



# **Supplier Registration Guide**

**Mobily, Saudi Arabia**

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## Introduction

The Online Supplier Registration Portal enables you to register your details with Mobily.

No special software aside from an up-to-date web browser, is required to access the system. The Online Supplier Registration Portal reduces paperwork / fax / mail thereby promoting a green process.

This is a general training document for suppliers to demonstrate how to register yourself with Mobily.

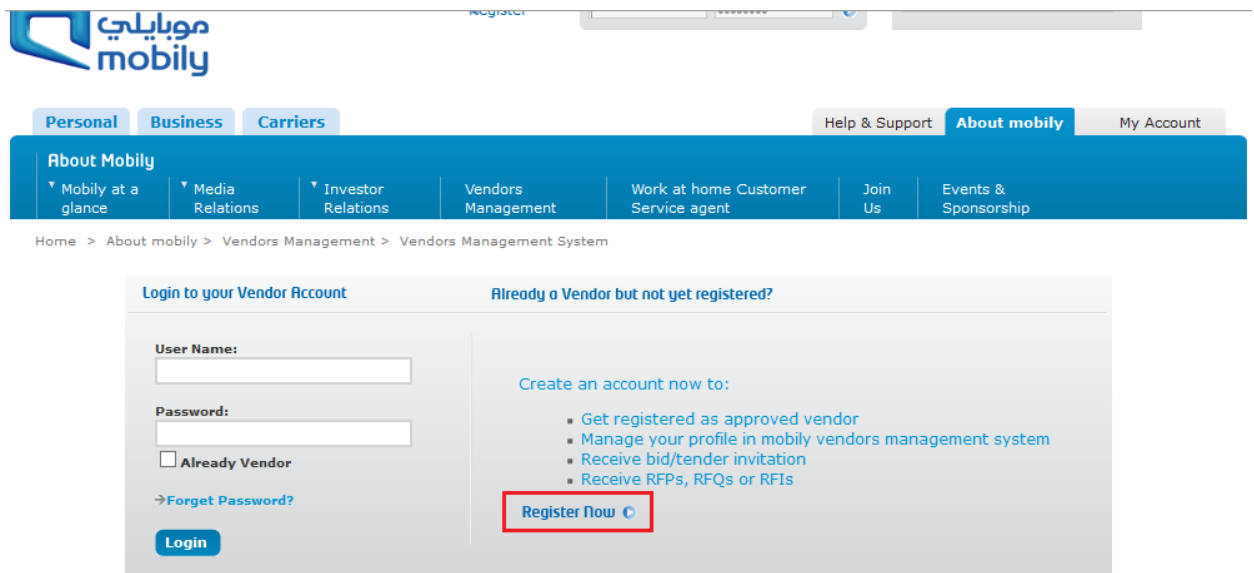
This document explains different screens and functionality of the registration form.

## Registering in the System as Prospective Supplier:

A link to the URL for new suppliers can be found on our website:

<http://www.mobily.com.sa/>

Type the above link in to the browser's URL field and press enter, then you may start registration process.



The screenshot shows the Mobily website's registration page. At the top left is the Mobily logo. Below it is a navigation bar with tabs for 'Personal', 'Business', and 'Carriers'. To the right are links for 'Help & Support', 'About mobily', and 'My Account'. The 'About Mobily' section is expanded, showing links for 'Mobily at a glance', 'Media Relations', 'Investor Relations', 'Vendors Management', 'Work at home Customer Service agent', 'Join Us', and 'Events & Sponsorship'. Below this is a breadcrumb trail: 'Home > About mobily > Vendors Management > Vendors Management System'. The main content area is split into two columns. The left column is titled 'Login to your Vendor Account' and contains fields for 'User Name:' and 'Password:', a checkbox for 'Already Vendor', a link for 'Forget Password?', and a 'Login' button. The right column is titled 'Already a Vendor but not yet registered?' and contains the text 'Create an account now to:' followed by a bulleted list: 'Get registered as approved vendor', 'Manage your profile in mobily vendors management system', 'Receive bid/tender invitation', and 'Receive RFPs, RFQs or RFIs'. A red box highlights the 'Register Now' button with a right-pointing arrow.

Figure 1: Mobily Website - Register Now

## System Requirements

### Recommended Operating System:

Windows XP/Service Pack 3, Windows Vista/Service Pack 2, Windows 7, Windows 8

\*\* Please note that the Prospective Supplier Registration Portal may run with other Operating Systems, but the above are recommended Operating Systems. If you have specific questions, please contact the helpdesk.

### Browser Requirements:

Internet Explorer 10 and above

\*\* Please note that the Prospective Supplier Registration Portal will work with Internet Explorer 7, 8 or 9 as well. It may be possible to open the Portal with other browsers, but much of the functionality within the Portal will be unavailable. Please ignore use Firefox, Google Chrome, Apple Safari, Opera, Netscape, or other browsers to access the Portal. Internet Explorer is available (free) for download at [www.microsoft.com](http://www.microsoft.com)

### Pop-up Blocker:

Please ensure that your pop-up blocker is turned off and pop-ups are enabled for Mobily website and the Prospective Supplier Registration Portal at all times.

### Microsoft Office:

Mobily recommends Microsoft 2003, 2007 or 2010 file formats for uploaded documents.

### E-Mail Spam Filters:

Please ensure Mobilyemail address is enabled as a trusted sender.

## Registering in the Prospective Supplier Registration Portal

First step is to register with Mobily using Online Supplier Registration form. You can only register your company/organization, if you have following documents available with you for attachment.

Following documents must be scanned (in JPEG / JPG / PDF format) and attach in attachment section.

- Certificate from the General Organization of Social Insurance
- Certificate from Labor Office
- Chamber of Commerce and Industry membership
- Commercial Registration Certificate
- Zakat and Income tax payment or clearance
- Company Profile and Financial Report of past 4 years

To avoid any difficulty in filling up the document, please read the manual carefully and clarify your quires before you begin.

### Registration Steps

You will see a registration link on our website.

- Click on the link and read the instructions on the registration page.
- Provide company basic information
- Provide company business classification details, address and product details
- Provide company Manager or Owners details
- Attach Supporting Documents
- Submit.

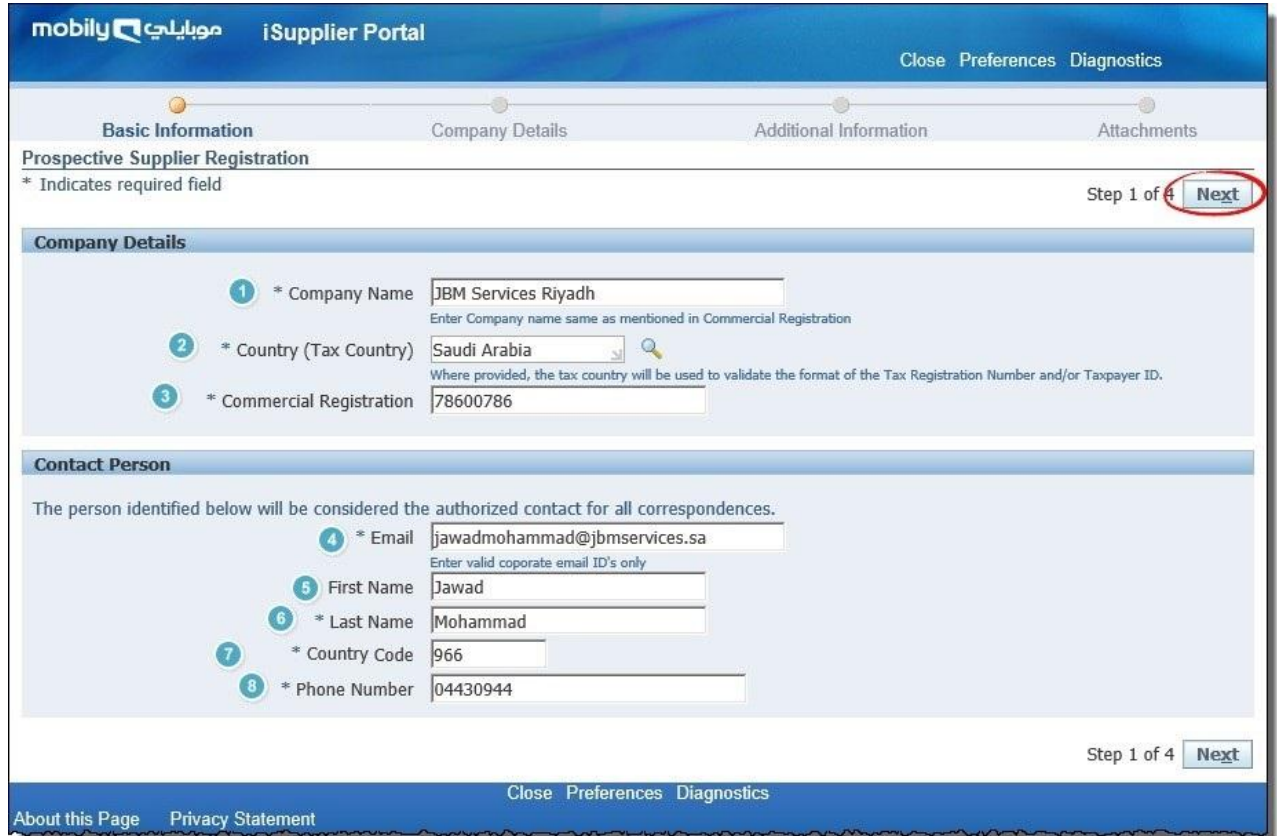
Note: Incomplete or incorrect Submission will not be processed. All attachments need to be typed. Any HAND WRITTEN attachments will be REJECTED.

It will take around 20 minutes to complete the registration process. If you stay ideal for a longer time, system will log your session out automatically. So it is recommended to start the registration process once you have all necessary details and documents available. In case you are not able to re-register after session logout, allow 72 hours for system to delete your unsaved profile.

You must provide all valid information including your email address, so the system can send you updates about the registration request. Registration Form is divided in 4 sections. See Figure 2.

Mobily will review your application. If your application is approved, Mobily will inform you via email.

## Basic information



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Basic Information    Company Details    Additional Information    Attachments

**Prospective Supplier Registration**

\* Indicates required field Step 1 of 4 **Next**

**Company Details**

1 \* Company Name   
Enter Company name same as mentioned in Commercial Registration

2 \* Country (Tax Country)    
Where provided, the tax country will be used to validate the format of the Tax Registration Number and/or Taxpayer ID.

3 \* Commercial Registration

**Contact Person**

The person identified below will be considered the authorized contact for all correspondences.

4 \* Email   
Enter valid corporate email ID's only

5 First Name

6 \* Last Name

7 \* Country Code

8 \* Phone Number

Step 1 of 4 **Next**

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Figure 2: Prospective Supplier Registration Page

In the Basic Information section you must add following fields,

Company Details		
1	Company Name	Enter official company name as mentioned in commercial registration/trade license.
2	Country (Tax Country)	Enter the tax country name.
3	Commercial Registration	Enter Commercial Registration number
Contact Person		
4	Email	Enter your corporate email address only.
5	First Name	Enter your first name
6	Last Name	Enter your last name
7	Country Code	Enter your country code
8	Phone Number	Enter your active phone number

Click **Next** after entering above mandatory details.

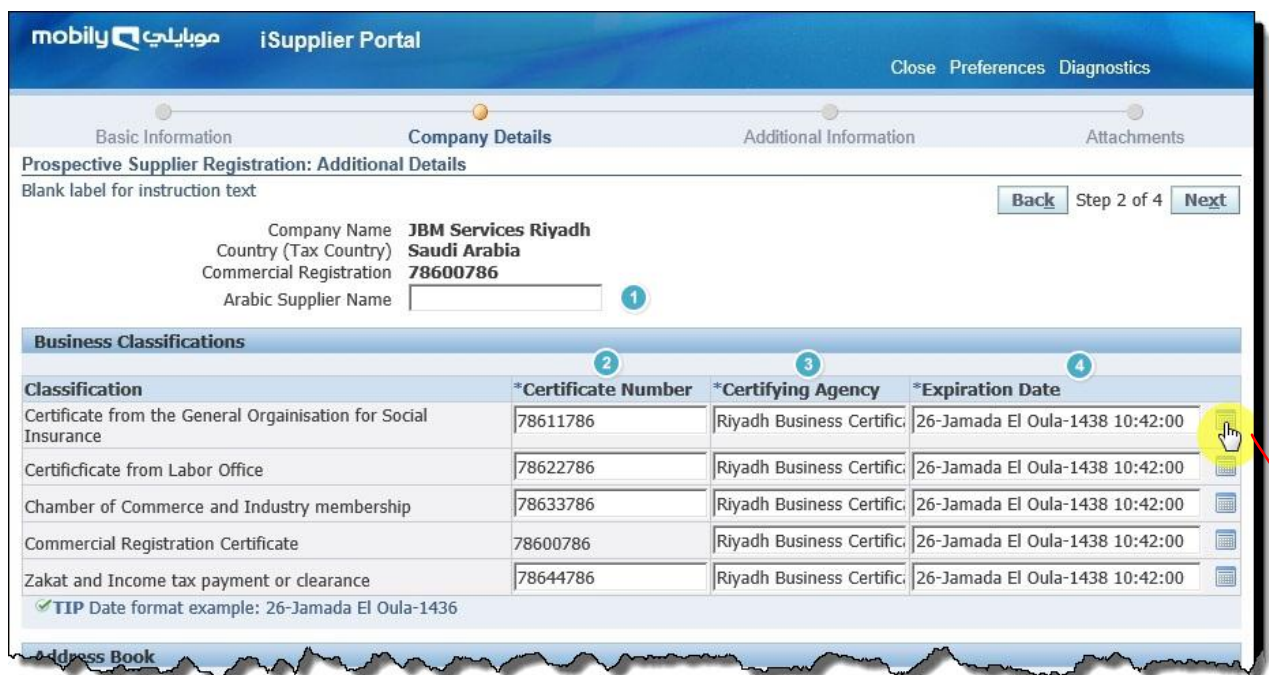
## Company Details

Next section is Company Details. Here you must add Business Classification, Address Details, Authorized Contact Directory, and Product and Services.

Add Arabic Name of your company as mentioned in Figure 3 below.

<b>1</b>	Arabic Supplier Name	Enter official Arabic name of your company
----------	----------------------	--------------------------------------------

## Business Classifications



**Prospective Supplier Registration: Additional Details**

Blank label for instruction text

Company Name: **JBM Services Riyadh**  
 Country (Tax Country): **Saudi Arabia**  
 Commercial Registration: **78600786**  
 Arabic Supplier Name:

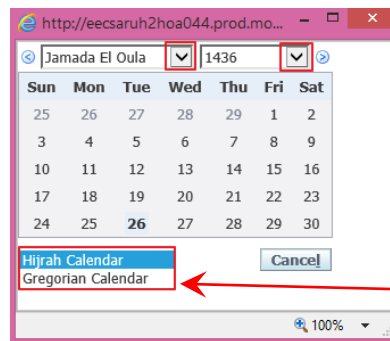
**Business Classifications**

Classification	*Certificate Number	*Certifying Agency	*Expiration Date
Certificate from the General Organisation for Social Insurance	78611786	Riyadh Business Certific	26-Jamada El Oula-1438 10:42:00
Certificate from Labor Office	78622786	Riyadh Business Certific	26-Jamada El Oula-1438 10:42:00
Chamber of Commerce and Industry membership	78633786	Riyadh Business Certific	26-Jamada El Oula-1438 10:42:00
Commercial Registration Certificate	78600786	Riyadh Business Certific	26-Jamada El Oula-1438 10:42:00
Zakat and Income tax payment or clearance	78644786	Riyadh Business Certific	26-Jamada El Oula-1438 10:42:00

TIP Date format example: 26-Jamada El Oula-1436

Figure 3: Company Details - Business Classifications

You may select the Expiration Date calendar while entering the date. Click on the calendar icon and it will open pop-up window for selection. See Figure 4 below.



Select Calendar Hijrah or Gregorian

Figure 4: Business Classifications – Calendar

Select the date, month and year from the calendar.

Provide Business Classifications in details. See Figure 3, provide all mandatory details:

2	Certification Number	Enter certification number for, <ul style="list-style-type: none"> <li>● Certificate from the General Organization for Social Insurance</li> <li>● Certificate from Labor Office</li> <li>● Chamber of Commerce and Industry membership</li> <li>● Commercial Registration Certificate</li> <li>● Zakat and Income tax payment or clearance</li> </ul>
3	Certifying Agency	Enter name of the certifying agency for all above certificates
4	Expiration Date	Enter Expiration date of certificate. You can use calendar option to choose the date. Click on the Calendar icon and select the date. System will save date in Hijri format only.

Kindly provide proof of all these certifications as attachment in last section.

### Address Book

You can create your address book here. Multiple address are also allowed here.

Click **Create** Button to add address details in Address Book.

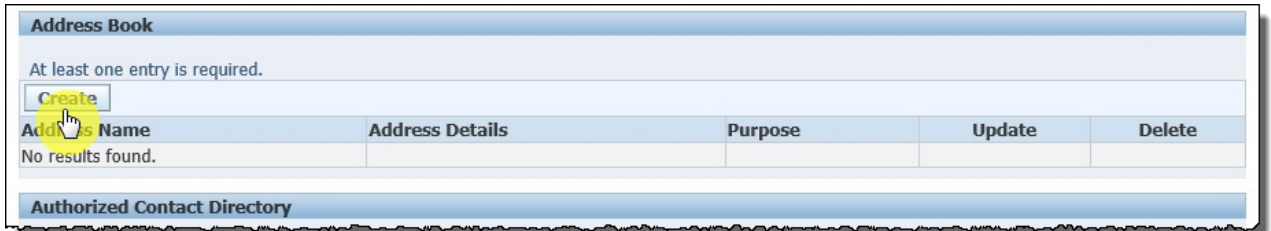


Figure 5: Create Address Book

You can add multiple address (Locations) in the Address book. See Figure 6.

While creating your business address book, you must enter mandatory fields,

1	Address Name	Enter your address name, for example Branch name, Head Office, Warehouse, Service Station etc.
2	Address Line1	Enter Business Address. You can also use Address Line 2, Address Line 3 and Address Line 4 to provide complete details.
3	City/Town/Locality	Enter your city/town name
4	County	Provide County name. County name is not



		mandatory
5	State/Region	Enter State or Region name. You may also provide Province detail if applicable.
6	Postal Code	Provide postal code of the address
7	Phone / Fax Contact	Provide Phone country code, phone number, Fax area code and fax number
8	Email Address	Provide corporate email address of the address owner/manager.

Data entry fields starting with \* are mandatory fields. See Figure 6 below.

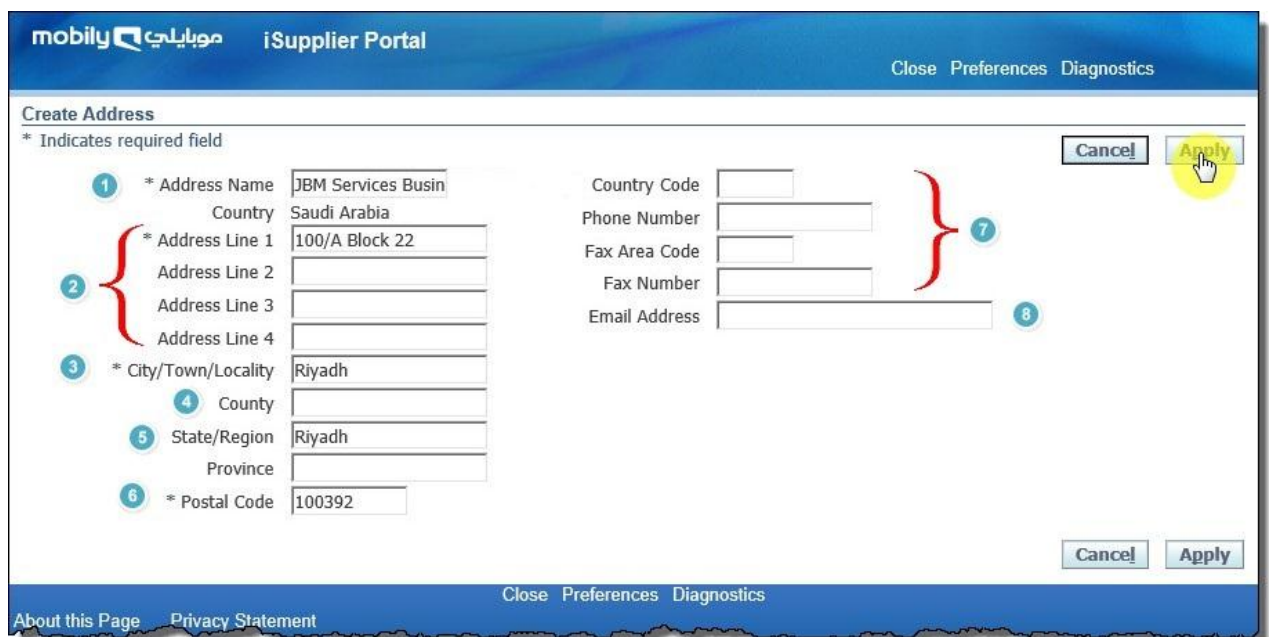


Figure 6: Address Entry

Click **Apply** button to save the information. You may also add another address using the same method.

### Authorized Contact Directory

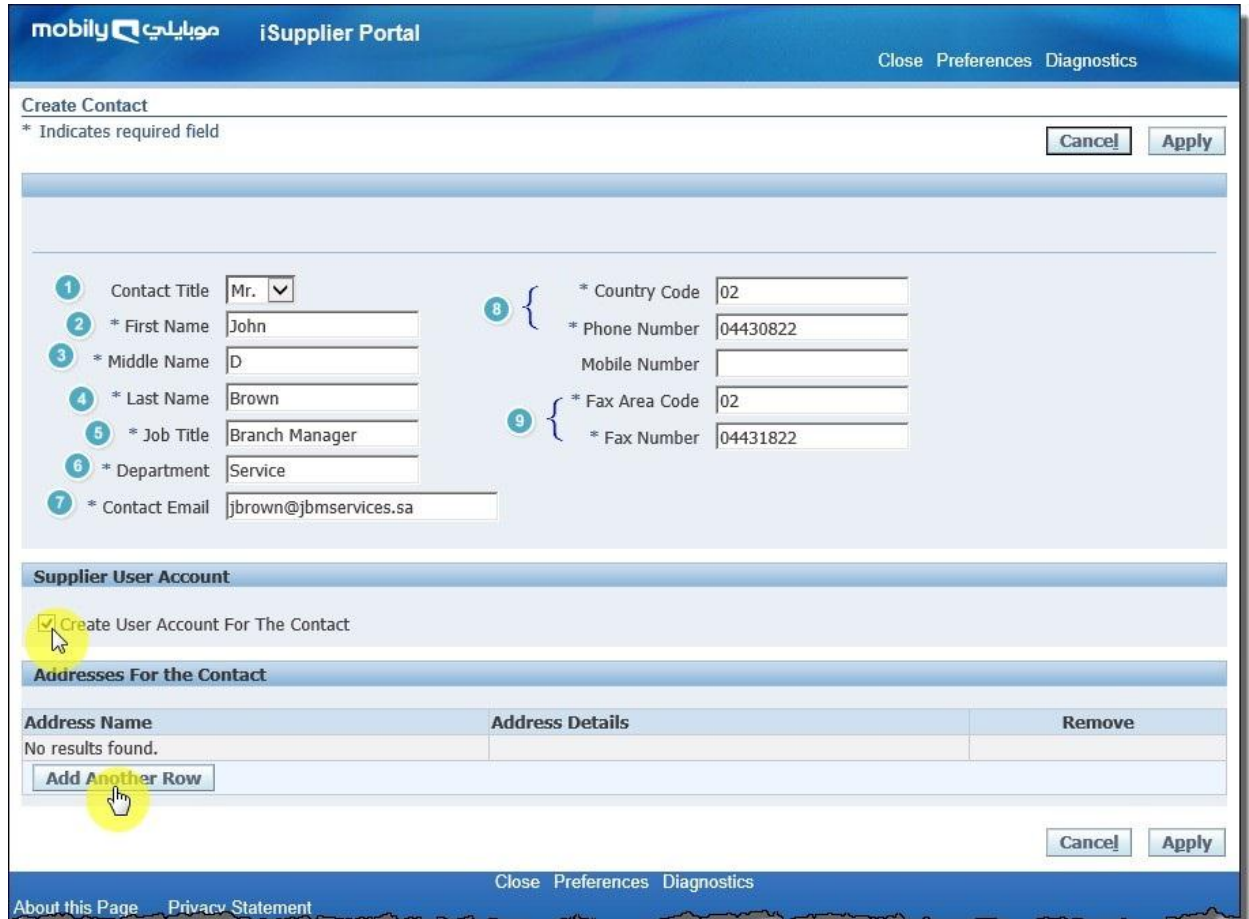
Scroll down to create authorized contact directory. People who wish to contact Mobily, must be added to the Contact Directory. Fields marked with \* are mandatory fields.

Click **Create** to add contacts. See Figure 7.

Authorized Contact Directory						
At least one entry is required.						
Create						
First Name	Last Name	Phone	Email	Requires User Account	Update	Delete
Jawad	Mohammad	02-04430944	jawadmohammad@jbmservices.sa	✓		
Products and Services						

Figure 7: Authorized Contact Directory

Enter all mandatory information as shown in Figure 8 below.



**Create Contact**  
\* Indicates required field

Cancel Apply

1 Contact Title Mr. ▾

2 \* First Name John

3 \* Middle Name D

4 \* Last Name Brown

5 \* Job Title Branch Manager

6 \* Department Service

7 \* Contact Email jbrown@jbmservices.sa

8 { \* Country Code 02  
\* Phone Number 04430822  
Mobile Number

9 { \* Fax Area Code 02  
\* Fax Number 04431822

Create User Account For The Contact

**Addresses For the Contact**

Address Name	Address Details	Remove
No results found.		
Add Another Row		

Cancel Apply

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Figure 8: Add Contact Person details

1	Contact Title	Select contact person's title from List
2	First Name	Enter contact person's first name
3	Middle Name	Enter contact person's middle name
4	Last Name	Enter contact person's last name
5	Job Title	Enter contact person's job title
6	Department	Enter the department name

7	Contact Email	Enter contact person's corporate email address
8	Phone details	Enter contact person's land line number and if available provide mobile number too
9	Fax details	Provide contact person's fax number

Click **Create User Account for the Contact** checkbox if you want to give this contact person access to RFQ and bidding.

Address for the contact provides facility to associate the address with contact. Click **Add Another Row** to assign address to this contact person. See Figure 9 below.

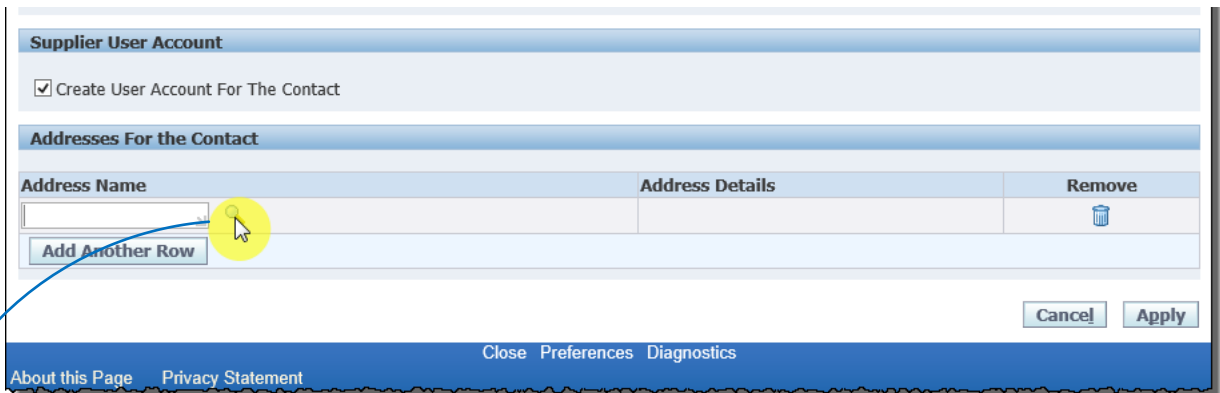



Figure 9: Associate address with contact (step-1)

Click Search  icon. It will open a pop-up window. Click **Go** button.

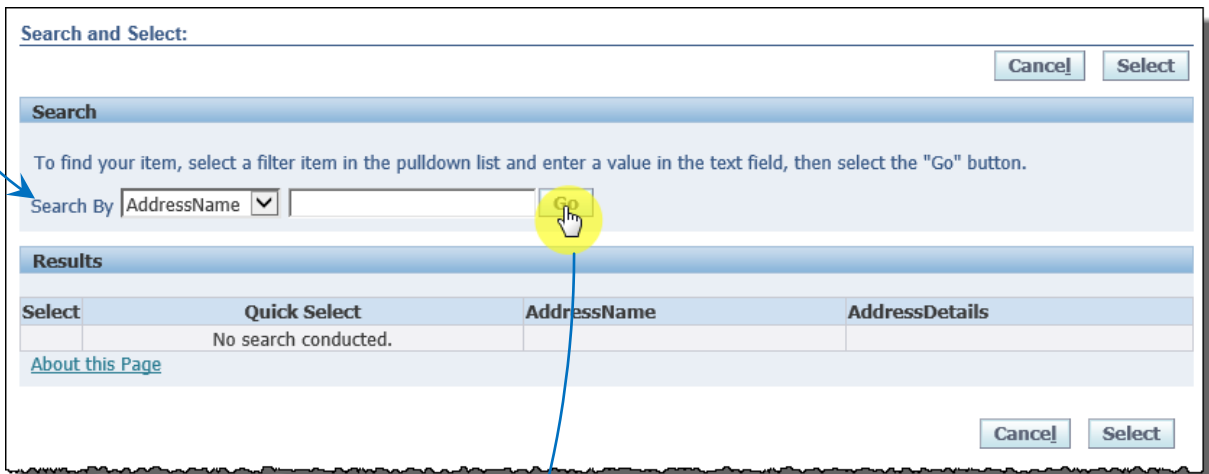


Figure 10: Associate address with contact (step-2)

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By

Select	Quick Select	AddressName	AddressDetails
<input checked="" type="radio"/>		Head Office	1002 JBM House, Riyadh 23223 SA

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Figure 11: Associate address with contact (step-3)

Select the Address from the list and click **Select** button.

The address will get associated with the user as shown in Figure 12 below.

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**Create Contact**

\* Indicates required field

Contact Title	<input type="text" value="Mr."/>	* Country Code	<input type="text" value="02"/>
* First Name	<input type="text" value="John"/>	* Phone Number	<input type="text" value="04430822"/>
* Middle Name	<input type="text" value="D"/>	Mobile Number	<input type="text"/>
* Last Name	<input type="text" value="Brown"/>	* Fax Area Code	<input type="text" value="02"/>
* Job Title	<input type="text" value="Branch Manager"/>	* Fax Number	<input type="text" value="04431822"/>
* Department	<input type="text" value="Service"/>		
* Contact Email	<input type="text" value="jbrown@jbmservices.sa"/>		

**Supplier User Account**

Create User Account For The Contact

**Addresses For the Contact**

Address Name	Address Details	Remove
Head Office	1002 JBM House, Riyadh 23223 SA	

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Figure 12: Contact created and assigned to address

Click **Apply** button to save the information. You may also add multiple authorized contacts using the same method.

## Products and Services

Scroll down to Products and Services section. Mobily has define product and service category sets that we use to categorize our supply base. You can browse the list of goods and services and select all those that apply to your business. Click **Create** button as shown in Figure 13 below.

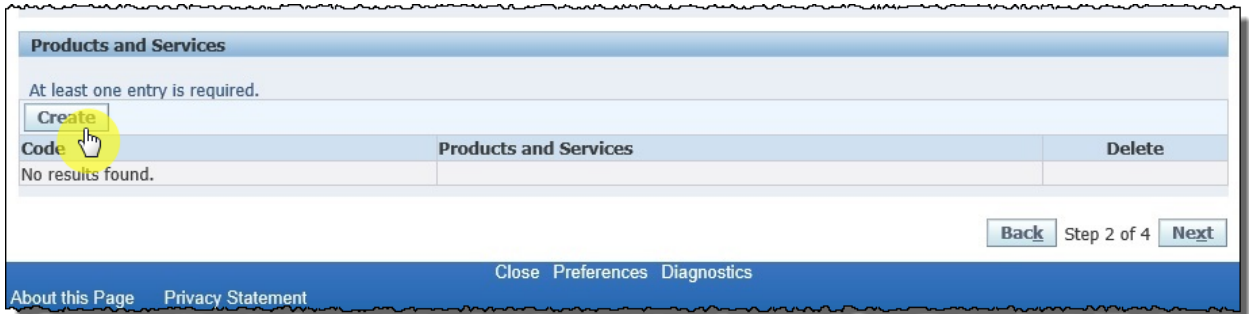
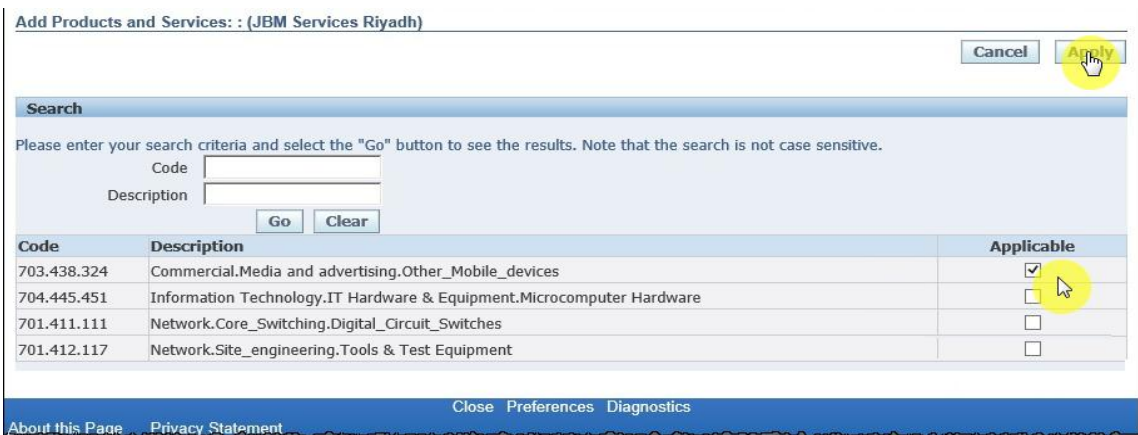


Figure 13: Add Products and Services

Select Product(s) and Service(s) and Click **Apply**.



Code	Description	Applicable
703.438.324	Commercial.Media and advertising.Other_Mobile_devices	<input checked="" type="checkbox"/>
704.445.451	Information Technology.IT Hardware & Equipment.Microcomputer Hardware	<input type="checkbox"/>
701.411.111	Network.Core_Switching.Digital_Circuit_Switches	<input type="checkbox"/>
701.412.117	Network.Site_engineering.Tools & Test Equipment	<input type="checkbox"/>

Figure 14: Select& Apply Products and Services

Once you done adding information in Company Details section, your form will look like Figure 15 below. Now, click **Next** button to enter Additional Details.

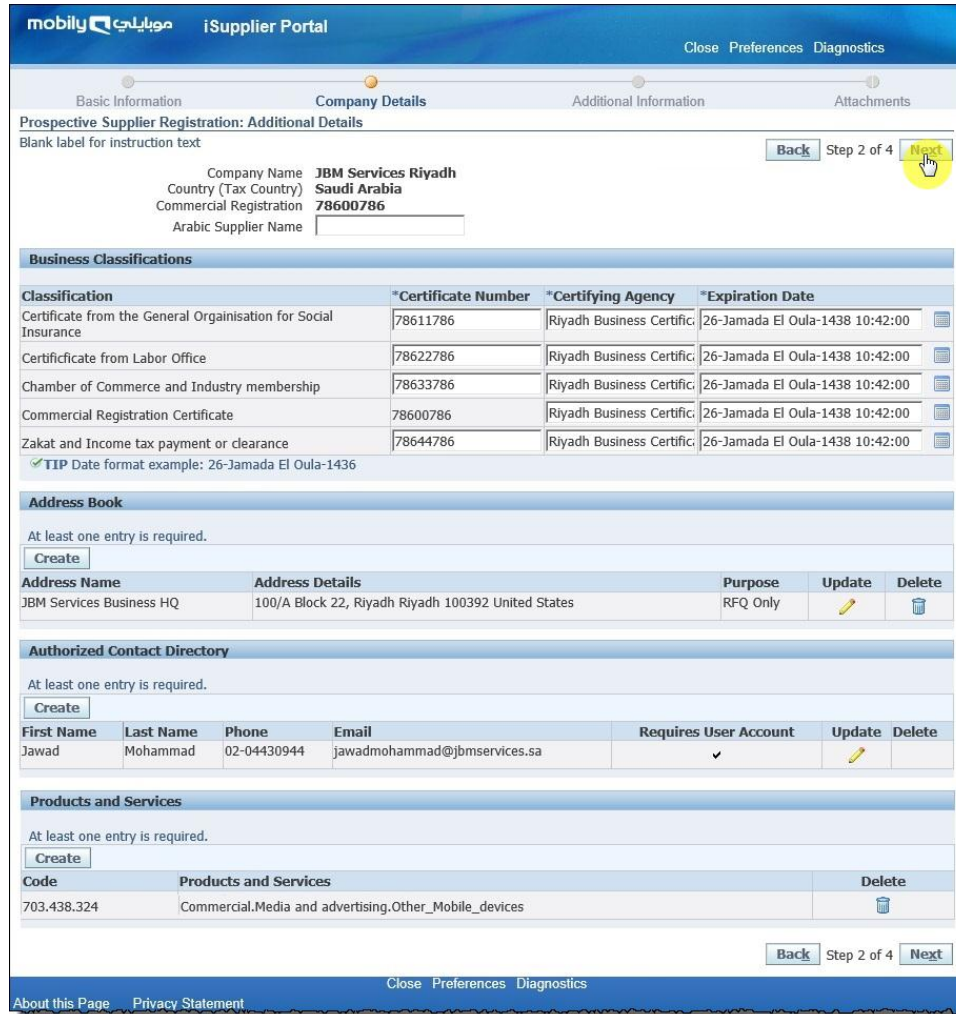


Figure 15: Complete Company Details Section

## Additional Information

Additional Information section is 3rd section of the Registration form. Here fields starts with \* sign are mandatory fields.

Enter following mandatory details;

1	Year of establishment	Enter the year that you established the company
2	Ownership Type	Select ownership type from list
3	Number of Saudi Employees	How many Saudi National employees?
4	Number of Non-Saudi Employees	How many Non-Saudi National employees?
5	Netaqat Level	Select on from the list

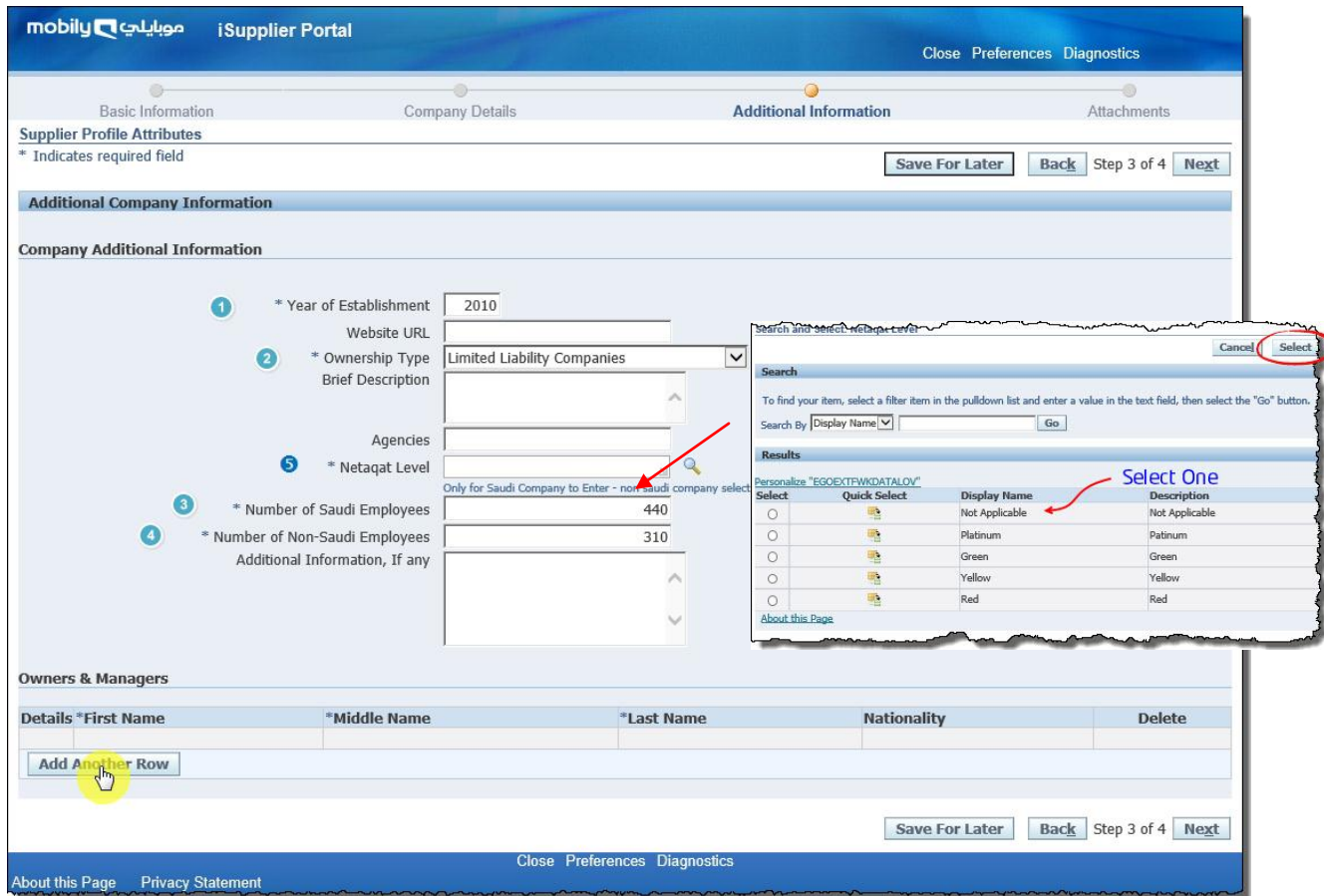


Figure 16: Additional Company Information

It is always good to provide non-mandatory fields like website URL, brief description of your company, agencies and if any additional information available.

You must add Owners and Managers details here by clicking **Add Another Row** button.

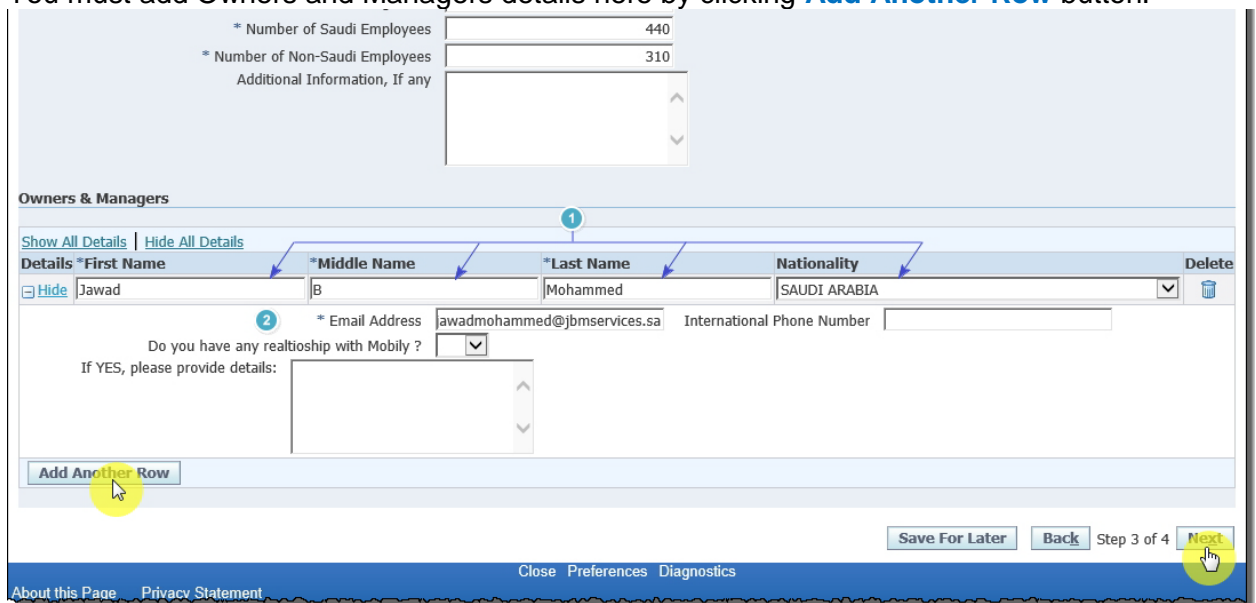


Figure 17: Add Owners and Managers Information

Enter all mandatory fields (\*) of owners and managers in respective fields. Enter below details.

1	First Name	Provide owner/manager's first name
	Middle Name	Provide owner/manager's middle name
	Last Name	Provide owner/manager's last name
	Nationality	Provide owner/manager's Nationality
2	Email address	Provide owner/manager's corporate email

You can provide multiple names as well, by clicking add another row button again.

Once done adding Owners and Managers information, click **Next** to move on the last section of the Registration Portal.

## Attachments

Attachment is 4<sup>th</sup> section of the registration form and it allows you to add supporting documents for your application.

Attach PDF/JPEG/JPG/Doc files only. Do NOT attach any hand written documents.

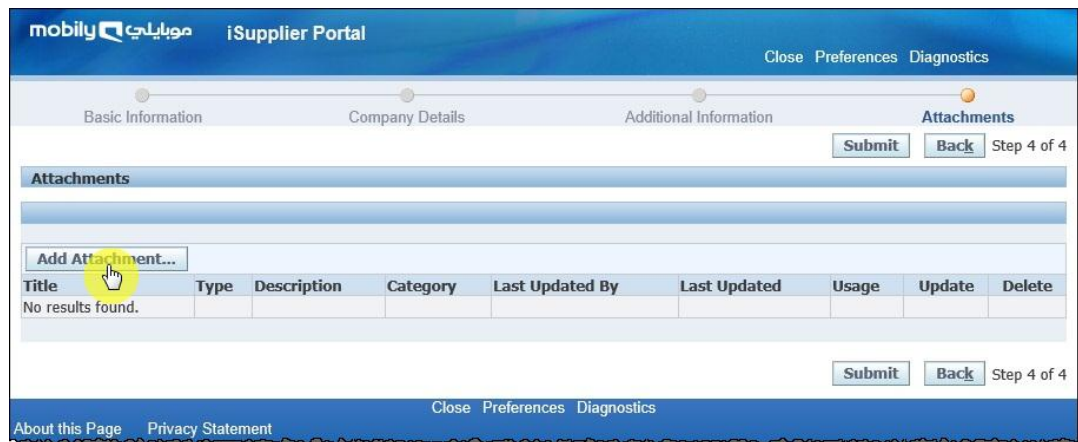


Figure 18: Add Attachments...

Click **Add Attachments...** button to add supportive documents to the application.



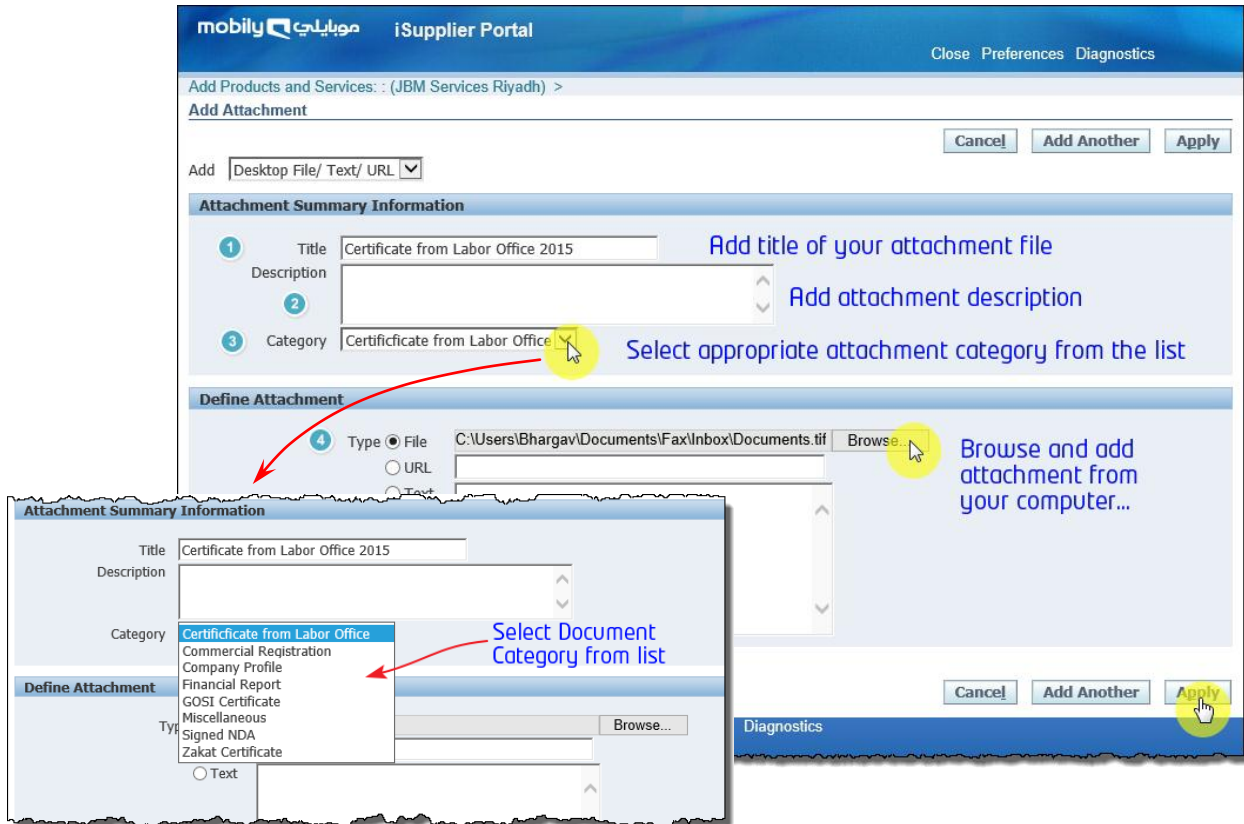


Figure 19: Add Attachment with details

See Figure 19 and add details accordingly.

Here Title, Category and Attachment Type: File fields are mandatory fields.

①	Title	Add meaningful title for the attachment file
②	Description	Enter document brief description.
③	Category	Select the document Category from the list.
④	Attachment Type: File	Browse your computer and select the file that match with Title and document Category

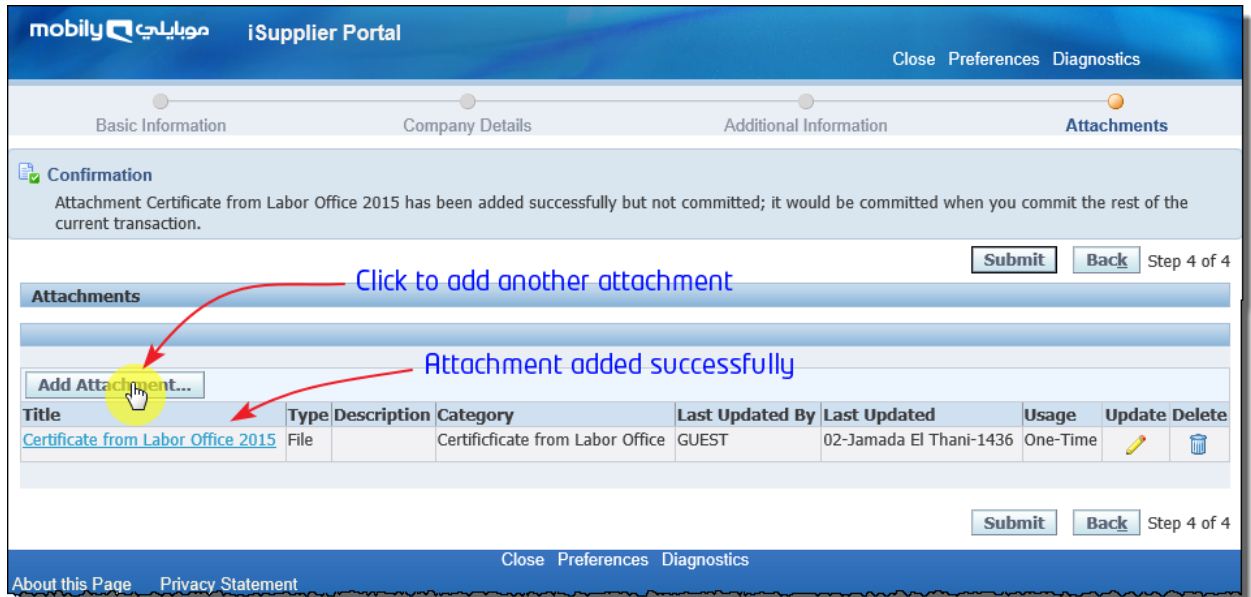


Figure 20: Attachments added

Select attachment category from list for each attachment. Categories in list are:

- Certificate from Labor Office – For Local Saudi vendors only
- Commercial Registration:
  - Note for Overseas Vendors: Commercial Registration/Trade License (Attested by Saudi embassy/Consulate in their respective country)
- Company Profile.
- Chamber of commerce membership - For Local Saudi vendors only
- Financial Report.
- GOSI Certificate - For Local Saudi vendors only
- Miscellaneous.
- Signed NDA (optional).
- Zakat Certificate For Local Saudi vendors .

The page will allow you to add multiple attachments. If you are adding item from File, click **Browse...** button to select and attach it you're your Computer.

Click **Apply** or click **AddAnother** button to add multiple attachments.

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Basic Information      Company Details      Additional Information      **Attachments**

**Confirmation**  
Attachment Certificate from the General Organization for Social Insurance has been added successfully but not committed; it would be committed when you commit the rest of the current transaction.

Step 4 of 4

**Attachments**

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
<a href="#">Certificate from the General Organization for Social Insurance</a>	File		Miscellaneous	GUEST	02-Jamada El Thani-1436	One-Time		
<a href="#">Chamber of commerce and industry membership</a>	File		Miscellaneous	GUEST	02-Jamada El Thani-1436	One-Time		
<a href="#">Zakat Certificate</a>	File	Zakat Certificate renewed last year June 2014	Zakat Certificate	GUEST	02-Jamada El Thani-1436	One-Time		
<a href="#">Financial Report 2012, 2013 and 2014</a>	File	Last 3 years of finance details in PDF	Financial Report	GUEST	02-Jamada El Thani-1436	One-Time		
<a href="#">Company Profile document</a>	File	Company profile in word format	Company Profile	GUEST	02-Jamada El Thani-1436	One-Time		
<a href="#">Commercial Registration Certificate</a>	File	Commercial Registration 1998 scan copy	Commercial Registration	GUEST	02-Jamada El Thani-1436	One-Time		
<a href="#">Certificate from Labor Office 2015</a>	File		Certificate from Labor Office	GUEST	02-Jamada El Thani-1436	One-Time		



**Attach all related document under respective category.**

Step 4 of 4

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Figure 21: Review attachments list before final submit

You may update attachments after adding them by clicking the update  icon, as well as delete incorrect attachments using the delete  icon.

Review all the attachments before submitting the application.

## Submit Application

You may submit the application once all mandatory details are filled. Your application will be received by Mobily Supplier Evaluation Committee for approval process. You will receive an email containing a URL, you may use this URL to monitor the status of the application.

Click **Submit** button to complete the registration process.

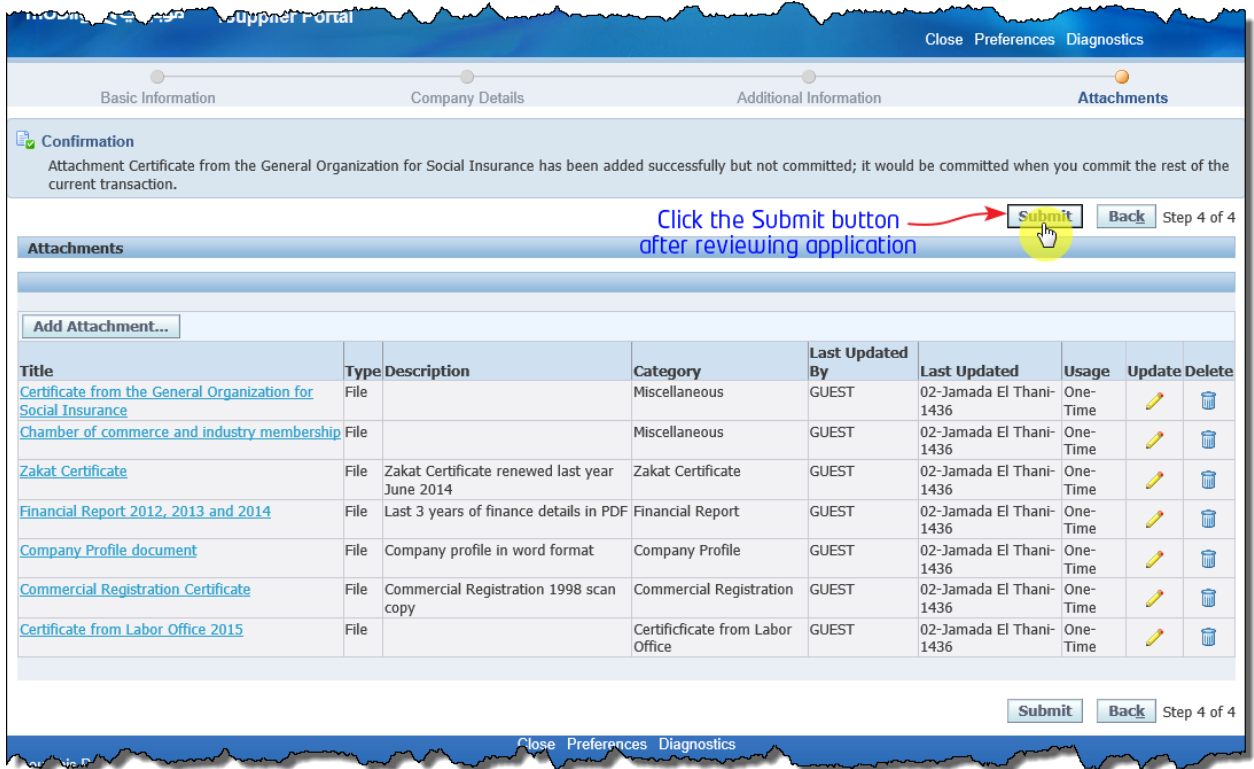


Figure 22: Submit the Application to Mobily

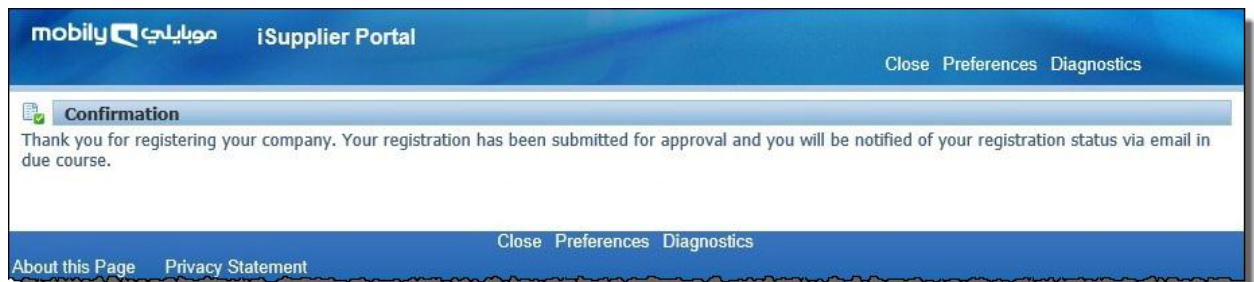
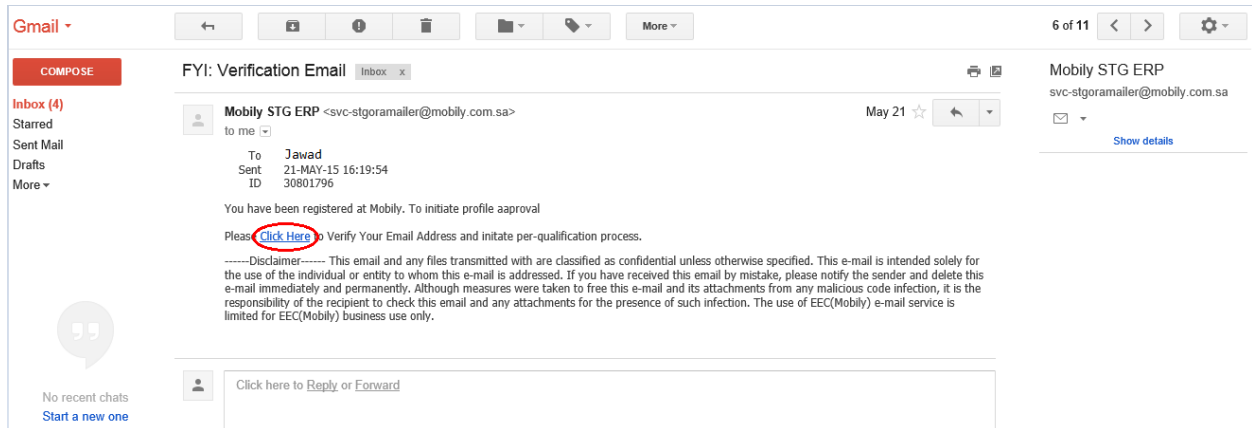


Figure 23: Submission Confirmation



After submission you will receive an email to verify your provided email address during registration.



After the verification Mobily receive your application, the supplier evaluation committee will take decision of approval on the application. In case any further information required from you, you will receive email requesting further details. After adding those details, you can re-submit the application.

Please note, the submission of a completed response does not guarantee future business or tender opportunities with Mobily.

In case your profile is rejected, Mobily will provide you the reason of rejection so you can correct and submit the application again in future.

## Policies

- Vendor shall comply with the Israel boycott laws
- All documents must be valid and verified
- All documents must be scan of original copy
- In case the license is in progress then submit a proof of scanned original copy.

### **For any support needed during registrations, you may send contact the below :**

For IT Category registrations: [m.basheer@mobily.com.sa](mailto:m.basheer@mobily.com.sa) , Ext: +966560311099

For Network Category registrations: [k.alshammari@mobily.com.sa](mailto:k.alshammari@mobily.com.sa) , Ext.: +966560311653

For Commercial Category registrations: [m.abduljameel@mobily.com.sa](mailto:m.abduljameel@mobily.com.sa) , Ext.: +966560312203

For Facility & Administration or General / Shared Procurement Category registrations:

[r.saeed.ncbs@mobily.com.sa](mailto:r.saeed.ncbs@mobily.com.sa) , Ext. : +966560311579