EAGLE HILLS
mSupplier - SUPPLIER USER MANUAL

Document Identifier	:	**EAGLE HILLS-TMP-UM**
Date Published	:	**09-06-2019**
Version Number	:	**V1.0**
Document Status	:	**Final Version**
Document Link	:	

LOGGING INTO MSUPPLIER APPLICATION

You can access the mSupplier application from the following hyperlink: https://supplierhub.eaglehills.com/

If the above URL does not link directly, cut and paste the URL into your browser. To provide easy access in the future, you may want to add save the URL to your desktop or add it your favorite's.
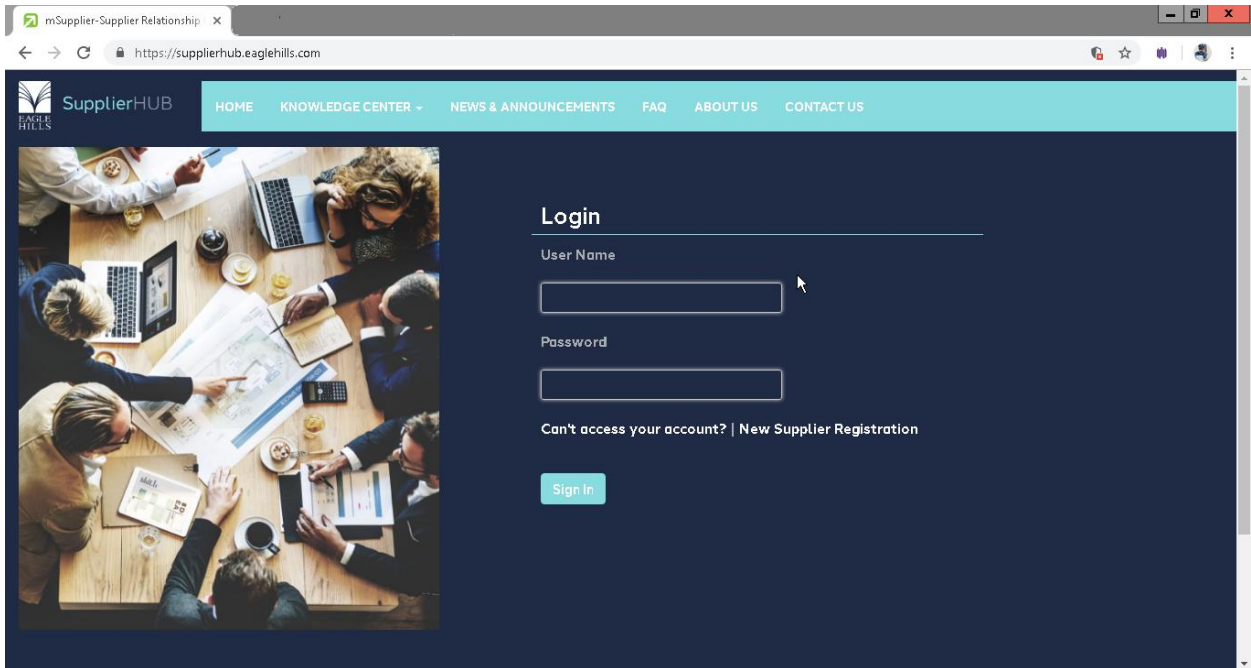
Login Page –

When you enter the mSupplier application, the first page you see is the login page. To log into the system, you must have a user account in mSupplier application.
If you don't have an account in the application, mSupplier application administrator will send you an invitation link through email for creating an account in mSupplier application.
If you have already had an account go to Logging in section to log into the system.

Note: If you haven't received any registration invitation email please contact EAGLE HILLS mSupplier application administrator.
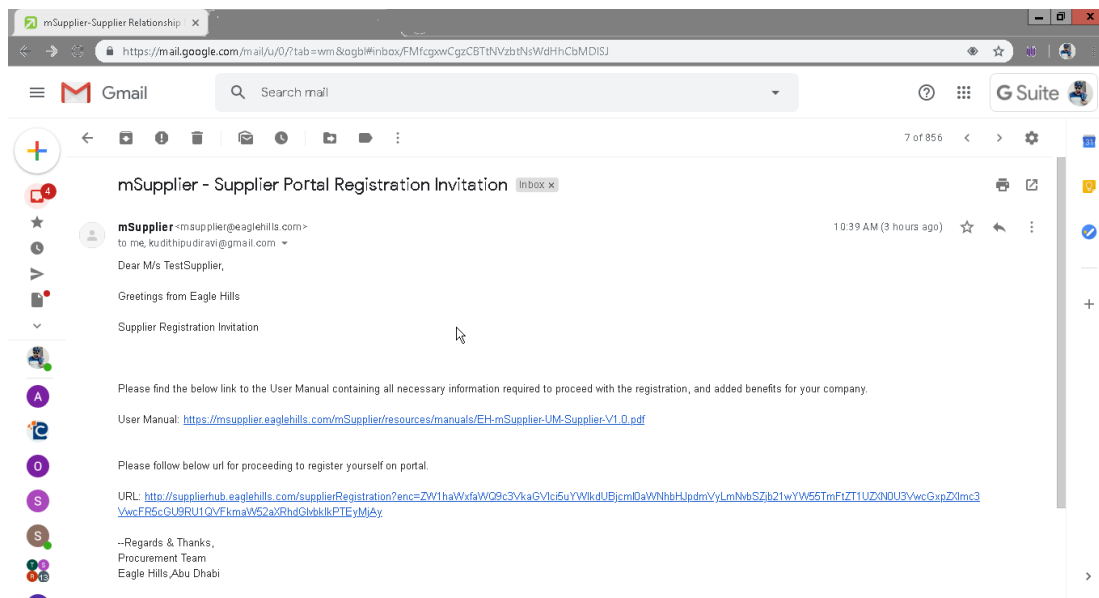
Registration Invitation Link

mSupplier application administrator will send a registration invitation URL link to your preferred email id provided by administrator.

Check your email inbox for invitation email from EAGLE HILLS mSupplier application with subject as "mSupplier-Supplier Registration Invitation"

Registration Public Link

Suppliers can also create mSupplier portal accounts without invitation link from mSupplier application administrator.

Go to Login page and click New Supplier Registration link an account creation form will be opened. However system will send an activation email to verify the user email id. User has to activate the account by clicking Activate link.

Supplier Account Creation

Clicking on the link received through email/public registration link will take you to account creation screen. (If link doesn't take you to the account creation page, cut and paste the URL link in your browser.)

To create user account:

a. Organization Name and Email are populated by default and cannot be
   modified. For direct link user has to provide explicitly.
b. Enter your Full Name : <First Name Middle Name Last Name>
c. Enter desired user name alphanumeric (System will check the availability of the user name
and displays error message if selected user name already in use)

d. Enter Password : Password should be alphanumeric with one capital letter and one special character. Ex Abcd@123

e. Enter Confirm Password : Reset the password provided above.

f. Enter the Captcha code displayed in the screen. If code is not visible properly click refresh button.

g. Click submit after providing all fields. Note all fields are mandatory as indicated with * mark

h. Account creation confirmation message will be displayed along with an email confirmation with subject as "mSupplier - Supplier Registration Login Credentials"
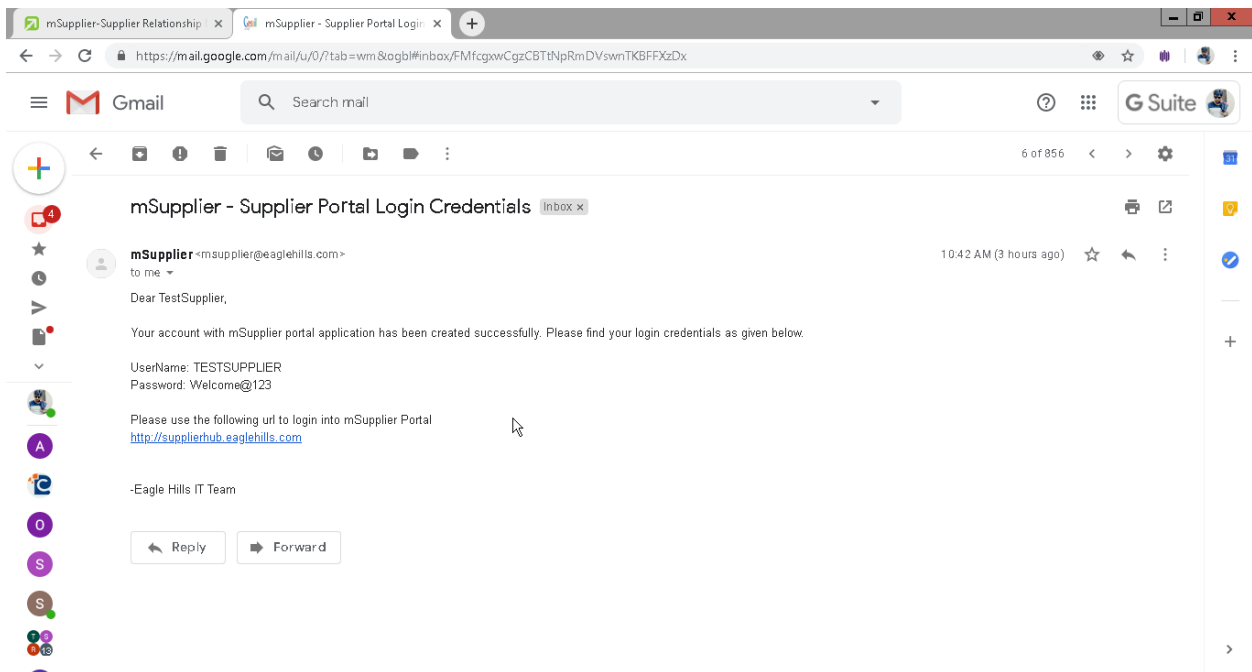
To log into the system:

1. Go to Login page enter https://supplierhub.eaglehills.com/ URL to access the login page

2. Enter User Name (provided during account creation step, check your email with subject "mSupplier- Supplier Registration Login Credentials")
3. Enter Password (provided during account creation step, check your email with subject "mSupplier- Supplier Registration Login Credentials")
4. Click Login button.

Supplier Registration form

Registering as a supplier into mSupplier Application requires filling up a mandatory registration form containing required information to be captured in order to validate and on board a supplier into mSupplier application.

➢ Go to Login page enter https://supplierhub.eaglehills.com/ URL to access the login page
   ➢ Enter you Login credentials user name/password and click Login button
   ➢ Registration Form will be opened as depicted below

The Supplier Registration form is grouped into eight different tabs based on the information required on each tab.

Company Details, References, Contact Details, Scope of Supply/Service, System / Policies ,Insurances ,Banking Details and Miscellaneous.

Company Details

Company details tab form has general organization details grouped as registered company address details, business details, and parent company details which you need to provide by filling up appropriate and valid details.

Note: Provide all mandatory fields marked with *

1. Company Name is populated by default and can't be modified.
2. Enter Address Line 1: Address line1 should be maximum of 200 characters only.

3. Enter Address Line 2: Address line2 also should be maximum 200 characters only.
4. Enter City: A valid city name.
5. Enter State: A valid state name.
6. Country: Select country where company is registered.
7. Zip/Postal Code (Optional): Provide a valid numeric value
8. Phone Number: Company's land line number, select a valid country code, enter area code (max 10 digits) and enter phone number (max 16 digits)
9. Fax Number (Optional):
10. Enter Email Id: A valid email id where all email communications will be sent.
11. PO Box: A valid alphanumeric number.
12. Web Address (Optional): Your companys valid website URL link

Business Details

1. Date Business Trading: A valid date of trading date in dd-MMM-yyyy format. Ex: 15-Jan-2009
2. Type of Legal Entity: Select appropriate value from the list.
3. Trade License/Business Registration Document: Attach a valid scan copy of your license/business registration document. Document should be of maximum 5 MB in size and only in the following supported formats .pdf, .jpeg,.png.
4. License Number: A valid license number, Alphanumeric value maximum of 30 Characters
5. Expiry Date: Provide your business license expiry date in dd-MMM-yyyy format. Ex: 25-Jan-2020
6. Working day From (Optional): Provide your company working week day from and to.
7. Working time From (Optional): Provide your company working time from and to
8. Select Turn Over Currency: select a valid currency in which company's turnover is mentioned.

9. Annual Turn Over: Enter company annual turnover amount with two digit decimal precision.
10. Financial Statement: Attach your latest scan copy of financial statement document not exceeding 5 MB of file size and only in the following supported formats .pdf, .jpeg,.png.

Parent Company Details

If company being registered is a subsidiary of another company or a branch of the main company, provide details of your parent company. However these details are optional.

1. Company Name (Optional): Enter name of the parent company
2. Address (Optional): Enter complete address of the parent company (max of 200 characters)
3. Phone Number (Optional): Enter a valid parent company land line number
4. URLs(if applicable) (Optional) : Enter comma separated parent company web site URL links.

Submit company details tab form

After providing all mandatory fields in company details form, Click Save & Continue button.

After submitting by clicking save & continue button application will take you to next relavent tab.

Local Sponsors tab form will be enabled in case of foreign supplier registration meaning registered company address and country entered in step **2.2 Fill up Registration Form – Company Details** is not United Arab Emirates.

Note: For local suppliers this tab will not be enabled and hence can be skipped and directly go to next step to the contacts tab.

1. Name : Enter local sponsor company/person name
2. Landline No: Enter valid land line number
3. Mobile No: Enter valid mobile number
4. Fax No: Enter valid fax number
5. Email: Enter valid email id
6. Are you a member of SME?: Select appropriate option Yes/No
7. Kindly attach your membership certificates: if Are you a member of SME? Option is selected as Yes, Attach a valid latest scan copy of your membership certificate not exceeding a maximum size of 5 MB and only in the following supported formats .pdf, .jpeg,.png.
8. After providing all above fields click add button, a new record will be added as depicted below.

9. Simliary you can add any number of local sponsor details, you can also edit/delete already added local sponsors if any mistake in providing the details and add again.
10. After adding necessary local sponsor details click save & continue button which you will take you to the next relavent tab.

Note: Atleast one local sponsor detail is mandatory to process further

All sales/service, finance and management related supplier communications are handled with the provided supplier contact details. Hence these details are mandatory for processing supplier's registration form.

1. Name: Enter a valid name of the contact person
2. Designation: Provide designation of the contact person
3. Department: Provide department of the contact person
4. Landline No: Enter a valid landline number of the contact person
5. Mobile No: Enter a valid mobile number of the contact person
6. Fax No: Enter a valid fax number of the contact person
7. Email: Enter a valid email id of the contact person
8. Contact Type: Select type of contact person
   Note: At least one contact person of type sales service and finance are mandatory.
9. After providing all above fields click add button, a new record will be added to the table.
10. Simliary you can add any number of contact details, you can also edit/delete already added contact details if any mistake in providing the details and add again.
    Note: At least one contact person of type sales service and finance are mandatory.
11. After adding necessary contact details, select appropriate option for *Is the owner or any member of your management or board related to any EAGLE HILLS Company and/or Procurement Personnel?* If this option is selected as Yes, Please provide relevant member details as depicted in below screen.
12. click save & continue button which you will take you to the next relavent tab

Fill up Registration Form – Scope of Supply / Service Details

All list of products, services a supplier can provide are captured in this tab. Information on this tab is grouped into three parts, i.e., List of products/services provided to EAGLE HILLS in the past, List of products/services a supplier can provide now and finally Service experience details.

1. Does company provided goods or services to EAGLE HILLS earlier?: If this option is selected as Yes, then existing supply of Goods/Services panel will be displayed.

   Note: These details are optional

2. Choose existing goods/services supplying to EAGLE HILLS: Enter first few letters of a product/service and click search button as depicted above

3. Select list of products from the displayed list and click add, selected products/services will be saved and displayed in selected products table as depicted below.

4. Simlilary you can search goods/services and keep adding by selecting the check boxes, you can also delete and add again any of the goods/services.

Add Goods/Services

This section allows supplier to add goods/services which a supplier can provide.

1. Choose the goods/services available in your scope of supply / service: Enter first few letters of a product/service and click search button as depicted above
2. Select list of products from the displayed list and click add, selected products/services will be saved and displayed in selected products table as depicted below.
3. Simlilary you can search goods/services and keep adding by selecting the check boxes, you can also delete and add again any of the goods/services.

Service experience details

1. Provide major brand names that you are manufacturer / dealer / agent of: Enter comma seperated values.
2. Please attach authorized dealer certifcate.
3. Mention your organisation's number of years of experience within the UAE region: Enter valid no of years
4. Mention your organisation's number of years of experience internationally: Enter valid no of years
5. After filling all relevant details, click save & continue which will take you to the next relevant tab.

Fill up Registration Form – Certificates

This tab captures supplier's business processes followed, policies. Each section requires a valid scan copy of certificates as a proof to be uploaded. However these details are not mandatory but it is advised to provide these details if exists for completeness of your registration profile and easy and fast verification and approving your registration form.

1. If any of the certificate your company has please click appropriate option Yes against the questions asked.
2. List of documents upload related fields will be displayed as depicted in the above screen
3. What is the expiry of your current certificate? * : Enter expiry date of current certificate in dd-MMM-yyyy format Ex: 12-Jan-2021
4. Please attach full current copies Quality Management certificates you hold.* Attach a valid scan copy of certificates not exceeding maximum size of 5 MB and in following formats .pdf, .jpeg. png.
5. Enter Remarks, if any (Optional) : Enter remarks
6. You can add up to 5 files in each section by clicking add new link as depicted below and click upload button.

Similar you can add relevant certificates your company has by choosing yes/no options for each of the displayed policies and insurances as depicted below.

After providing all relavant certificate copies click save & continue button which will take you next relavant tab.

Fill up Registration Form – Project Experience

Supplier registration requires you to provide a valid reference details, however these details are optional.

1. Company Name: Enter a valid company name
2. Contact Name: Enter a valid company contact name
3. Designation: Provide designation of the company contact person
4. Department: Provide department of the company contact person
5. Landline No: Enter a valid landline number of the company
6. Mobile No: Enter a valid mobile number of the company contact person
7. Fax No: Enter a valid fax number of the company
8. Email: Enter a valid email id of the company contact person
9. After providing all above fields click add button, a new record will be added as depicted below.

10. Simliary you can add any number of reference details, you can also edit/delete already added references if any mistake in providing the details and add again.

11. After adding necessary references click save & continue button which you will take you to the next relavent tab.

Fill up Registration Form – Insurance

Supplier Insurance details are not mandatory, it an optional field for supplier. But if have any insurance policy please provide the details as shown below screen shot.

Please see below screenshot for added insurance details grid.

Supplier banking details are very important and mandatory information in supplier registration form. It is advised to provide valid banking details in order to successfully process your registration form.

1. Country: Country field will be populated based on the supplier registered address details provided in Company details tab. For local suppliers it will be default UNITED ARAB EMIRATES and for foreign suppliers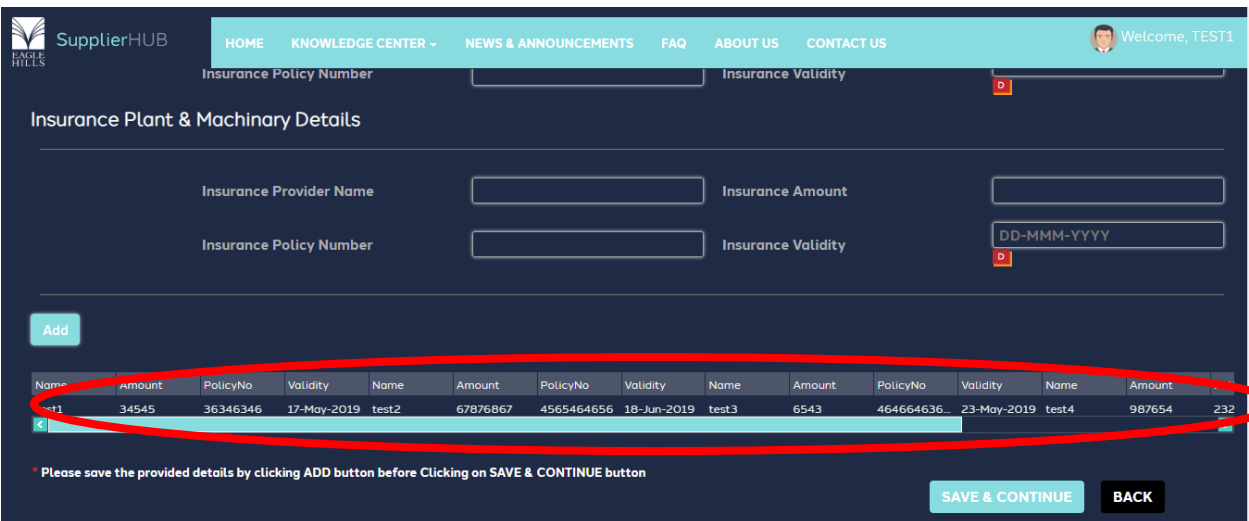 their respective countries. Select a valid country of your bank detail with which all transactions needs to be processed.

2. Currency: This field by default will be local currency for both foreign and local suppliers. Select a valid currency of your bank with which all transactions needs to be processed.

3. Bank Name: Based on the selection of country, all available bank details will be populated. Select a valid bank

4. Branch Name: Based on the selection of bank name, all available branch details will be populated. Select a valid bank branch details.
   Note: if your desired bank name and branch name is not available, please contact EAGLE HILLS.

5. Bank Address, Locality/Street, city, state, swift code and LCC code fields are read only and automatically populated when bank branch is selected.

6. BIC/FEDWIRE/SORT: Provide a valid alphanumeric value related to your select bank and branch details.

7. Account Number: A valid numeric value of your bank account.

8. Account/Beneficiary Name: A Valid bank account name as per your bank account statements.

9. IBAN Number: Provide a valid IBAN number for your bank account, IBAN number is mandatory for local suppliers.

10. LCC Code: read only field populated from the bank branch selected.

11. Primary Account? : If you have multiple bank accounts, at least one bank account should be a primary account.

12. Bank letter: Attached an authorized company letter containing the provided bank details as a proof. Attachment should not be more than 5 MB and should be of only PDF, JPEG format.

Adding Intermediary details

UAE based supplier would not require to provide intermediary bank details. In case of international bank intermediary bank details needs to be provided. However, intermediary bank details are not mandatory to be filled.

The following screen depicts a foreign supplier (India) bank details where in intermediary details are also provided.

After filling up all relevant banking details click add. A new record will be added as depicted in the screen below

Similarly you can add any number of bank accounts, you can also edit/delete already added bank details by clicking edit/delete button and add a new one again.

The following screens depicts foreign supplier's bank details along with intermediary banking details.

After providing relevant bank detail information click save & continue button which will take you to next relavant screen.

Fill up Registration Form – Questionnare Details

This tab has few general questions with multiple options for Contract and Consulting Suppliers.

Choose appropriate option against each question displayed on the above screen and click Save & Continue.

Submitting Registration Form

As you have completed providing all necessary information on various tabs following the instructions given in above steps it's time to submit your completed form for verification and approval process.

Before submitting your form verify your information once again on Review and submit tab. If you feel any information is missed in any of the tabs, you can go back to respective tab and fill the information and click save & continue.

Welcome to Supplier Registration Form

Before filling up the registration form, please read supplier registration process and guidelines. Please go through all details and provide valid information for hassle free processing of your registration form.For any queries and assistance please contact organization.

Company Details | Contacts | Scope of Supply / Service | Certificates | Project Experience | Insurance | Financials | Questionnaire | Review and Submit

New Supplier Registration - Review

Please review your application form before submitting. Read and accept terms and conditions before submitting the form.
For any queries and assistance please contact organization.

Organization Details

Company Name	testorg1	Legal Entity Type	SUBSIDIARY
Registered Address	Address1	License No	72384357982675623524
	Address 2	License Expiry Date	04-Jun-2019
	Sarjah, Duabi	Business Commence Date	03-Jun-2019
	AE	Trade License/Business Doc	View Doc
Phone Number	971 - 345 - 7485768	Place Of Issue	Duabi
Email Id	test1@gmail.com	Financial Details	AED 2,345Annual Turn Over
Web Address		Audited Financial Statement	
Fax Number	971 - -	Company Stamp	View Doc
Office Timings	Sunday to Thursday (01 to 01)	Supplier Type	Contract Supplier
Factory Address		Warehouse Address	

Total Years of Experience		Installation	
Other Labour Workfoce		State the company who will guarantee contract performance	

Contact Details

Is the owner or any member of your management or board related to the organization and/or Procurement Personnel?   ☐Yes ☐No

Category	Contact Type	Contact Name	Designation	Department	Contact No	Mobile	Fax	Email Id	Primary	Signature
Finance	Local	Contact1	Tester	IT	971-324-2345678	971-647837999	971--	sudheer.naidu@cri..	N	

Scope of Supply of Products/Services

Main Category	Sub Category	Product/Service
General	Services	OEM or Specialized services
General	Services	Tours and Travel
General	Services	Training and development
General	Services	Government Organization
General	Services	Catering

Quality
Does your company hold a recognized quality Management Certificate?   ☐Yes ☐No

Name	View Doc
Capture.PNG	View Doc
23119.jpg	View Doc
2019-03-01_16-17-24.png	View Doc

Does your company hold ISO 9001 Certification?   ☐Yes ☐No

Occupational Health and Safety
Does your business have a health and safety policy and System in place?   ☐Yes ☐No

Information Security Management System
Does your business have a Information Security Management System in place?   ☐Yes ☐No

Environmental
Does your company have an Environmental System (EMS) in place ?   ☐Yes ☐No

Employees Liability
Does your company hold any Employees Liability and/or Workers' compensation (or similar cover) Insurance?   ☐Yes ☐No

Public Liability
Does your company hold any Public Liability Insurance?   ☐Yes ☐No

Professional Indemnity insurance
Does your company hold any Professional Indemnity insurance?   ☐Yes ☐No

Name	View Doc

Project Experience

Company Na...	Contact Name	Designation	Department	Contact No	Mobile	Fax	Email Id	Contr Schedu...	Sow	% of Contr Co...	Contr	Currency	Comp Date	Fi
References 1	Contact1	Tester	IT	376-343-234567	376-456784	376--	sudheer.naidu@...		Test Brief		2345	AED		

Taxation Details

☑We confirm that our annual revenue falls below 375,000 AED, Hence VAT taxation details are not applicable for our organization.

Insurance Details

Name	Amount	PolicyNo	Validity	Name	Amount	PolicyNo	Validity	Name	Amount	PolicyNo	Validity	Name	Amount	Poli
						No data to display								

Financial Details

Account No	IBAN No	Beneficiary Name	Country	Currency	Bank Name	Branch Name	Swift Code	BIC Code	Primary Account	No of Years with B	Previous Ban

After verifying all information provided you can submit your registration form for verification and approval process.

On Review and Submit tab check "I Agree Terms & Conditions" check box, before selecting the check box, please carefully read terms & conditions.

Click Save & Submit to submit your registration form as depicted below.

Application will display a success message if your form is submitted successfully for verification and approval process. Along with a message an email confirmation will be sent to your registered email id (provided in while creating the user account).

Email confirmation

On successful submission of registration form you will receive an email with subject saying "mSupplier - SUPPLIER REGISTRATION - TRACKING ID : 20441" . You can use tracking id for enquiring about your registration form if you don't receive any communication from EAGLE HILLS.
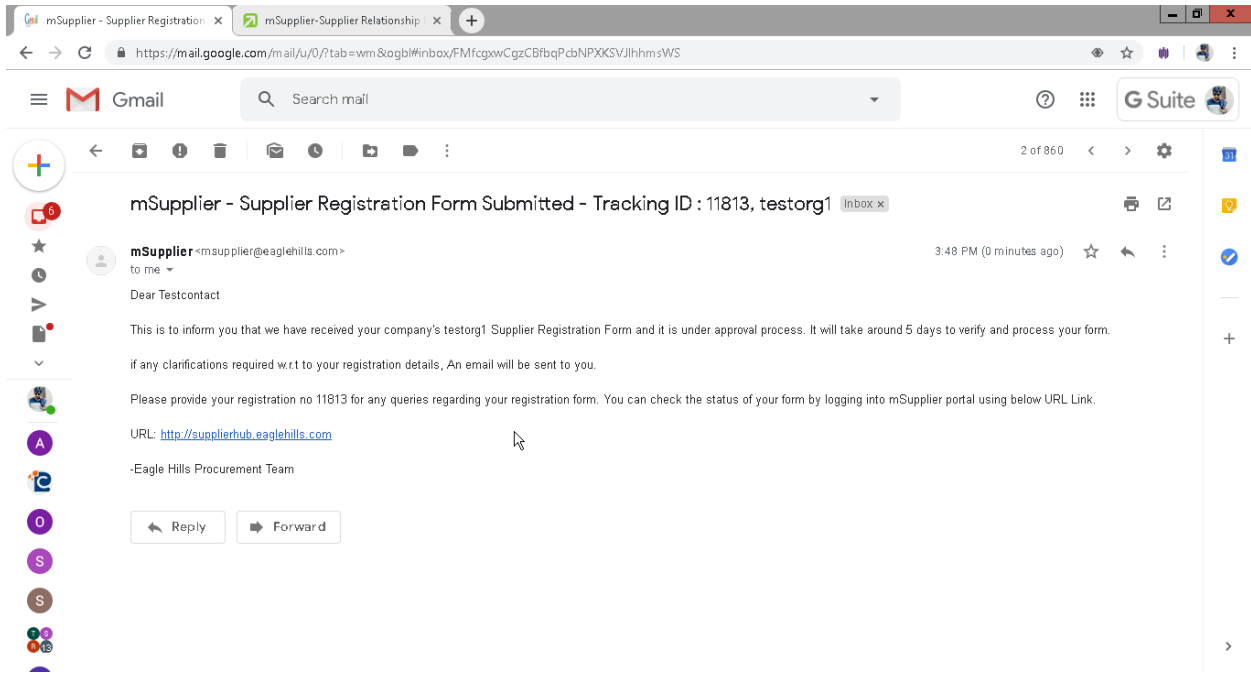
Note: Once your form is submitted, it will take around 5 days to verify and process your registration form till then application won't allow you to do anything (submitting the details again) on the registration form.

However the tabs displayed has editable fields but you are not allowed to submit any modifications during verification and approval process. i.e Save & Continue buttons, add buttons will not displayed in any of the tabs.
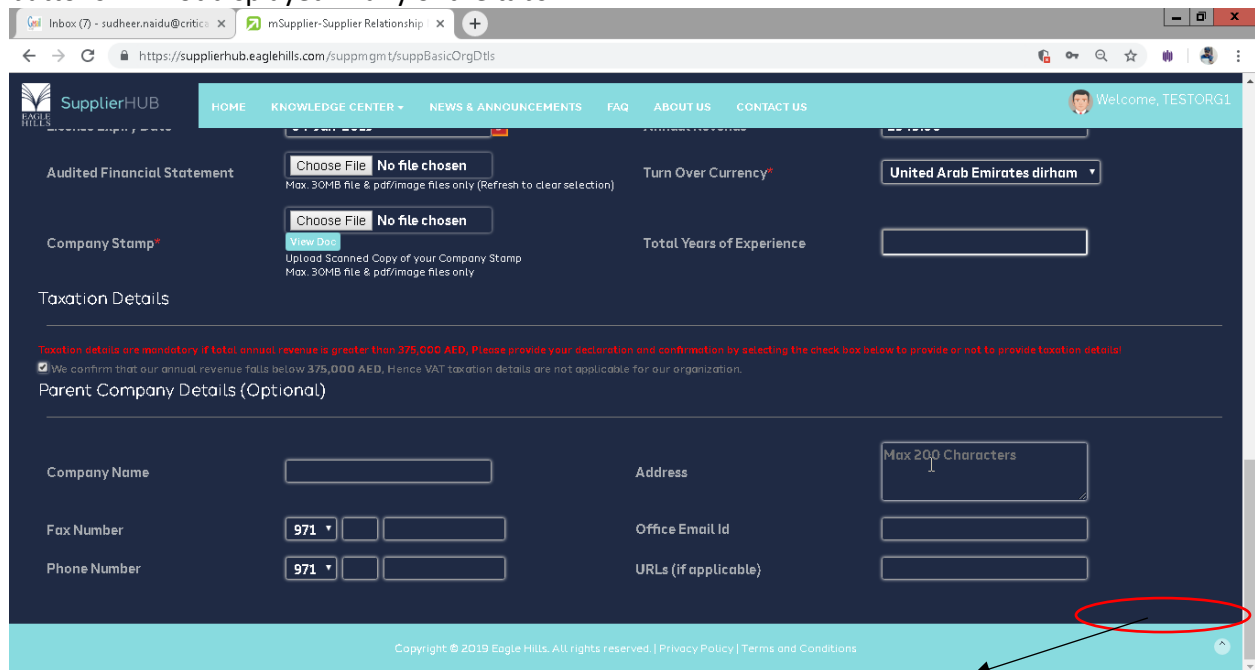
Form submit button will not visible.

Registration Form Verification and Activation

Usually EAGLE HILLS will take 1 to 5 days to verify and process your registration form after successful submission.

Supplier account creation and registration in mSupplier application requires a minimal annual registration fee to be paid by the supplier. It's EAGLE HILLS's decision to request a supplier for payment of annual registration fee to avail the services of mSupplier application.

You will be notified through an email if EAGLE HILLS decides a registration fee is required to process your registration form.

Also during verification process of your registration form EAGLE HILLS might require additional information which might result in either asking for more information to be provided or rejection of your registration form. In either case you will be notified through an email (email id of the person who has submitted registration form).

Form Re-submission incase More Info Required

During registration form verification process if EAGLE HILLS feels some additional information is required for processing your registration form, you will be notified through an email communication requesting you to provide additional information.

Check your email inbox, if you have received any email communication with subject line saying "mSupplier-Supplier Registration Form More Info Requested - Tracking ID: <supplier ref no>, <supplier company name>".

Similarly whatever information is requested you can add and Save.

Go to Review & Submit tab and enter the more info comments box. Ex – Requested information provided.

To resubmit the form after more info comments check the box for terms & conditions and click on Save and Continue button.

After click on the Save & Submit button, form will be submitted and it will be in Pending approval process.

Rejected Registered form submission

If a registration form is rejected means your form has Invalid/Incorrect data which cannot be validated and even supplier can receive the email notification for rejection.
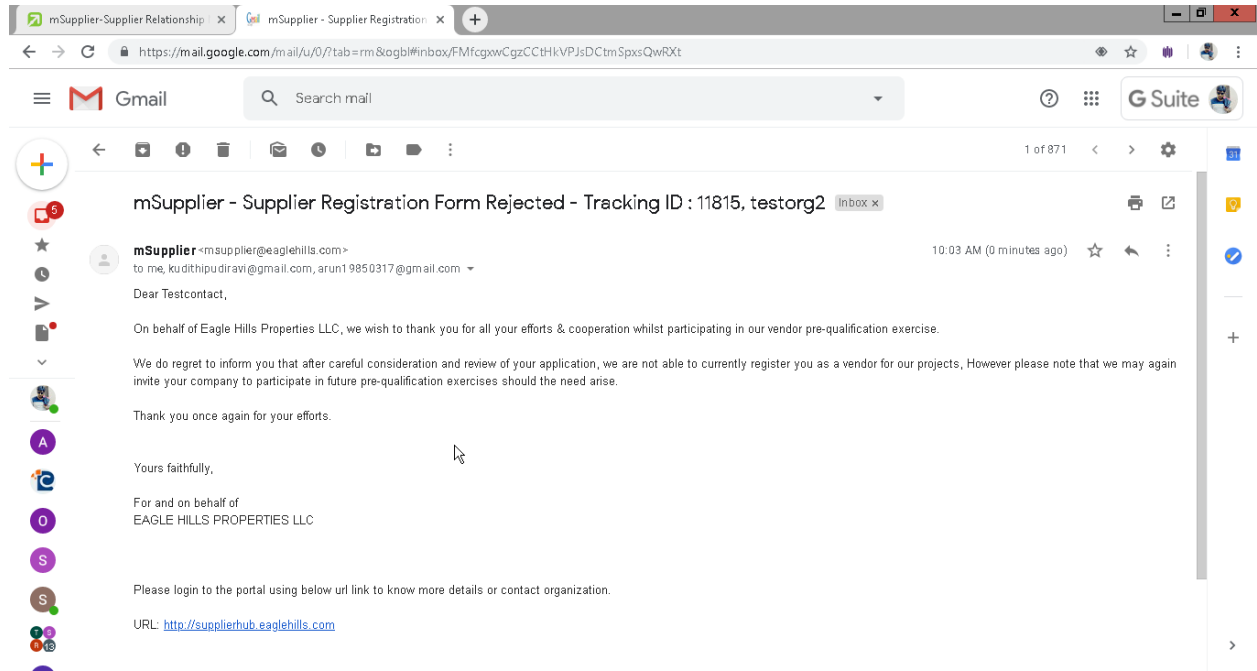
As instructed in the above email Login to the mSupplier portal and resubmit the form with the valid data.
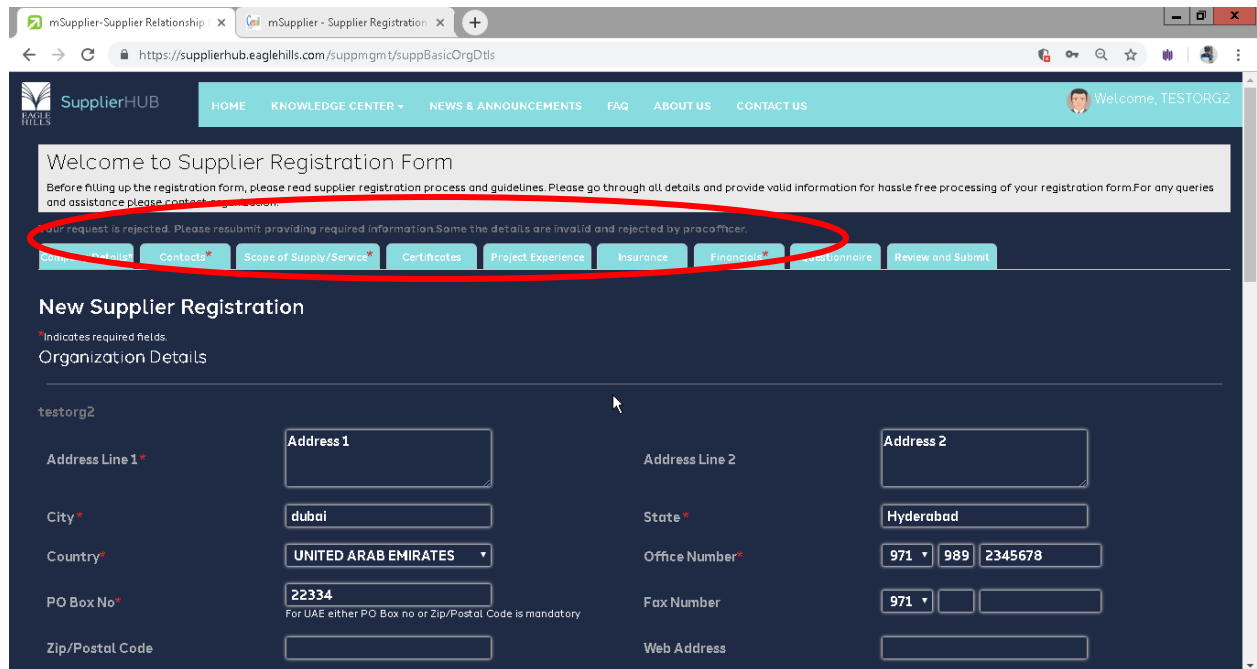
Once provided the valid information in all tabs and finally go to review & submit tab and click on the Save & Submit button.

A confirmation message will be displayed once you submit the form successfully.