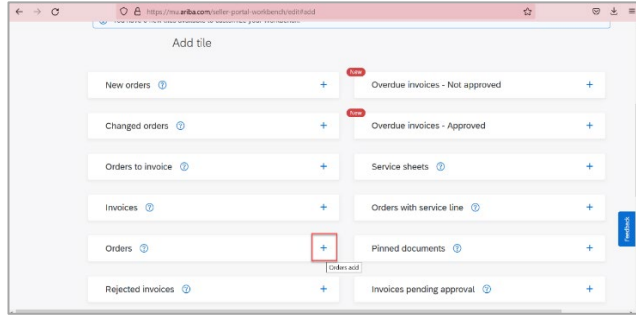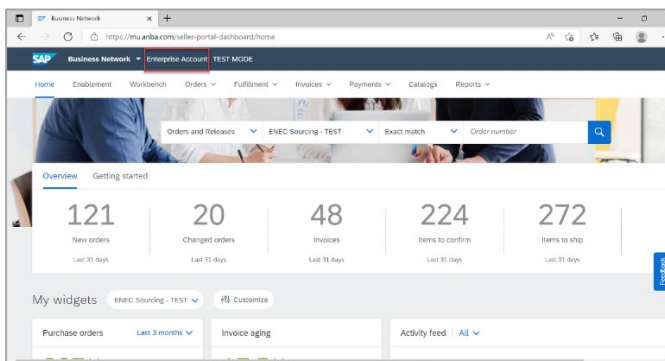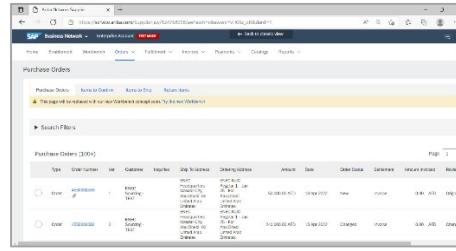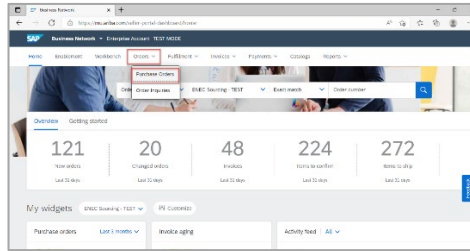
Upon completion of the above step the Purchase orders should be displayed as shown below
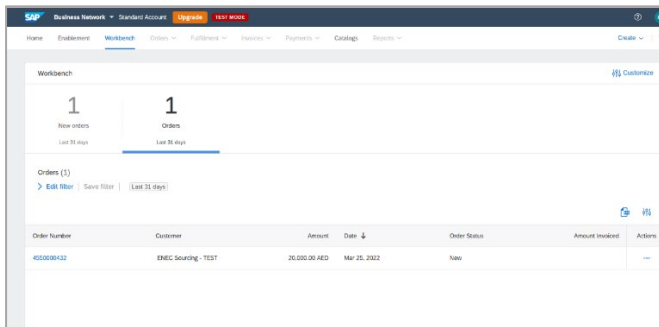
- **For an Enterprise Account -** If the supplier account is a paid SAP Ariba Enterprise Account, then the supplier's account will indicate at the top as the Enterprise account.

The list of Purchase Orders can be accessed from the Orders tab.
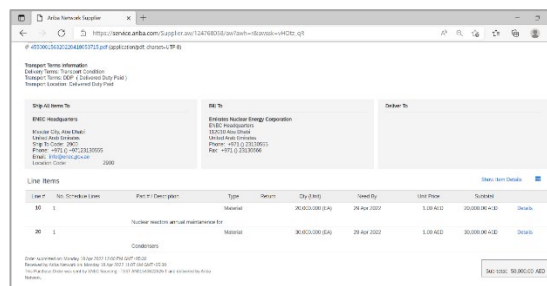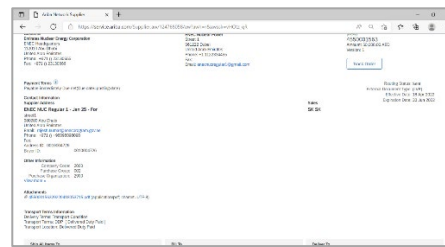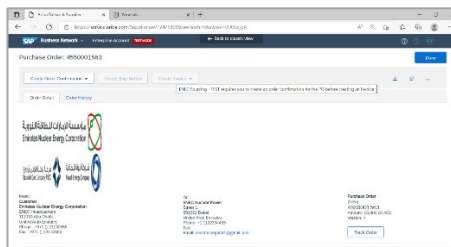
6. Order Confirmation

Important Note:

- The supplier will have to do the Order Confirmation compulsory before creating invoice.

1. Click on Access the Supplier Portal to access the Ariba Network https://supplier.ariba.com , and login using your username and password. If you forgot login username or password, follow the instructions in section 1 of this document.
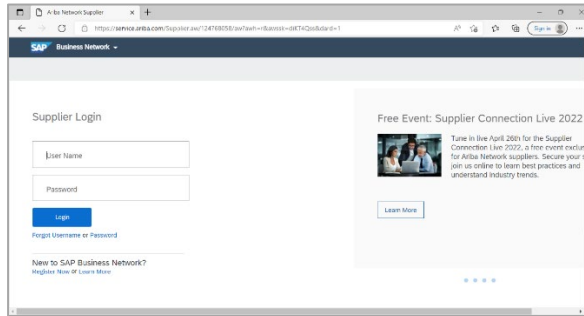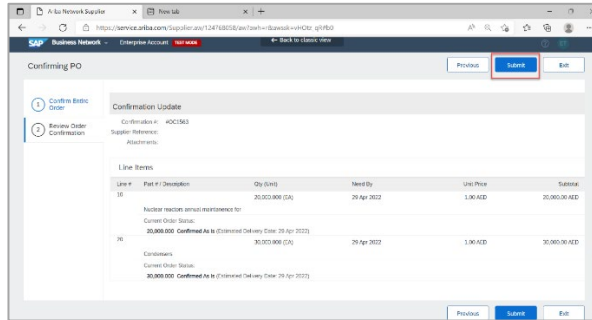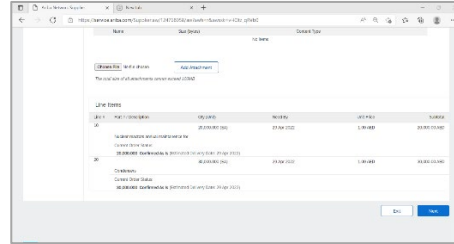

2. Access the Workbench according to the SAP Ariba Account following the instruction in section 5 of this document.

3. Open the Purchase Order and acknowledge it as shown in below.

4. **Confirm** or **Reject** the Order once its order details has been validated.
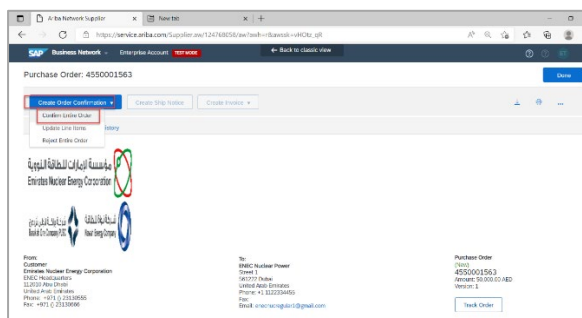
5.   Provide the **Confirmation reference** and **Delivery Date** and click **Next**.
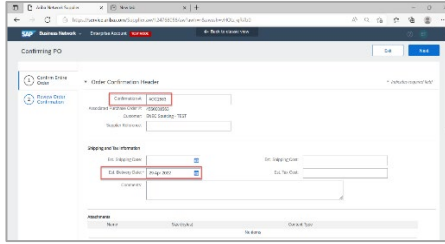
The Purchase Order Status is changed from New to **Confirmed**, and the Order Confirmation is updated in related documents

Important Note: Ship Notice is **not** required. The supplier can skip the creation of Ship Notice and directly create Invoice after Order Confirmation.
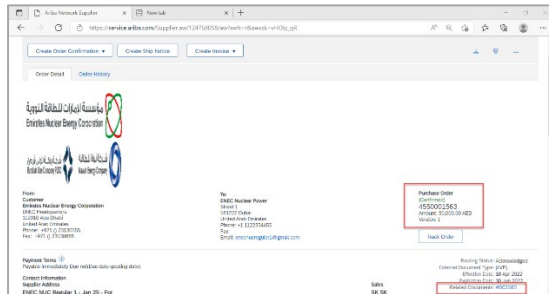
7. Creation of Ship Notice

Important Note:

- This action is only for Purchase Orders that are for the provision and delivery of materials, and is to follows the Order Confirmation steps in section 6 of this document and before the creation of an invoice.
- Do **not** follow the instructions in this section if your Purchase Order is solely for the provision of a service as per the detailed scope.

1. Click on Access the Supplier Portal to access the Ariba Network https://supplier.ariba.com , and login using your username and password. If you forgot login username or password, follow the instructions in section 1 of this document.

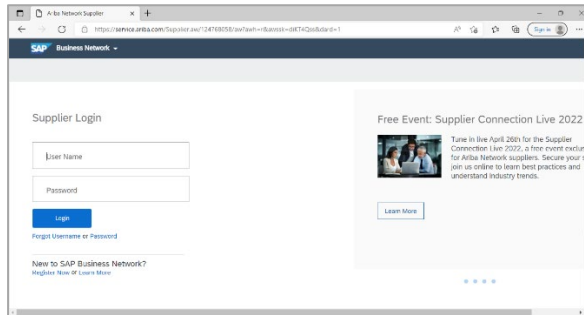2. Access the Workbench according to the SAP Ariba Account following the instruction in section 5 of this document.

3. Open the Purchase Order and click on **Create Ship Notice**, then enter the shipping details as shown below.
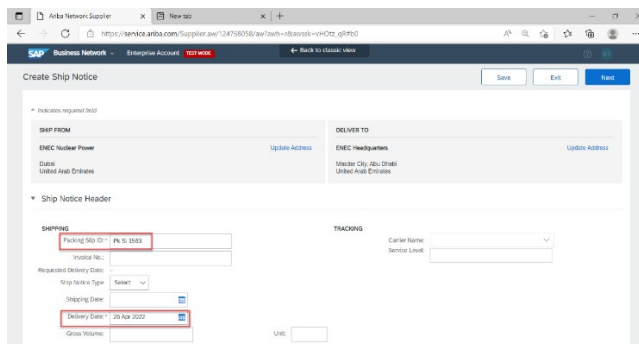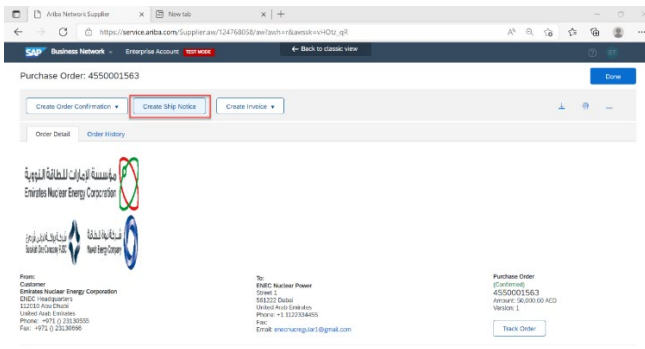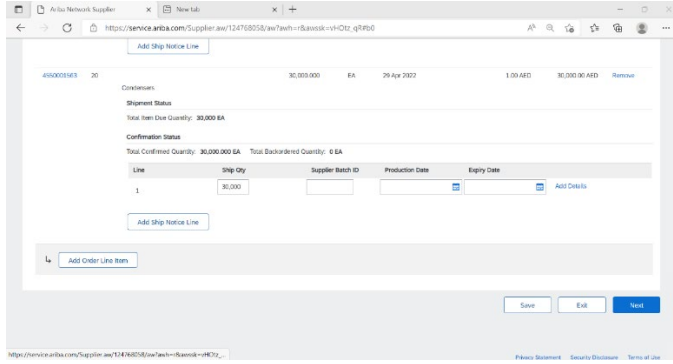
4. Once the information is filled, click on Submit. Now the status of the Purchase order is changed from Confirmed to Shipped. Once the goods are received by the buyer, the buyer will be creating GRN and posts the receipt from his system to Supplier.
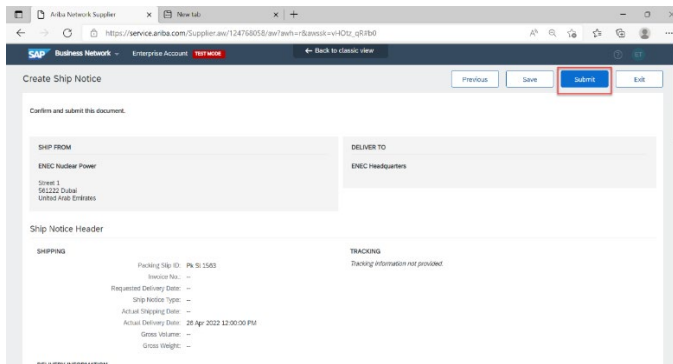
5. A system generated notification will be sent to the supplier's email to be notified in the Purchase Order where the status changes to received/partially received.
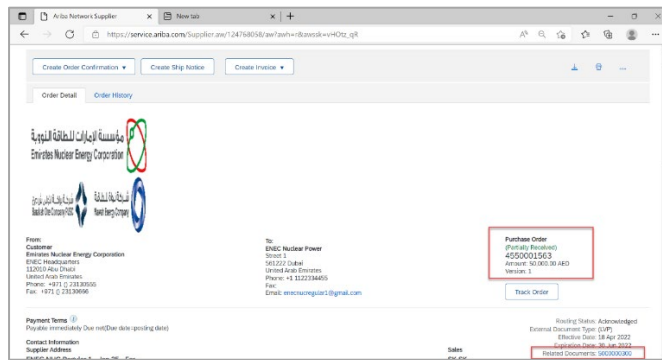
6. The Material Document/Receipt is also posted under related documents tab.
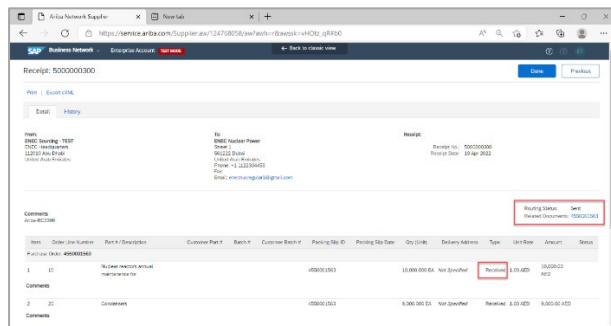
8. Upload Invoices of Purchase Orders

Important Note:

- This action is follows the Order Confirmation steps in section 6 and Ship Notice (for material related Purchase Orders) in section 7 of this document.

1. Click on Access the Supplier Portal to access the Ariba Network https://supplier.ariba.com , and login using your username and password. If you forgot login username or password, follow the instructions in section 1 of this document.
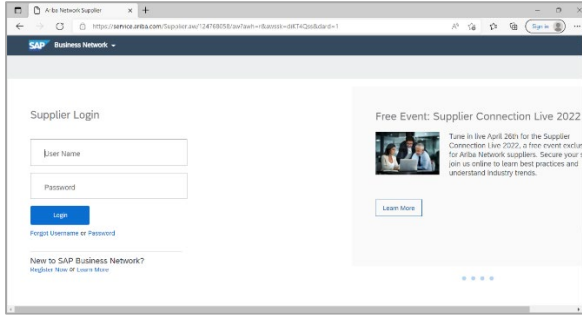

2. Access the Workbench according to the SAP Ariba Account following the instruction in section 5 of this document.

3. Open the Purchase Order and click on **Create Invoice**, then enter the invoice details and provide the relevant attachment of the invoice copy as shown below.
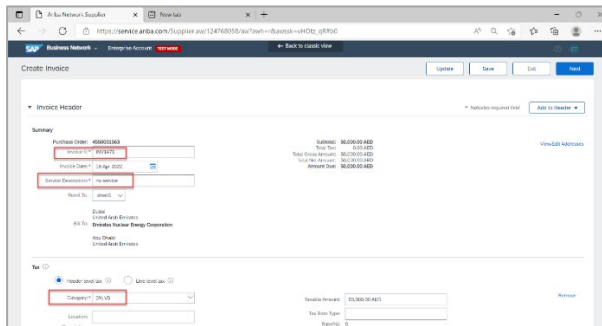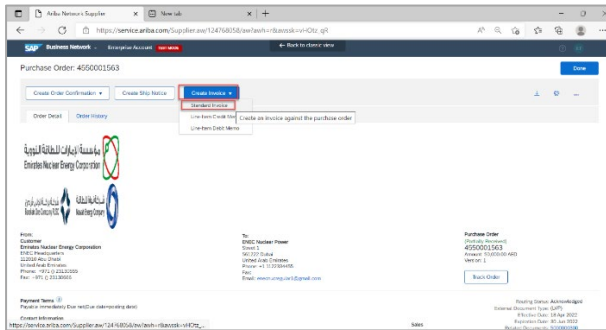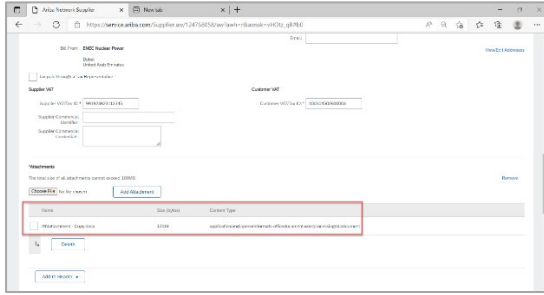
4. Provide the quantity that is received, click on **Update**.
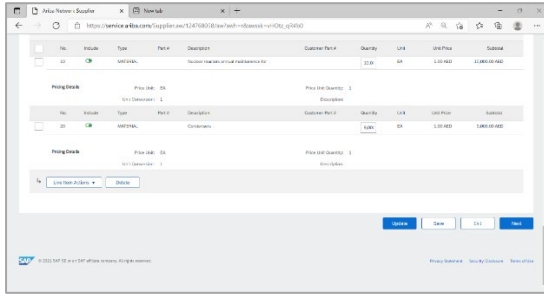
5. Click **Next** to verify the Invoice.
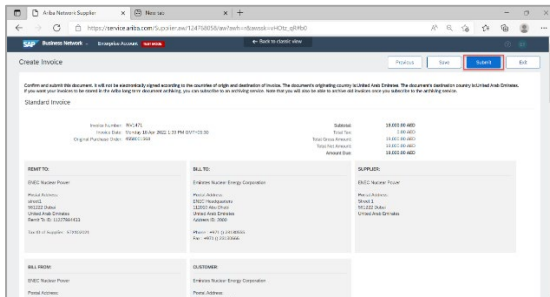
The status of the invoice has changes from partially received to **partially invoiced**.
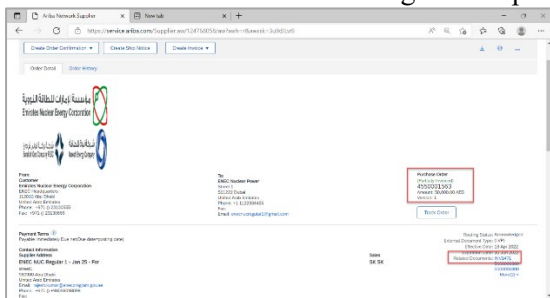
Note: If you face an error **"You must be VAT registered to be able to issue an invoice containing taxes"** then please follow the below steps.

1. Click the initials on the top right corner of Ariba Network home page.
2. Click Company Profile > Business tab.
3. Input your ABN number into ABN Number and Vat ID fields.
4. Tick the checkbox of VAT Registered.
5. Click on Save.

9. Issues you might face

If your organization has multiple contact persons registered in SLP, below are two cases which might occur at rare circumstances while accessing the Purchase Order for the first time

- **Issue 1:** Purchase Order has been sent to another contact from your organization, but you want the purchase order to be sent to primary contact person registered in SLP.

- **Issue 2:** Purchase order has been sent to Primary contact person from your organization, but you want the Purchase Order to be sent another contact person who is responsible in creating invoices.

  Solution:
  The Purchase Order email address which has been sent to wrong contact must forward the purchase order email notification to the right contact person. The right contact person should thereby process the order as per the below instructions. This solution is only applicable if the Purchase order is untouched and is in new status, and the Purchase Order is not accessed for the first time.

- **Issue 3:** If the Purchase Order has been sent to wrong contact person(who is not responsible in handling purchase orders) in the same organization and the supplier has accessed the Purchase Order and a trading relationship request is built with the buying organization.

  Solution:
  The purchase order which is already processed by wrong contact person cannot be transferred to right contact person of the organization. Therefore, the decision lies with supplier:
  o If the supplier is willing to continue creating the rest of the invoices for upcoming purchase orders in the same account, then he can continue to access purchase order with the wrong contact person's user credentials without losing previous documents created. However, this not a best practice approach and highly not recommended as it might cause severe compliance issue.
  o The supplier will have to contact the buying Organization to request a change in the email address and unlinking the TRR established for the previous account. The previous purchase order must be cancelled by the buying organization. Once the TRR has been unlinked and the same purchase order must be recreated by the buyer and is sent to the right email address.

- **Issue 4:** If the Purchase Order has been sent to a contact person who is no longer working in your organization/the email address is no longer in use/invalid and the purchase order is not accessed for the first time (TRR not established)

  Solution:
  Contact your buying organization to cancel the Purchase order sent to wrong contact person/invalid email address and create the same purchase order and push it to the right email address.

- **Issue 5:** If the Purchase Order has been sent to a contact person who earlier worked but recently left the organization

  Solution:
  To avoid such cases in the first place, you can create a parent-child account hierarchy in SAP Ariba, which is one parent account linked to any number of child accounts. This

allows the parent account in the hierarchy to manage information not only for that account, but also for the child accounts in the hierarchy:

To create an Account Hierarchy:

1. In the upper-right corner of the application, click [user initials] > Settings and select Account Hierarchy.
2. Click Link Accounts.
3. Click Request link with other accounts

If you select Request link with other accounts, you will then be prompted to complete additional information to find the correct account.

1. Enter the Company Name, ANID, or DUNS Number to search for accounts, or click Recommended Accounts at the top.
2. Click Review Profile To the right of any account in the search results.
3. Click Link as My Child or Link as My Parent Depending on which applies.
4. Enter a comment and click Send Request.

The request will be sent to the account you identified and will need to be approved to be linked.

Other Issues you may face:

- Duplicate username: You can access your existing account or create a new user account with a unique username by deselecting the **Use my email as my username** box under the **Email** field. Your username does not need to match your email address.

- Duplicate D-U-N-S (Data Universal Numbering System) number: You can leave the **DUNS Number** field empty during registration or contact the administrator of the account that already uses the same number. You can also add your D-U-N-S number on the **Marketing** tab of your **Company Profile** after registration.

- Account already merged when registering with an existing account: This occurs when you try to link to a sourcing buyer with an account that is already used on the buyer's site. You can contact your buyer to find the linked account and deactivate any duplicate account(s). Alternatively, you can create a new account.

- Different username and password expected when registering with an existing account: This occurs when you try to link to a sourcing buyer with an account that is different from the accounts used by others in your company. You can try to find the existing account by contacting your colleagues and/or the buyer. Alternatively, you can create a new account.

- Duplicate Account Warning: "We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account.": An account very similar to other ones that were created in the past is being created. Ariba shows this warning message to try to prevent users from creating duplicate accounts.

- Error: "There has been an issue connecting to the Sourcing Server. Please try to connect to the service later.": If you experience this error repeatedly, there is a conflict between information in the registered account and in the sourcing buyer's site. Your buyer might have some of your account information stored in a different account. Contact Ariba Customer Support to review the possible conflicts.