SUPPLIER USER MANUAL

Supplier Portal – Respond To Tender
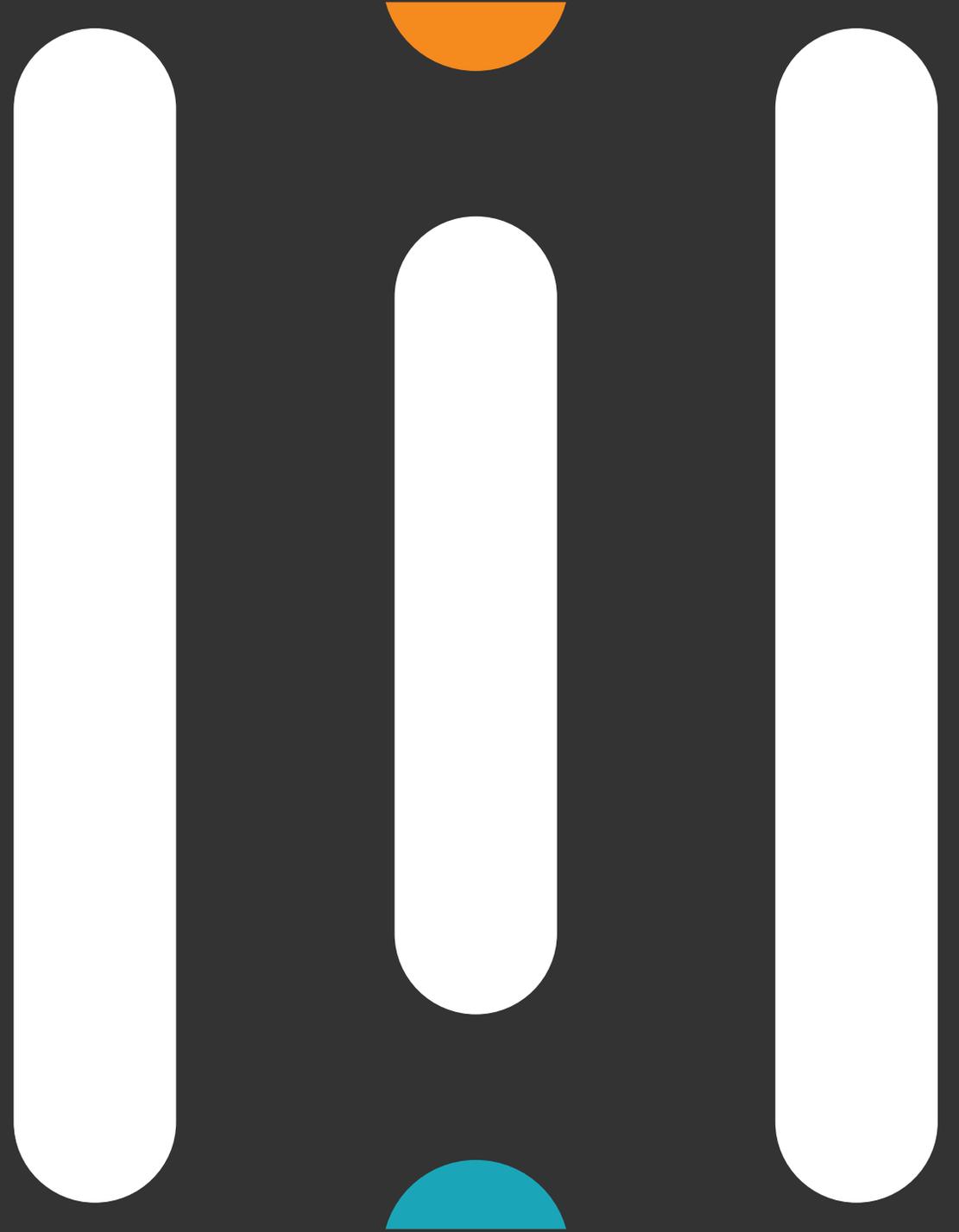
TABLE OF CONTENTS
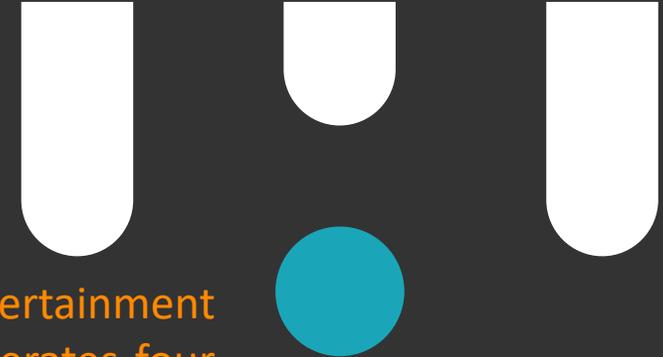
01.

ABOUT MIRAL EXPERIENCES

MIRAL
Experiences

Miral Experiences LLC was established in 2008 to deliver unique, world-class entertainment experiences in the United Arab Emirates' capital, Abu Dhabi. Today, the company operates four award-winning theme parks – Ferrari World Yas Island, Abu Dhabi, the world's first Ferrari-branded theme park, Yas Waterworld Yas Island, Abu Dhabi, the UAE's unique Emirati waterpark, Warner Bros. World™ Abu Dhabi, the world's first-ever Warner Bros. branded indoor theme park and SeaWorld® Yas Island, Abu Dhabi, the region's first Marine Life Theme Park.

It also operates neighboring attractions including CLYMB™ Abu Dhabi, the UAE's ultimate adventure hub featuring the world's biggest indoor skydiving flight chamber and the world's tallest indoor climbing wall, and Qasr Al Watan, an enriching Palace experience that invites the world to share the UAE's culture, knowledge and inspiring journey.

The company and the parks have collectively been recognized across multiple prestigious industry awards, garnering over 200 accolades over the years, including most recently TripAdvisor's Best of the Best Awards, International Travel Awards, MENALAC and MENA Stevie Awards.

Miral Experiences is a wholly owned subsidiary of Abu Dhabi-based Miral LLC.

02.

APPLICATION OVERVIEW

In a bid to streamline our sourcing and supplier management activities as well as enhance collaboration between Miral Experiences and its supply chain, Miral has embarked on a journey to create an online environment where visibility and efficiency are at the forefront of procurement operations.

Using the power of Oracle Fusion, the Miral Supplier Portal gives you access to a secure, integrated work area that provides full visibility to transactions and offers closed loop collaboration with Miral Experiences and its associated entities.

With the now-online supplier portal and sourcing functionalities, you will be able to update your company profile details, offerings, licenses, and certifications. You will also receive sourcing event invitations such as Requests For Quotations (RFQs) and Requests for Proposals (RFPs) and you will be able to place bids as well as track event progress.

In this manual, we will be covering the process and steps to be followed for responding to invitation, acknowledging contract & purchase orders.

Please click on below link for the Miral Supplier Portal login page:
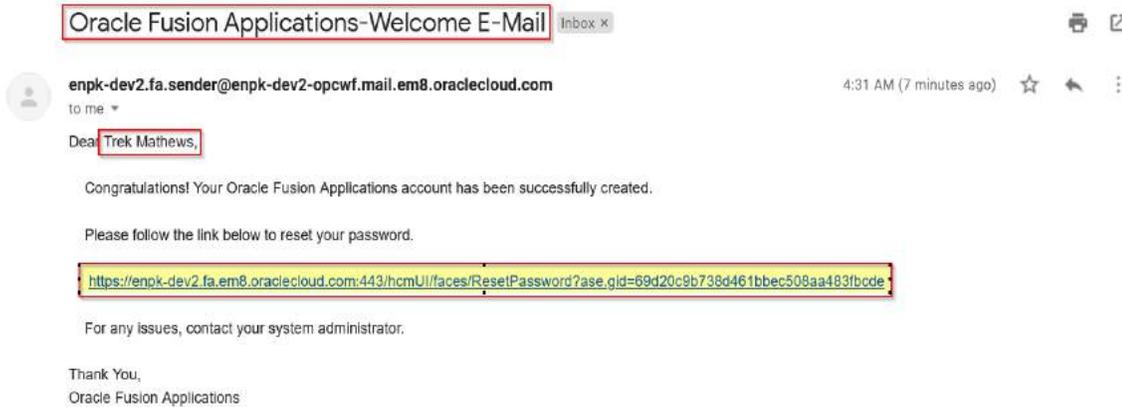https://enpk.fa.em8.oraclecloud.com/
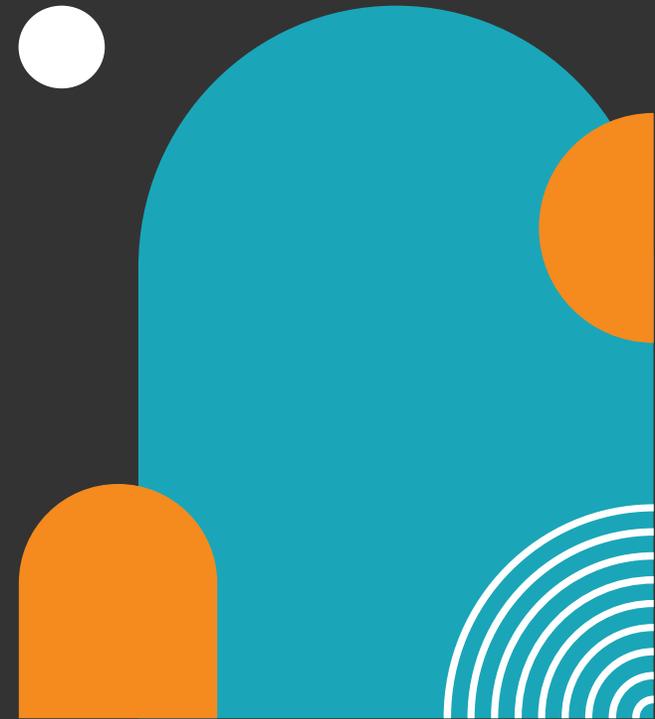
03. Welcome Email from Miral Experiences

As a Supplier Contact User, you will receive the below email notification upon the registration request approval. Please **click on the link** (highlighted in yellow) to reset the Password for your User Account.
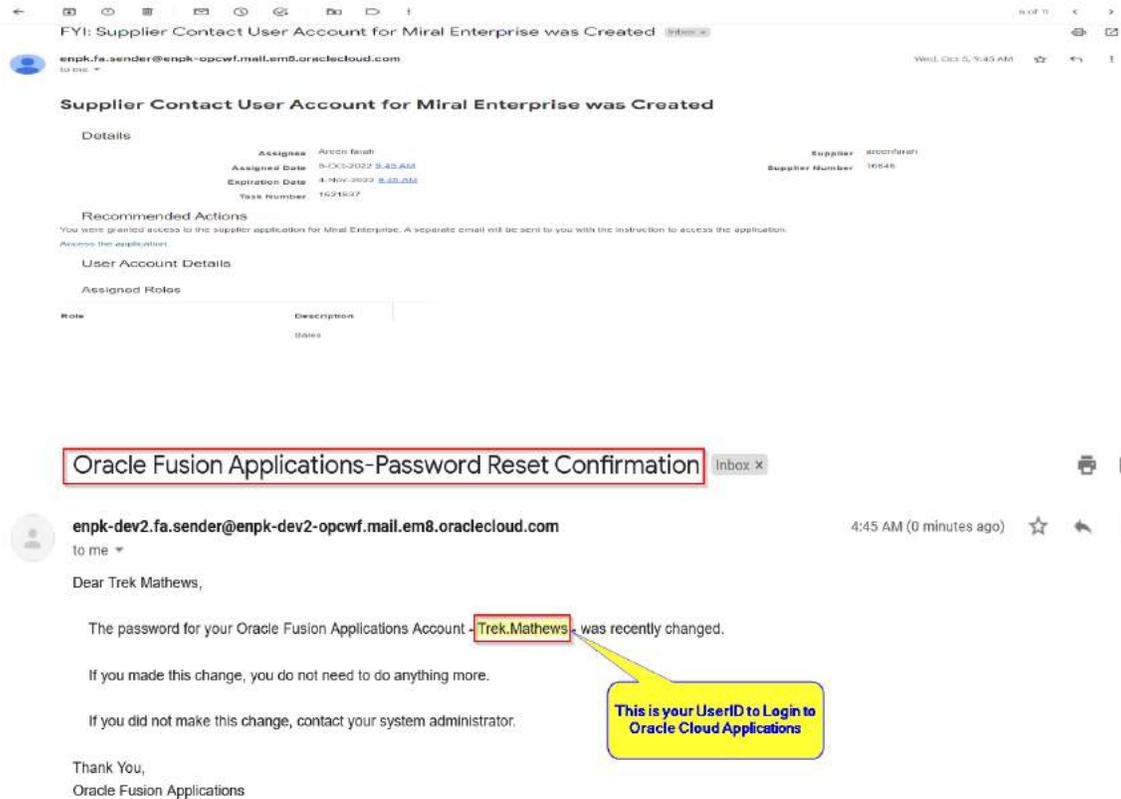
Email

When you click on the above link, the Oracle Applications Cloud Reset Password page will be redirected as shown to the right.

Enter a new Password in the relevant field as shown above, reenter the same Password again and **click on Submit button**.

Note: Password must contain at least 8 characters length with at least one number in it.

As soon as you click on the Submit button, the Password will be changed, and you will receive email notifications confirming the User Account creation and the password reset .

The above email is the Password Reset Confirmation.
In the above screen, your User Account is highlighted in the red box.
Similarly, any Users who perform the Reset Password task successfully will receive the confirmation email to their emails which was shared to Miral Experiences.
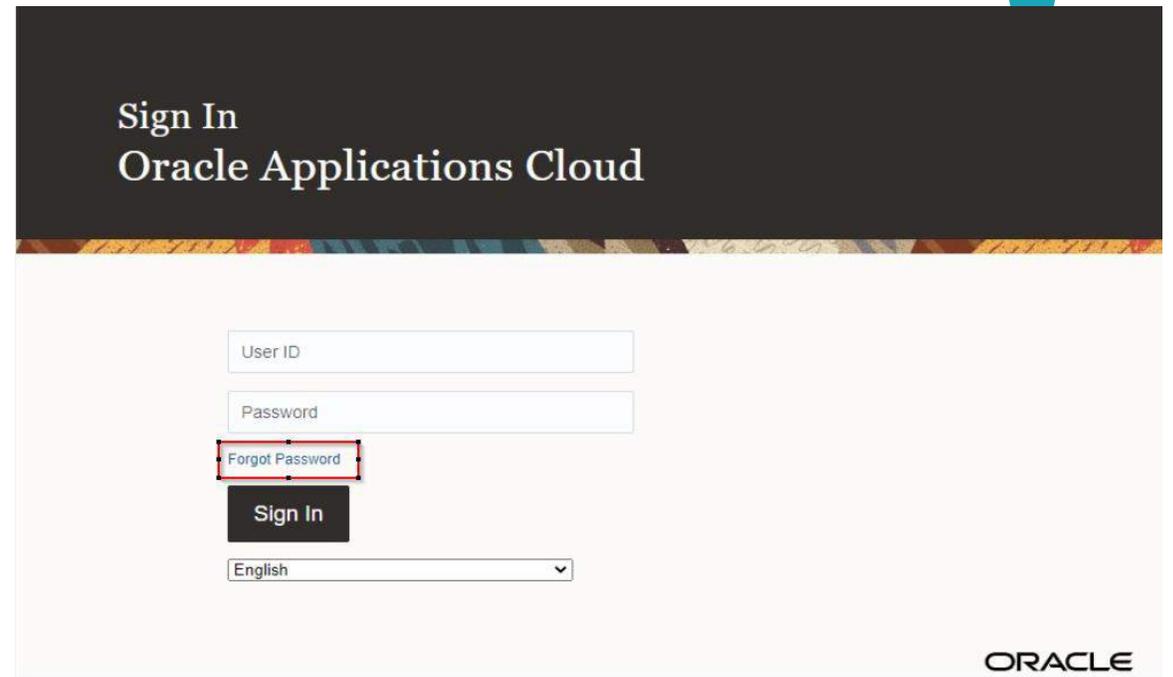
If you forget your Password, please use the below URL and **click on Forgot Password Button** as shown in the above screen.

https://enpk.login.em8.oraclecloud.com/

Enter the Username or email (email should be the same email ID you used to create the registration with).

Select the option Forgot Password and **click on Submit button**.
You will receive email notification of password reset confirmation similar to above.
If you are still facing any issues with Login, please contact Miral Experiences team:

srm-mx@miral.ae

04. System login and navigation to Supplier Portal

To start, you'll need to log into the Miral Supplier Portal. Please use the credentials (username or email ID and the password you reset in previous step) .Enter them in the appropriate fields as shown in the below screen on the sign in page.

Upon successful log-in, you will be directed to the Miral Supplier Portal homepage.

Click on the home icon (highlighted in green below)

The above screen represents the Home page of the Miral Supplier Portal Login.

➢ 1. Icon for Home page, you can navigate to Home whenever required by clicking on Home icon.
➢ 2. Icon for Active Notifications where you have not taken any action represented by the 'Bell' icon. Here you can see Qualification requests, Negotiation events (RFQ, Auction and RFI's) from Miral Experiences and you can respond to us through the Portal.

➢ 3. Icon for User Accessibility, User Preference Settings also to Sign Out from Miral Supplier Portal.
➢ 4. The Username under which you are logged in is displayed.
➢ 5. Tab for the Supplier Portal module where users can access and respond to Miral Experiences.

This navigation homepage is your personalized home page containing all accesses available to your company, such as Supplier Portal, Procurement etc...
Click on the Supplier Portal tab, then select the Supplier Portal app

Clicking on the Supplier Portal app will take you to your personal supplier portal page where you can access all supplier relevant information and tasks

- **1. Search pane:** through this pane you can conduct quick searches for specific orders, agreements, invoices etc… to do so, click on the **Search** drop down and select the item type you wish to search for and then type in your search criteria in the search bar next to it
- **2. Tasks:** in this column, you will find all tasks that can be performed through the supplier portal – click on the hyperlink of the required task to navigate to relevant task page. This will be your go to menu to check on your various tasks and transactions and manage them

- **3. Requiring Attention:** this pie chart will show you a breakup of what action items need your action – for ease of access, move your mouse cursor over the number/ area for the displayed item and click on it. This will take you to the relevant page
- **4. Recent Activity:** your latest activities are listed here – you can click on the relevant hyperlink in this pane to navigate to the relevant page
- **5. Transaction Reports:** a quick summary to give you an overview of your latest transactions – click on **Transaction Reports** to get a customizable chart view of your chosen transactions.

5. Illustration : View Active Negotiations

The Supplier Portal tab will take you to the landing page which displays your available tasks and dashboards showing your pending items, recent activities, and latest Supplier News. Click on '**Supplier Portal**' App to access supplier portal landing page


1. To view active negotiations and to make any changes, you will need to click on the **View Active Negotiations** task in the task column:
    - ❑ **Click on the View 'Active Negotiations' task**. Alternatively, you can search for negotiations by selecting '**Negotiations**' in the first Search drop down and '**Negotiation Number**' in the second drop down then enter the required details in the search field.
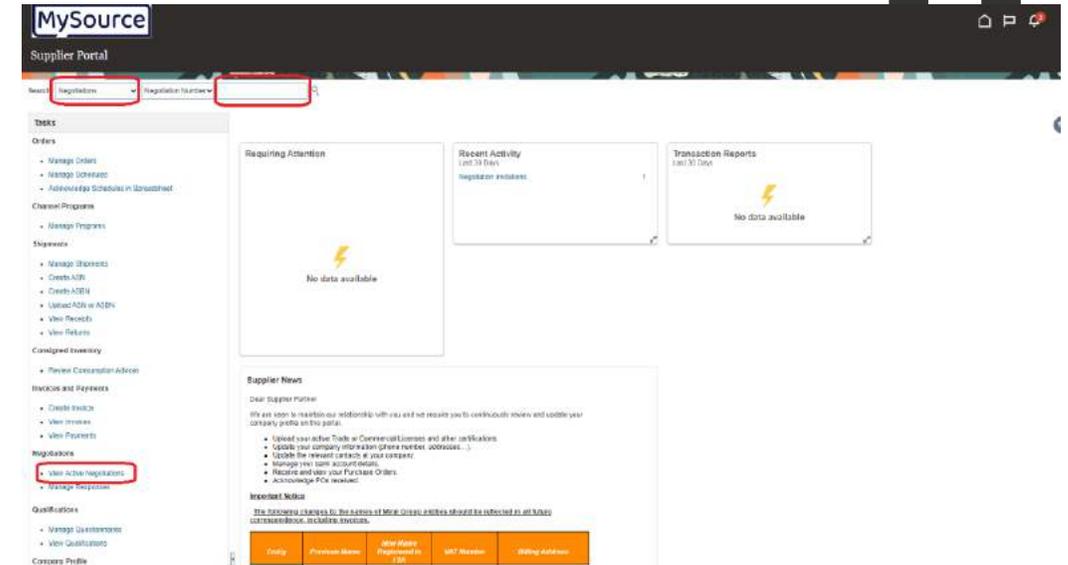
2. **RFQs/RFPs** for which you are invited would be listed here, click on **Negotiation Number link** to see the details:

    - ❑ Click on '**Negotiation Number' link** to check the details as shown in the screenshot below.
    - ❑ In case you want to see the public tenders, select '**Invitation Received**' as **'No'** and click on **'Search'.**
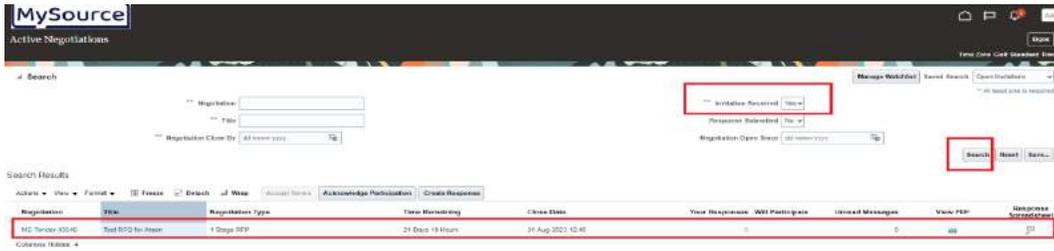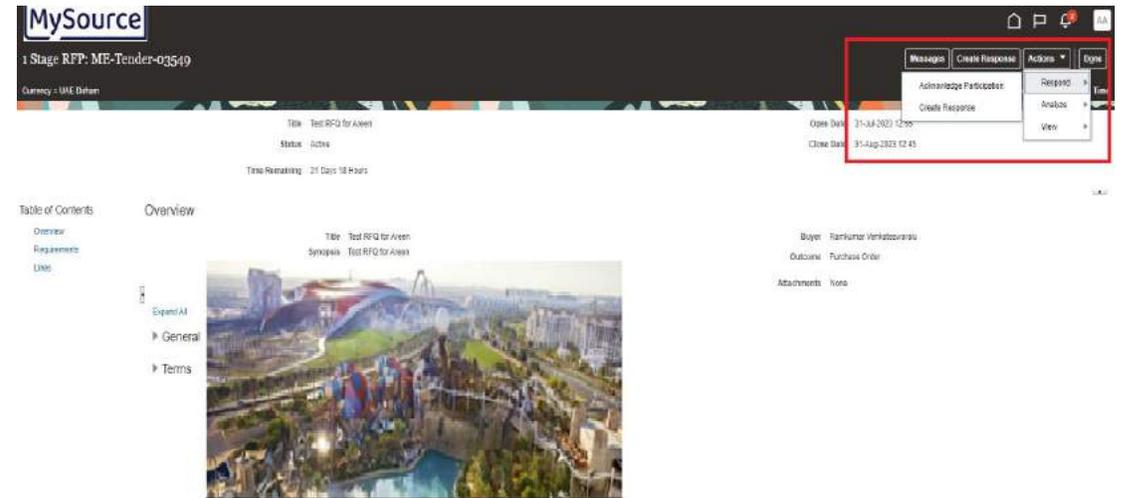
6. Illustration: Acknowledge Participation

1. **Review the RFQ** before providing your acknowledgement by clicking on the links available under the table of contents, there are 3 major steps which are required to be detailed out as a part of response.

   ❑ **Overview**: This section provides the response detailing covering the response date and any notes which you want to communicate with Miral Experiences
   ❑ **Requirements**: This section enables you to provide your responses against the questionnaire provided by Miral Experiences
   ❑ **Lines**: This section enables you to provide your price and promise delivery date
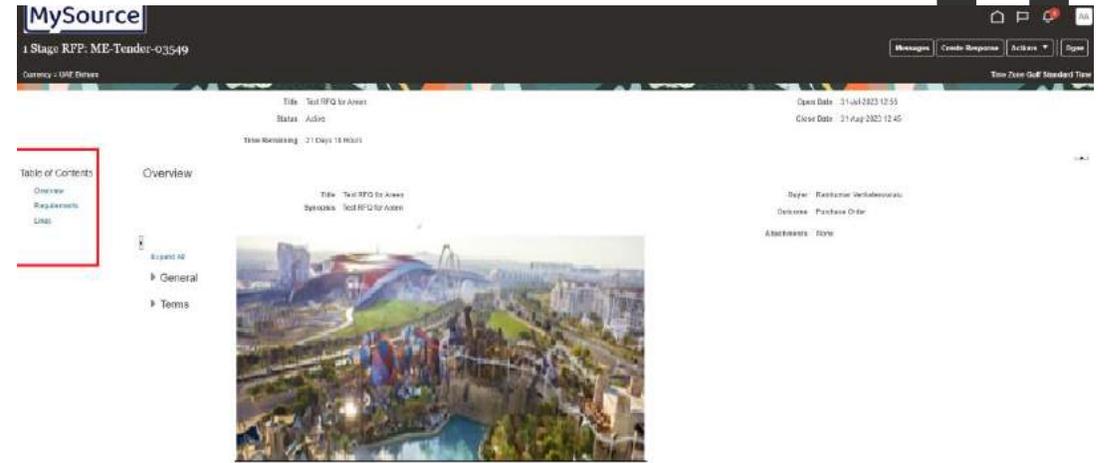
2. To provide your acknowledgement against the tender please click on '**Actions →Respond →Acknowledge Participation'** to intimate Miral Experiences about your interest in participation.

3. Select '**Yes**' to confirm your participation, give comments as required and finally click on 'Ok' once done. This will send a notification to the Sourcing team informing them of your participation.

7. Illustration: Messages Functionality

1. To get online clarifications on any RFQ/RFP requirements, you can utilize the **Messages** functionality. The **Messages** functionality can be utilized if you are unclear on any of the requirements or if you have any issue with detailing out the scope response'.

   **Clicking on 'Messages'** will direct you to the negotiation's **Online Messages** page.

2. Click on the **+ 'icon'** to open the **Send Message** window, a new message page will open where you will be able to detail your queries to Miral Experiences.
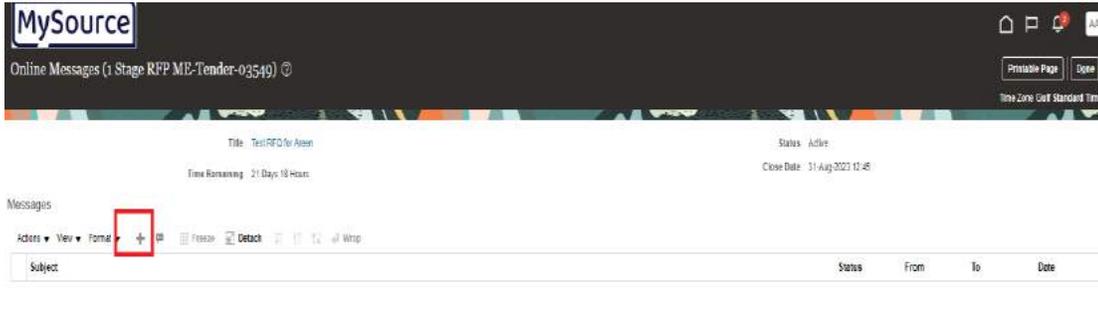

3. Fill in the '**Subject'** and the Message body with your queries and add any attachments as required. Once done, submit your Message by clicking '**Send'.**
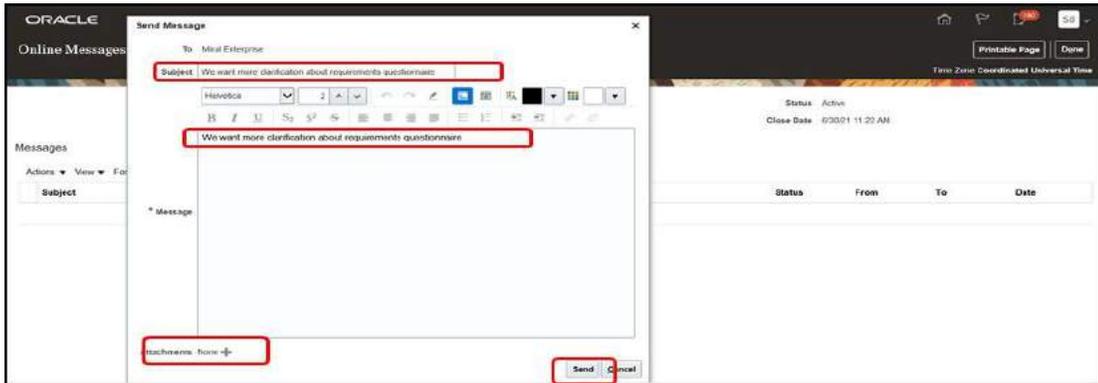
4. The submitted message will be displayed as per the below Online Messages summary page. Click on 'Done' to return to the previous page.
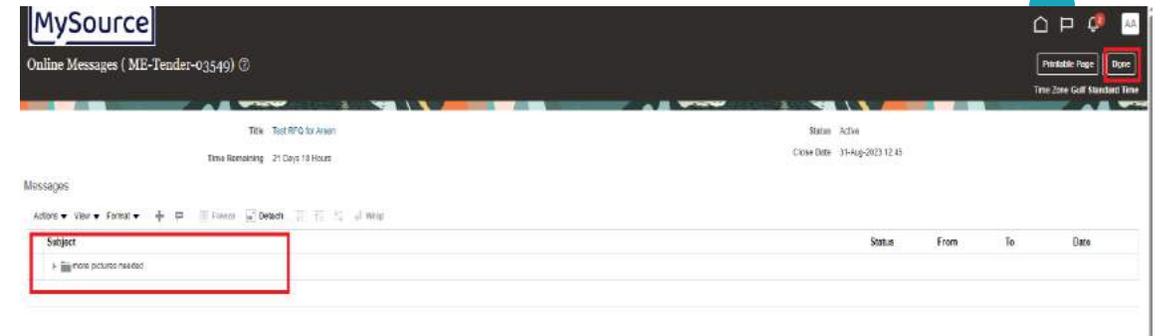
5. Once a response is received, you will get a notification which you can access by **clicking the 'Bell' icon** as previously explained. This will display your latest notifications. **Selecting the appropriate message 'Subject link'** will redirect you to the message.
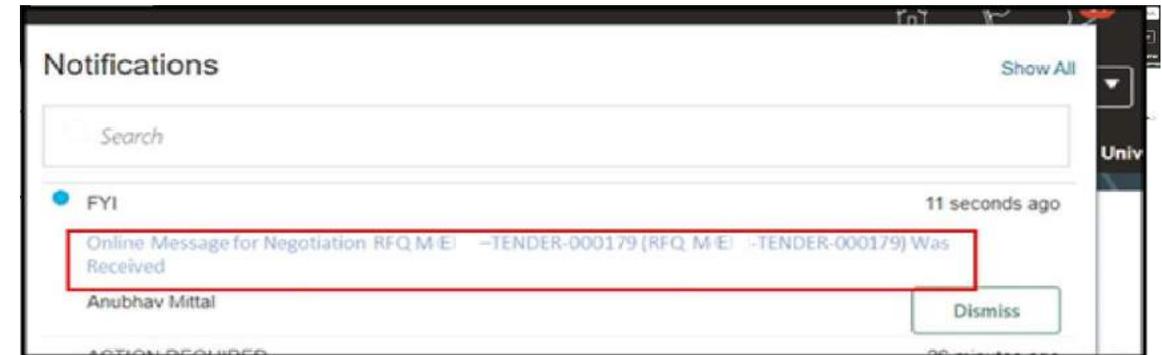
6. Additionally, you can view the **Message** on the **Negotiation** by clicking on the '**View Message Details'** link or the '**View Negotiations' link** respectively.

8. Illustration: Create Response Against RFP/RFQ

The Supplier Portal gives you the functionality to create your response against RFPs/RFQs while providing the required details on the portal itself.

There are 3 major steps which need to be detailed as a part of the response: The Overview, The Requirements, and The Lines.

To start, **click on the 'Create Response' button.**

1. **Overview**: Proceed to fill in the header details as per the below:
   - ❑ Select the **'Response type'** as **'Primary'.**
   - ❑ Specify the date on which the quote will be submitted in the **'Response Valid Until'** field.
   - ❑ Add attachments if any by clicking on the '**+' icon.**
   - ❑ (Optional) For any additional comment, you can fill in the '**Note to Buyer'** field. For any query, you can send a message to Miral Experiences by clicking on the **'Messages'** button.
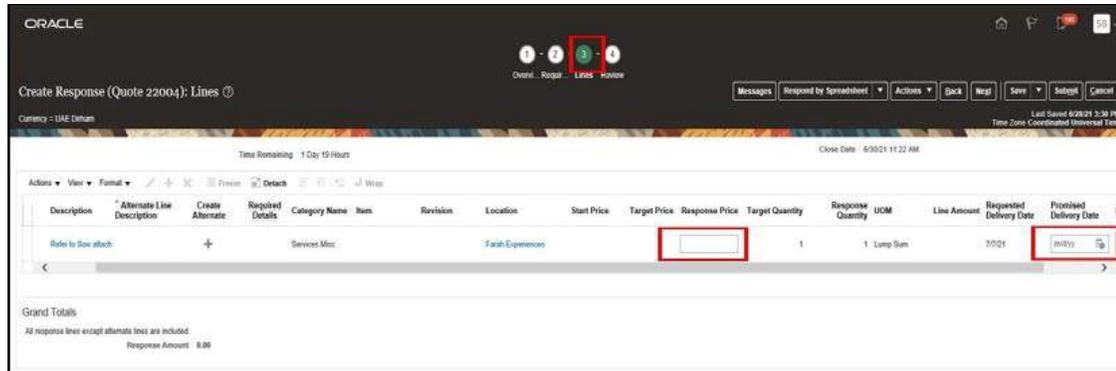
Click on 'Next' once all the details are entered

2. **Requirements:** Proceed to fill in the required fields in the Requirement step. In case you require any clarifications, you can click on '**Messages'** and post your query explained in **above section 'Messages' functionality:**

   ❑ Please provide your response against each section as per RFP/RFQ detailing.

   ❑ Each section carries separate weightage, please provide details against each requirement.

Click on **'Next'** once all the requirements are answered to proceed.

3. **Lines:** In this section you need to provide details like '**Response Price'** and '**Promised Delivery Date'** attributes as shown in the below screenshot:


You can also create alternate line for response, example you can provide an alternate '**Response Price'** with a different '**Promised Delivery Date'** or '**Response Quantity'** (if the RFQ/RFP provisions the same)

❑ **Click on 'Next'** once all the details are entered
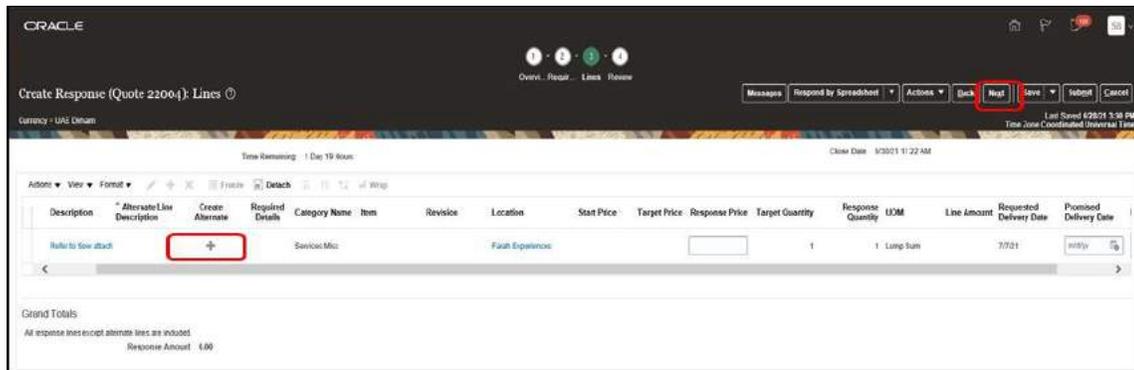
4. **Review:** Review the RFQ response before **clicking on the 'Submit' button.**

❑ You can review the previous 3 steps (Overview, Requirements and Lines) by clicking on the step numbers on top of the page:
   1. Overview
   2. Requirements
   3. Line

❑ **Click on 'Submit'** if no further changes are required.
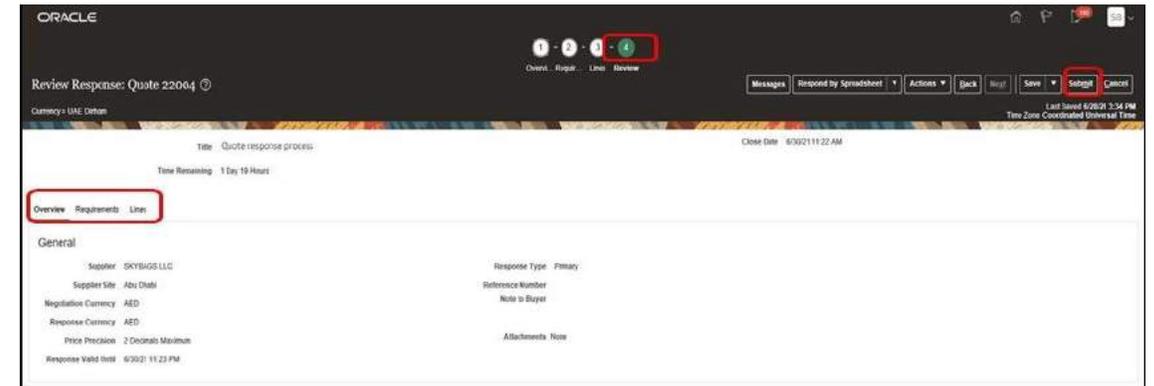
Once your response is submitted, you will no longer be able to edit it.

The system will inform you that your response has been submitted to Miral Experiences, **click on 'OK'** to finish the process.

9. Illustration: Purchase Order Acknowledgement

Upon logging in, you can click on the bell icon on the top right corner of your screen which will show you the pending action to acknowledge your Purchase Order:

- ❑ Click on the notification line hyperlink to open the document pop-up
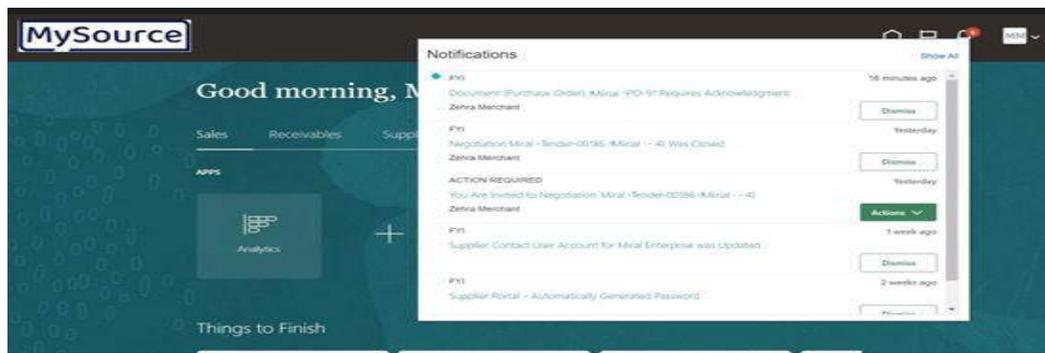
- ❑ In the pop-up window, you will be able to see an overview of the Purchase order, select the **Review and Acknowledge** hyperlink as to proceed to the **Acknowledgement Document** page


- ❑ You can also access the Acknowledge Document page by navigating to it through the **Manage Orders** hyperlink in the task column on the supplier portal page and searching for the Purchase Order
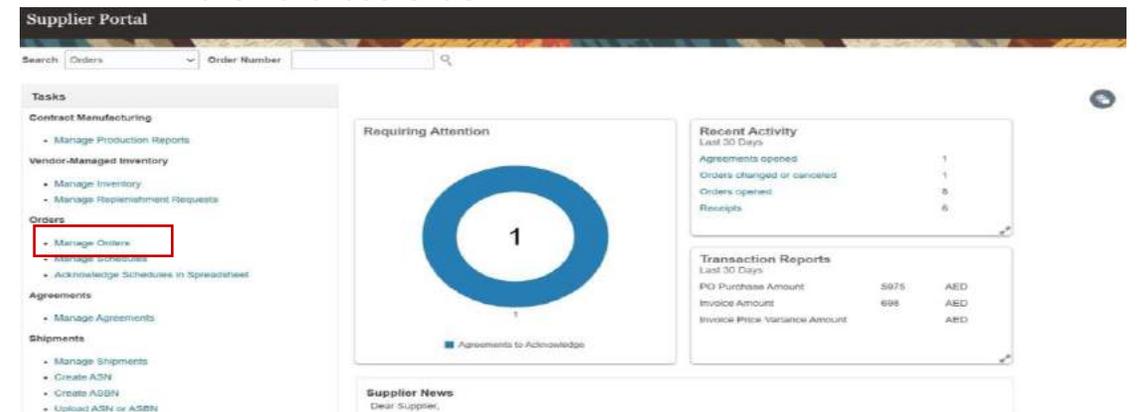
1. This will take you to the Manage Orders page where you can **Search** for your order and choose the required purchase order through its **hyperlink. And** you can see the status as **Pending Supplier Acknowledgement**.
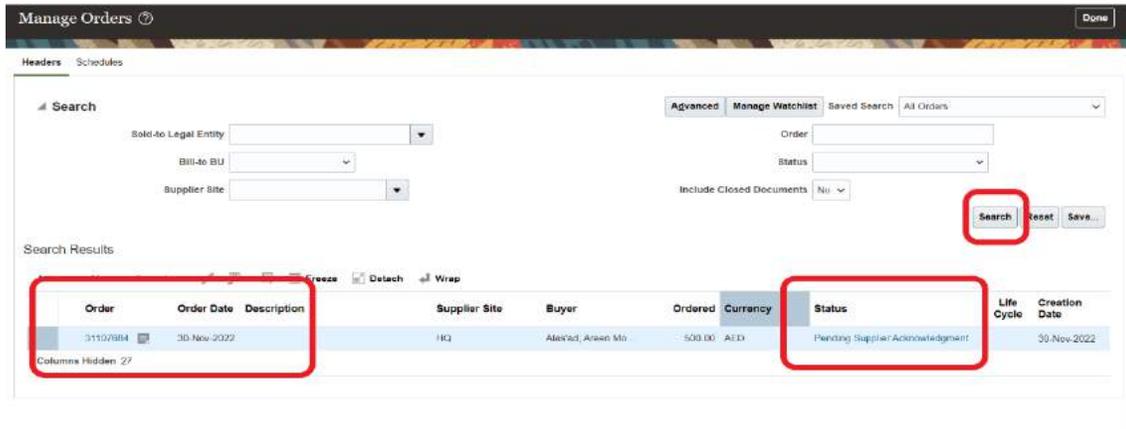
2. You will be directed to the selected purchase order's page where you can see the status as **Pending Supplier Acknowledgement**. To begin acknowledging the **purchase order**, click on the **Acknowledge** button on the top right of the screen:
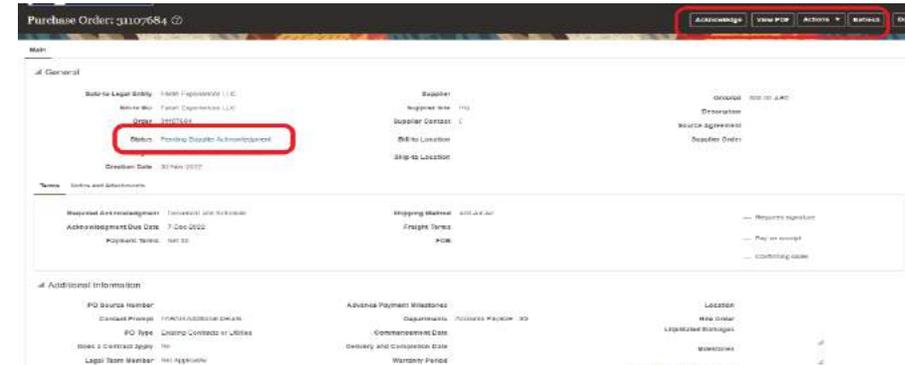
3. The acknowledgement page below will allow you to view the purchase order details in the page itself or through PDF, as well as perform various activities :
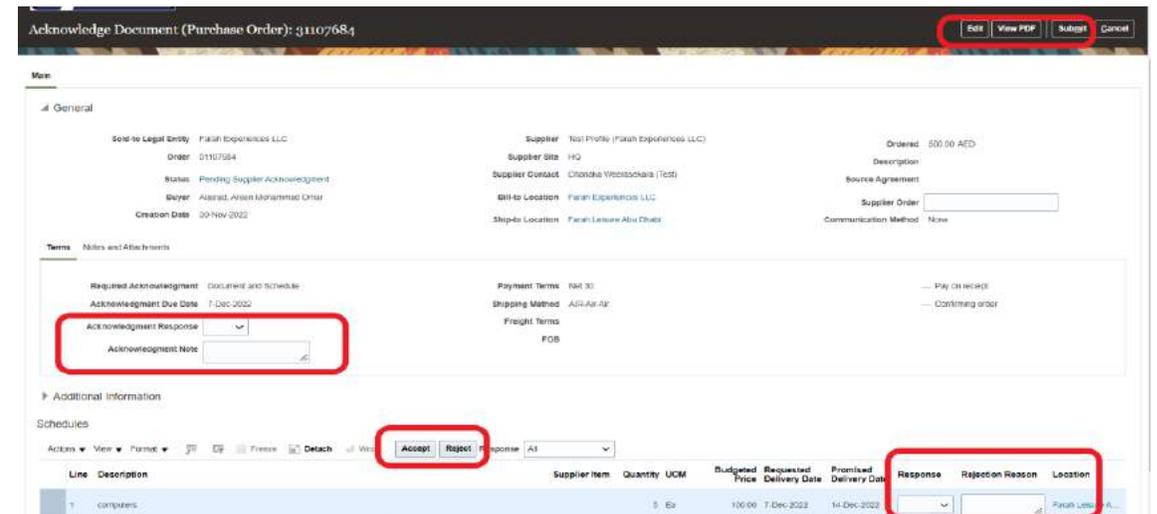
I. Accept by choosing both

- ❑ **Accept** option from the **Acknowledgement Response** list in the **Terms Section** and
- ❑ **Accept** option from the **Response** list in the **Schedules Section**
- ❑ Click **Submit** button

II. Reject by choosing both

- ❑ **Reject** Option from the **Acknowledgement Response** list and fill out **Acknowledgement Note field** in the **Terms Section** and
- ❑ **Reject** option from the **Response** list and fill out the reasons in the **Reject Reasons** field in the **Schedules Section**
- ❑ Click **Submit** button
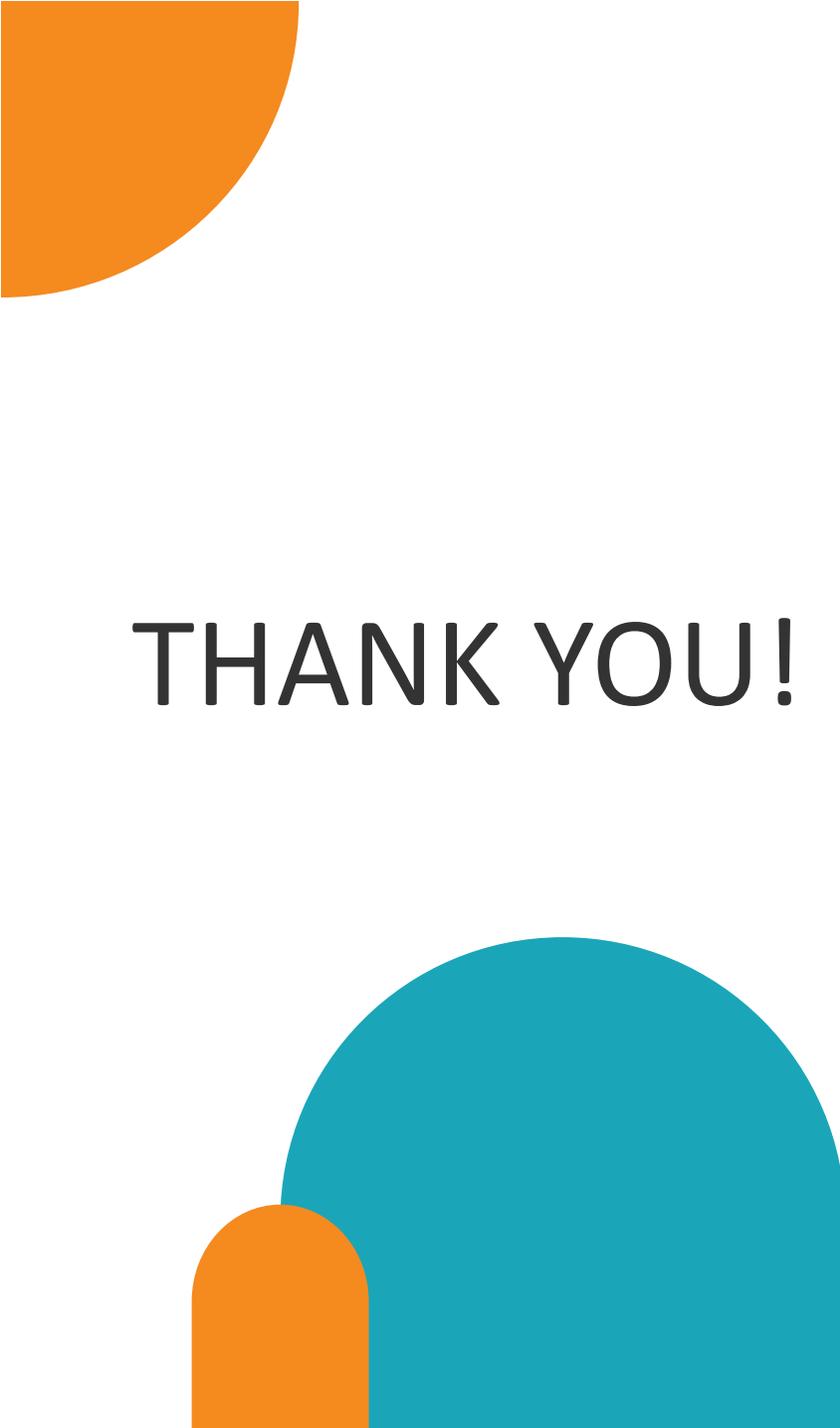
III. Check document Notes and Attachments

Upon submitting purchase order response, below message Will popup to confirm your acceptance of the document.
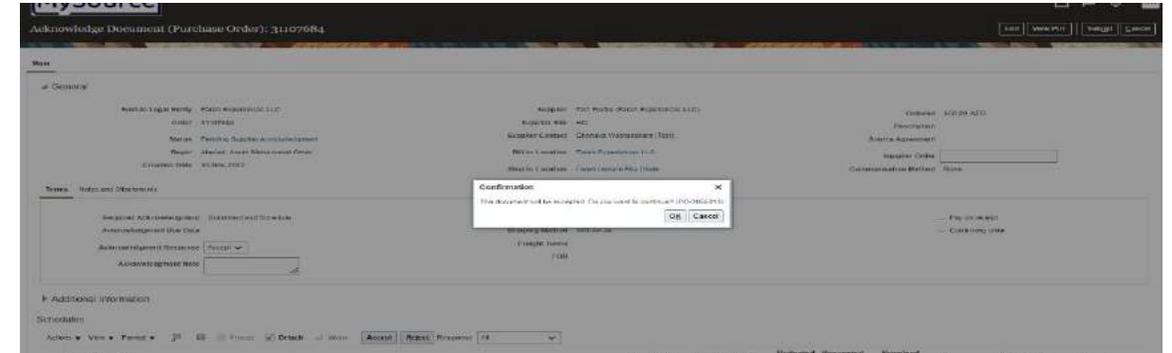
4. Once the document has been accepted, the purchase Order status would be changed from **Pending Supplier Acknowledgement** to **Open** and you will be redirected to your Supplier Portal page

THANK YOU!

Contact details

If you have any questions.please reach out to the contact below.

Supplier Relationship Management

E srm-mx@miral.ae