



SUPPLIER USER MANUAL

Supplier Portal – Supplier Profile Update

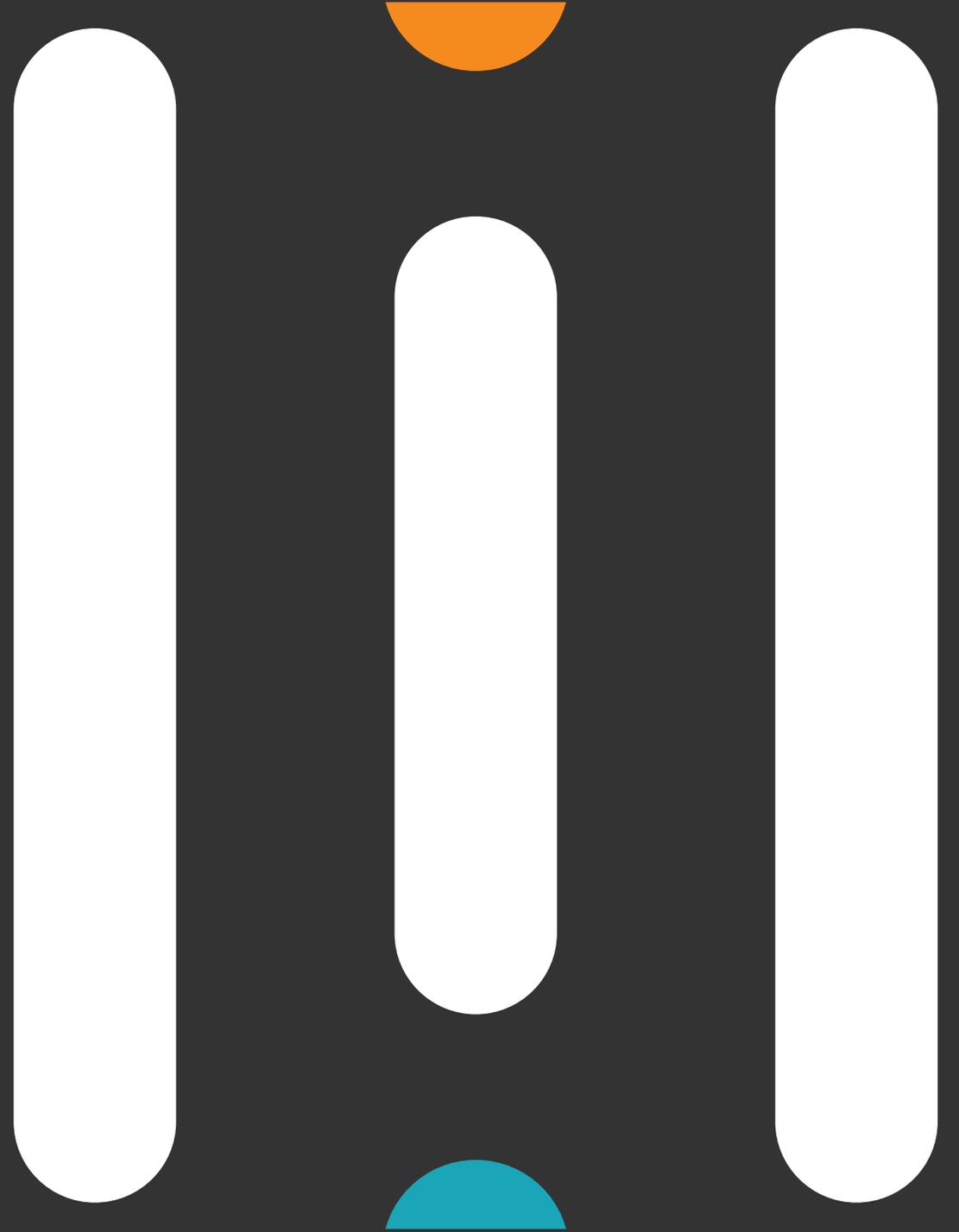
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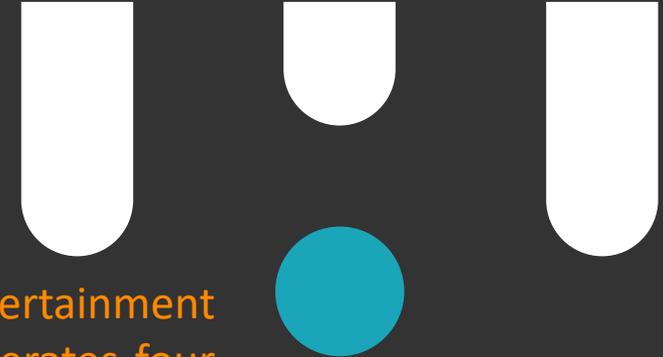
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01.

ABOUT 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 updating supplier profile

Please click on below link for the Miral Supplier Portal log in page:

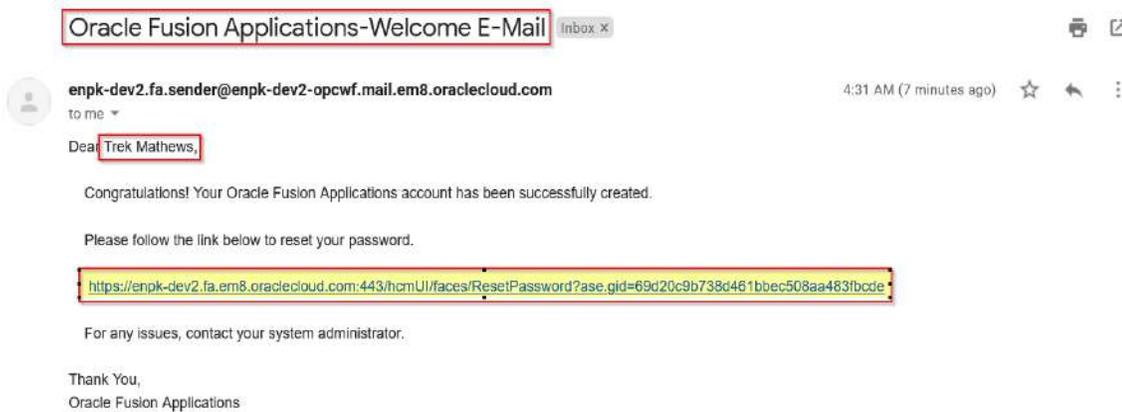
<https://enpk.fa.em8.oraclecloud.com/>



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



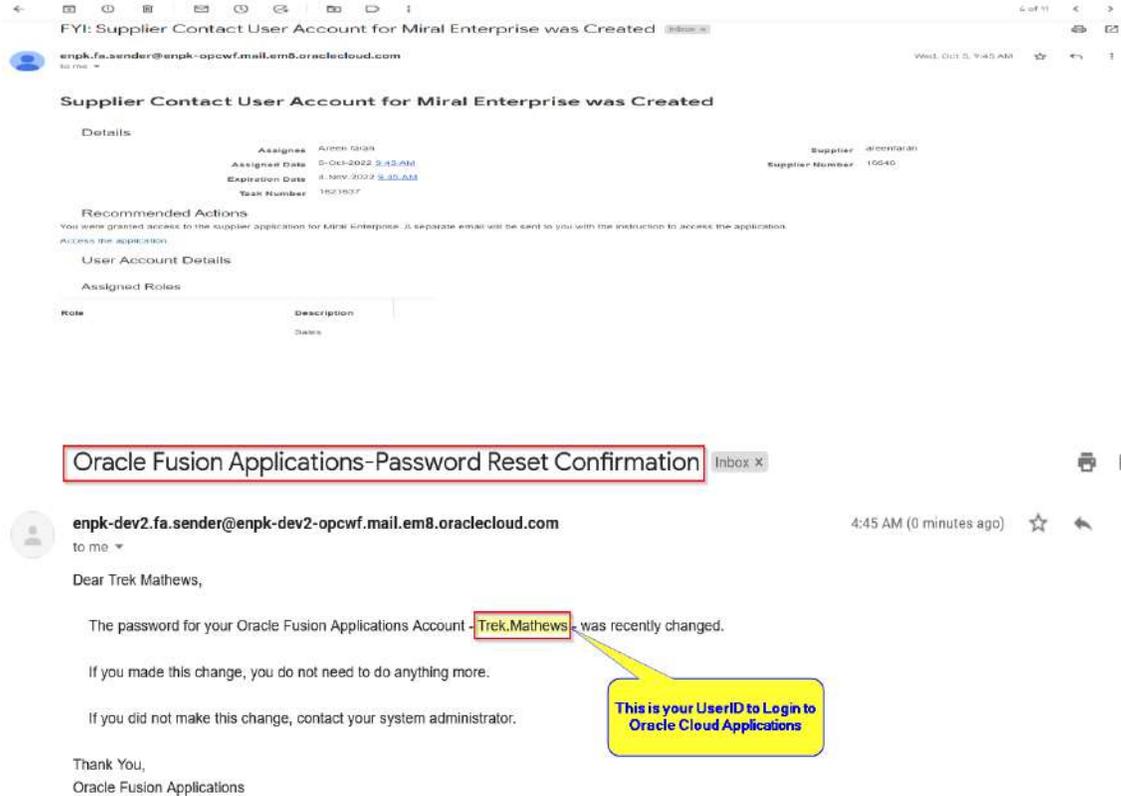
When you click on the above link, the Oracle Applications Cloud Reset Password page will be redirected as shown to the right.



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

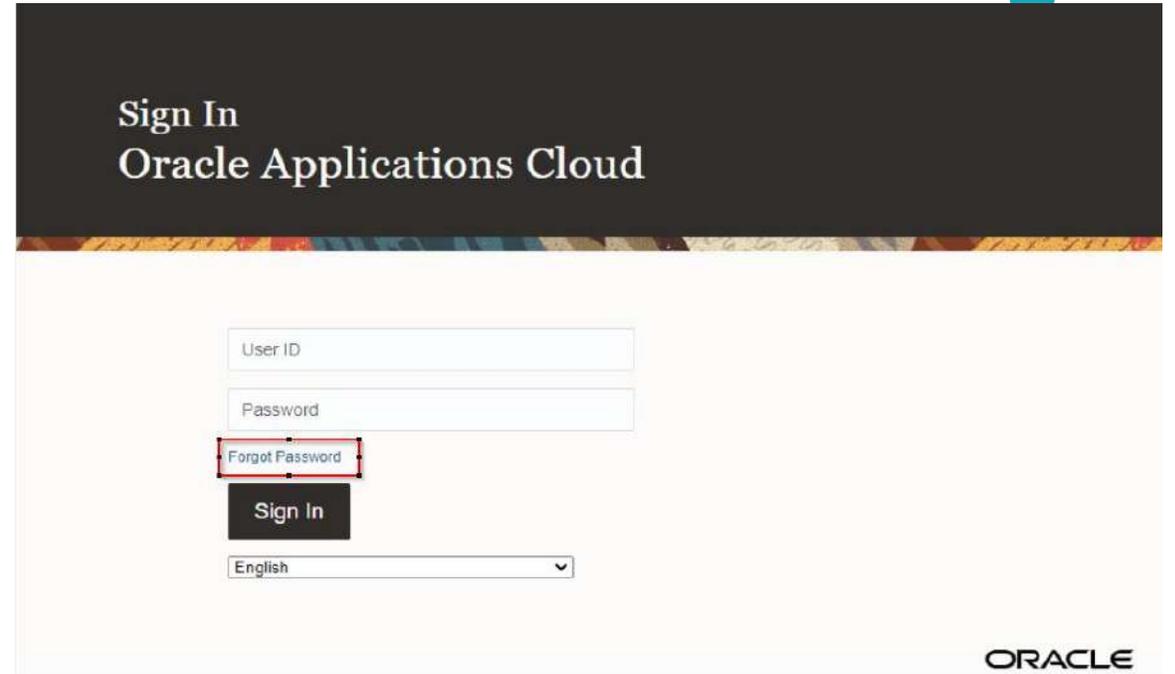
Note: Password must contain at least 8 characters length with at least one number in it.

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.

Forgot Password



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).

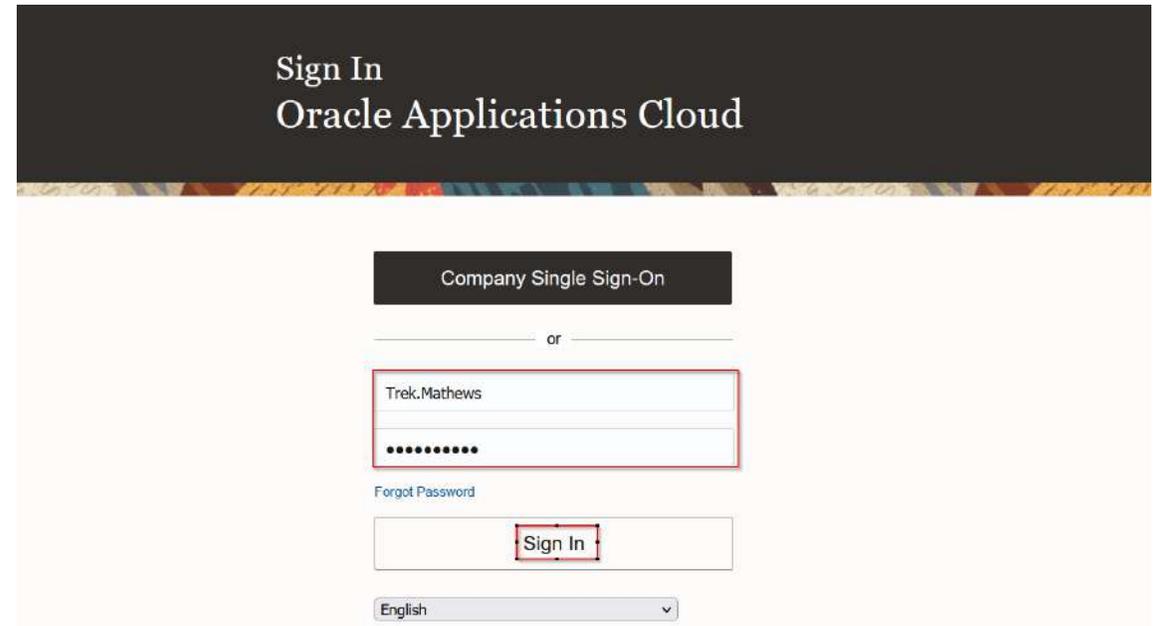
Select the option **Forgot Password** and **click on Submit button**. You will receive email notification of password reset confirmation similar to above.

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 default Miral Supplier Portal homepage.

Click on the home icon (highlighted in green below)



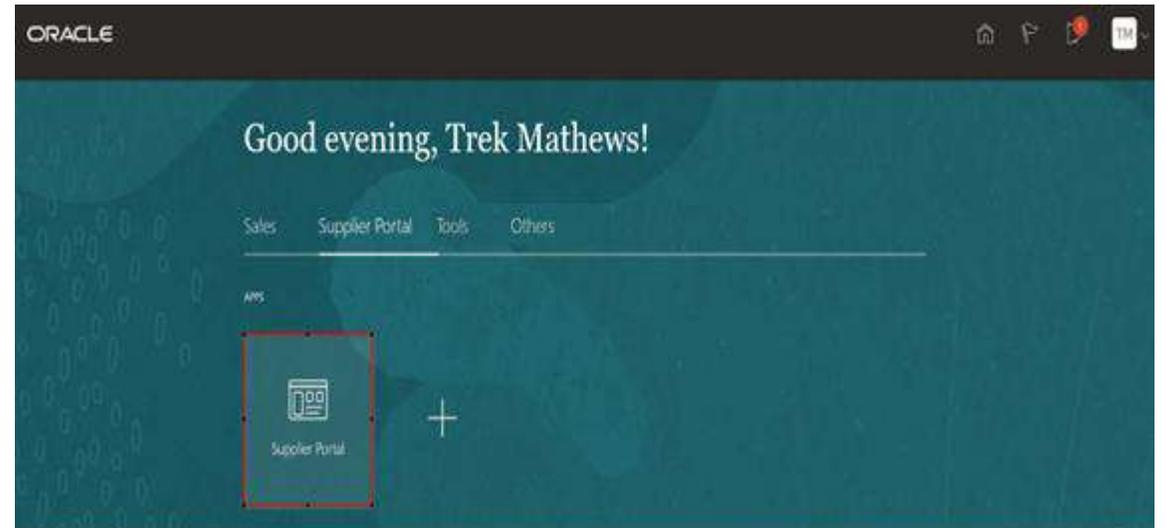
The above screen represents the Home page of the Miral Supplier Portal login.

- 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, Sales, etc...

Click on the Supplier Portal tab, then select the Supplier Portal app



05. Managing Profile Updates

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

Requiring Attention

2

1 Questionnaires 1 Business Classifications Expiring

Supplier News

Dear Supplier Partner,

We are keen to maintain our relationship with you and we require you to continuously review and update your company profile on this portal.

- Update your active Trade or Commercial Licenses and other certifications.
- Update your company information (phone number, addresses...)
- Update the relevant contacts at your company.
- Manage your bank account details.
- Receive and view your Purchase Orders.
- Acknowledge POs received.

Important Notice

The following changes to the names of Miral Group entities should be reflected in all future correspondences, including invoices.

Entity	Previous Name	New Name Registered in FTA	VAT Number	Billing Address
Miral LLC	Miral Asset Management LLC	Miral LLC	10086345900003	Miral HQ, Yas Island - Abu Dhabi

To view your profile and to make any changes, you will need to click on the manage profile task in the task column: **Click on the 'Manage Profile' task**

Sourcing

- View Active Sourcings
- Manage Responses

Auctions from Seller

- View Active Seller Auctions
- Manage Seller Auction Bids

Qualifications

- Manage Questionnaires
- View Qualifications

Company Profile

- **Manage Profile**

The **Company Profile summary page** contains the following tabs: Organization Details, Tax identifiers, Addresses, Contacts, Payments, Business Classifications, and Products and Services. Any of these can be viewed or updated by navigating to the respective tab.

Company Profile Edit Done

Organization Details Tax identifiers Addresses Contacts Payments Business Classifications Products and Services

General

Company: Ditta Construction Co

Supplier Number: 10011

Supplier Type: Supplier

Tax Organization Type: Corporation

Status: Active

Attachments: None

Identification

D-U-N-S Number: 204087204

Customer Number: SIC

National Insurance Number

Corporate Web Site

Corporate Profile

Year Established

Mission Statement

Chief Executive Title

Chief Executive Name

Principal Title

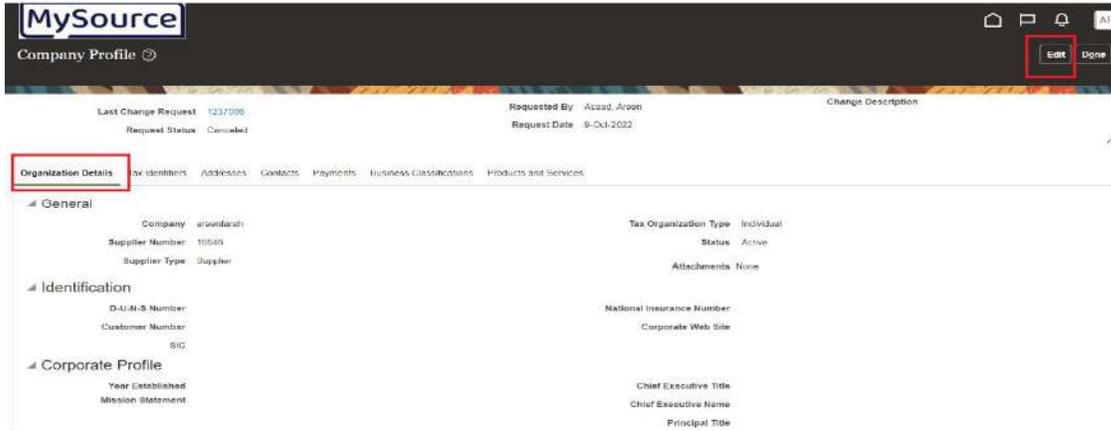
Principal Name

Year Incorporated

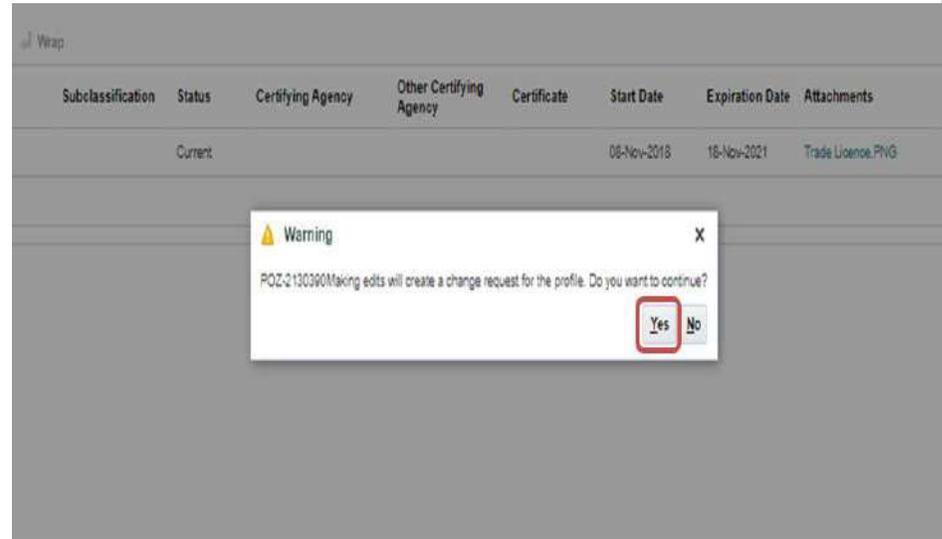
06. Illustration: Manage Organization Details

1. If you want to update general information about your company e.g. your company's name. To do so:

- ❑ Click on **Organization Details tab** to access the required information and fields
- ❑ Then **click on Edit button** on the top right of the screen



2. Once you **click on the 'Edit' button**, the system will pop up a warning message to inform you that this action is a change request, meaning that the changes will go for Miral's approval. **Press 'Yes' to continue**



3. You are now in Edit mode, navigate to the 'Organization Details' tab

- ❑ You can edit the already added fields.
- ❑ You can **click on the '+' icon beside the attachment** to add any supporting documents. Ex. Updated bank letter, company Profile...etc. As shown below.



Change Description

Organization Details | Tax Identifiers | Addresses | Contacts | Payments | Business Classifications | Products and Services

General

* Supplier Name: Farah Supplier
Supplier Number: 16645
Supplier Type: Supplier

Identification

D-U-N-S Number
Customer Number
SIC

Corporate Profile

Year Established: 2009
Mission Statement

Tax Organization Type: Individual
Status: Active
Attachments: None

National Insurance Number
Corporate Web Site: www.farahexperiences.com

Chief Executive Title
Chief Executive Name: Mr. Farah

- Update the change description and verify if you are done with your changes. If no further change is required **press on the 'Review Changes' button.**



Change Description

Organization Details | Tax Identifiers | Addresses | Contacts | Payments | Business Classifications | Products and Services

General

* Supplier Name: Farah Supplier
Supplier Number: 16645
Supplier Type: Supplier

Identification

D-U-N-S Number
Customer Number
SIC

Corporate Profile

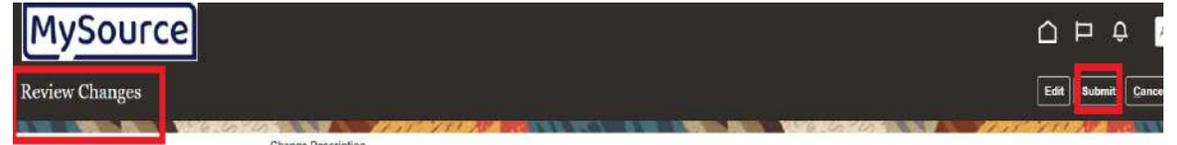
Year Established: 2009
Mission Statement

Tax Organization Type: Individual
Status: Active
Attachments: None

National Insurance Number
Corporate Web Site: www.farahexperiences.com

Chief Executive Title
Chief Executive Name: Mr. Farah

Note: “Save and close” button will save the Change Request without submission and will remain pending on the system at your side.



Change Description

Organization Details

View | Format | Freeze | Detach | Wrap

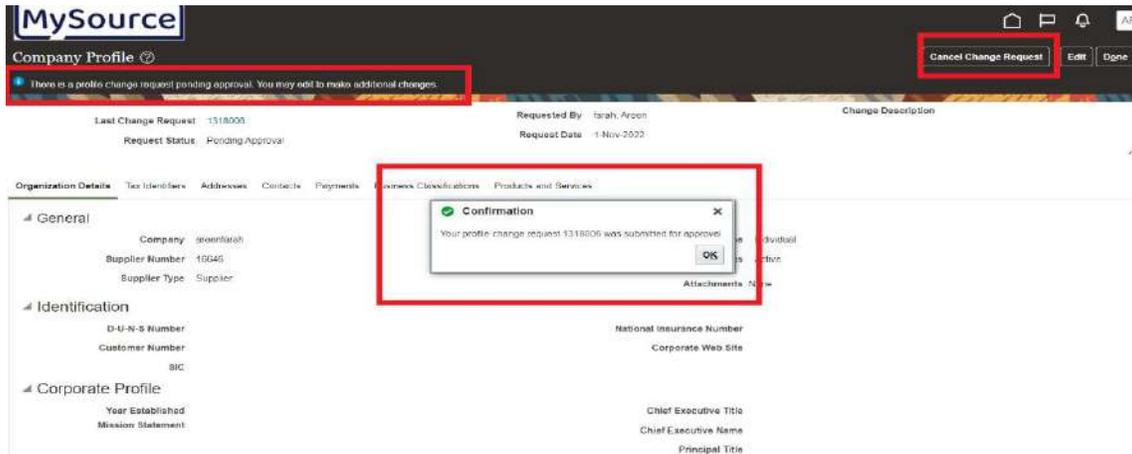
Attribute	Changed From	Changed To
Supplier Name	areenfarah	Farah Supplier
Corporate Web Site		www.farahexperiences.com
Year Established		2005
Year Incorporated		2001
Chief Executive Name		Mr. Farah

- All your changes will be shown on the window to review. If you wish to edit the information again, click on “Edit” button. You can cancel the changes as well by clicking on “Cancel” button. **If no further changes required, then click “submit” button.**

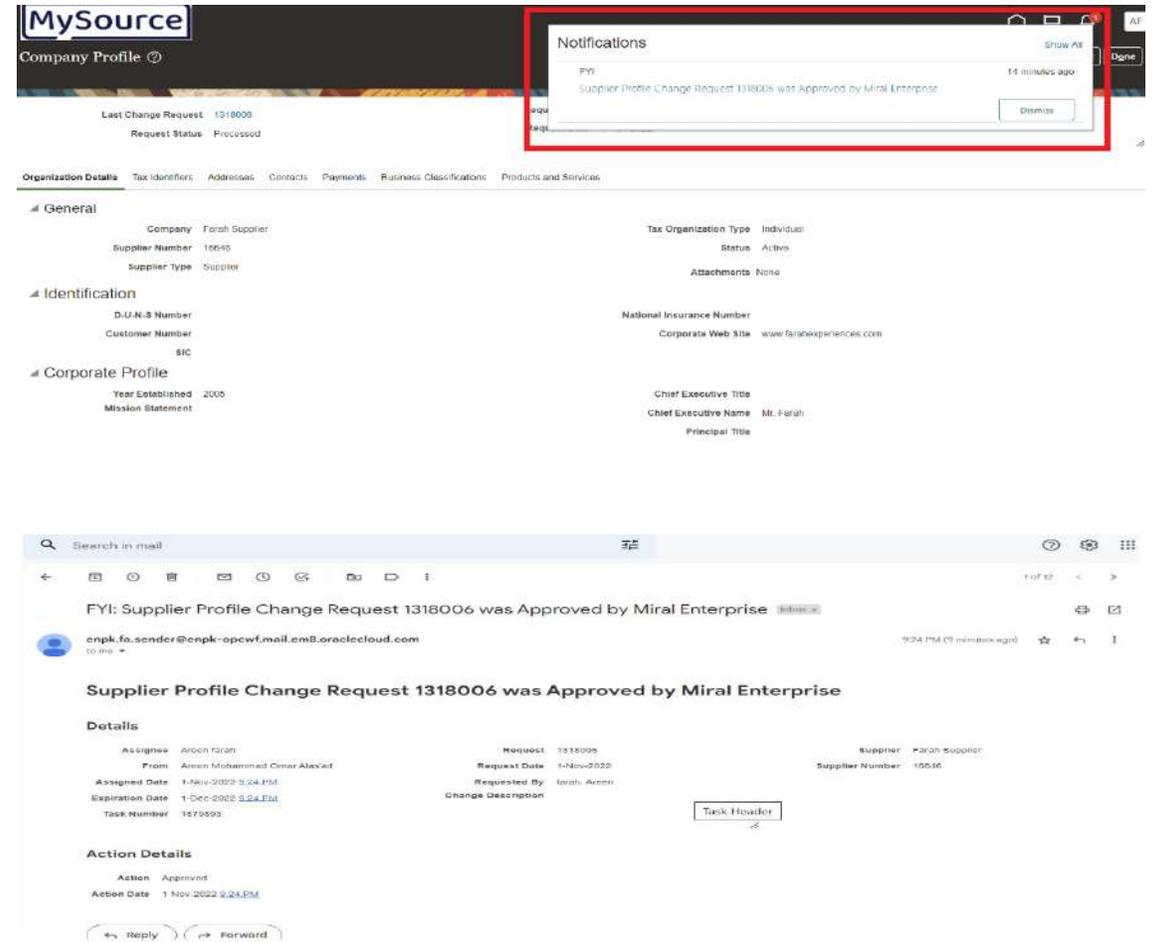
6. The system will show a notification confirming that your 'Change Request' has been submitted for approval to Miral. The change request will be routed for approval to authorized supplier management team of Miral. **Click 'OK' to proceed.**

You can see alert on the top stating that you have a change request pending for approval.

You still can edit or cancel the current change request by clicking on the related button.



7. Once approved or rejected, you will receive email & system notification on the same. You can check this by **clicking on the 'Bell' Icon** in your navigation homepage.



07. Illustration: Tax Identifier

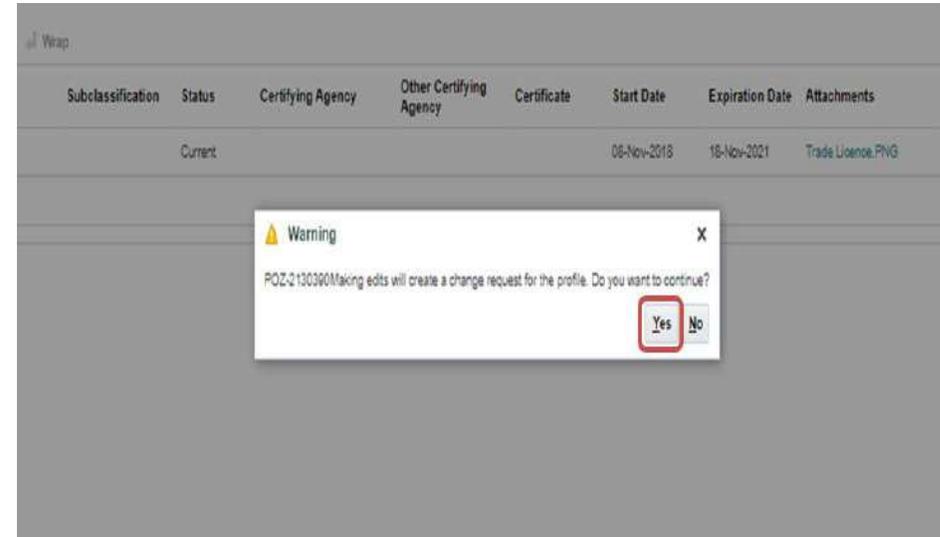
You can update your Tax information the same way. Following the same steps.

The screenshot shows the 'MySource' interface for editing a profile change request (ID: 1318007). The 'Tax Identifiers' tab is selected and highlighted with a red box. The form includes sections for 'Income Tax' and 'Transaction Tax'. The 'Income Tax' section has fields for 'Taxpayer Country' (United Arab Emirates), 'Trade/Commercial License Number (or) Registered Company Number' (23345), 'Federal Income Tax Type', and 'State reportable' checkbox. The 'Transaction Tax' section has fields for 'Tax Country' and 'Tax Registration Number'. Other fields include 'Tax Reporting Name', 'Name Control', 'Verification Date', 'Withholding Tax Group', and 'Tax Registration Type'. Buttons for 'Delete Change Request', 'Review Changes', 'Save and Close', and 'Cancel' are visible at the top.

08. Illustration: Addresses

You can update / add site address's information. E.g., phone number, email, city...etc.

1. Click on the 'Edit' button to enter 'Edit mode' to start updating your Address details.
2. The system will notify you that this is a 'Change Request'. Click 'Yes' to proceed.



3. You are now in Edit mode, navigate to the 'Addresses' tab
 - ❑ Once there, you can **click on the '+' icon** to add a line which will contain a predefined dropdown of available countries, phone number, and fields where you can set the address purpose.
 - ❑ You can also edit the already added addresses as shown below

Change Description

Organization Details Tax Identifiers **Addresses** Contacts Payments Business Classifications Products and Services

Address Name **branch** Phone Address Purpose Fax Status

branch 9789.dubai, United Arab Emirates Remit to Active

main 3450.abudhabi, United Arab Emirates Ordering, RFQ or Bidding Active

Columns Hidden 3

Edit Address: branch

* Address Name

* Country

* Address Line 1 or P.O. Box

Address Line 2

Emirate

City

Source LOC Value

Language

* Address Ordering

Purpose Remit to

RFQ or Bidding

Phone

Fax

Email

Inactive Date

Status

OK **Cancel**

4. Click **'OK'** once the addresses details are updated to reflect the same in the 'Addresses tab'.

5. This will take you back to the 'Addresses tab' where you can **update the 'Change Description'** and then **press the 'Review Changes'** button if no further updates are required.

MySource

Edit Profile Change Request: 1317007

Delete Change Request **Review Changes** Save and Close Cancel

Change Description

Organization Details Tax Identifiers **Addresses** Contacts Payments Business Classifications Products and Services

Address Name Address Phone Address Purpose Fax Status

Address Name	Address	Phone	Address Purpose	Fax	Status
branch	6786.dubai, United Arab Emirates		Remit to		Active
main	3450.abudhabi, United Arab Emirates		Ordering, RFQ or Bidding		Active

Columns Hidden 3

6. As shown in the previous illustration, you can review the changes in the 'Review Changes' page and **Click 'Submit'** if no further adjustments are required.

MySource

Review Changes

Edit **Submit** Cancel

Change Description

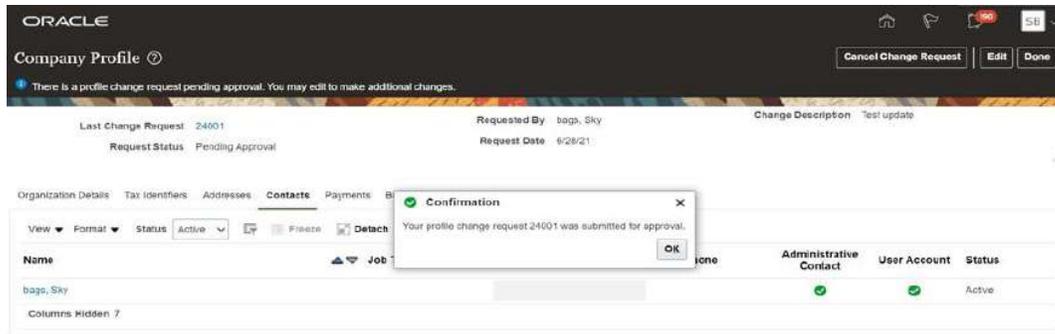
Addresses

View Format Freeze Wrap

Address Name	Address	Phone	Address Purpose	Fax	Status	Details
branch	0789.dubai, United Arab Emirates		Ordering, Remit to		Active	

Columns Hidden 3

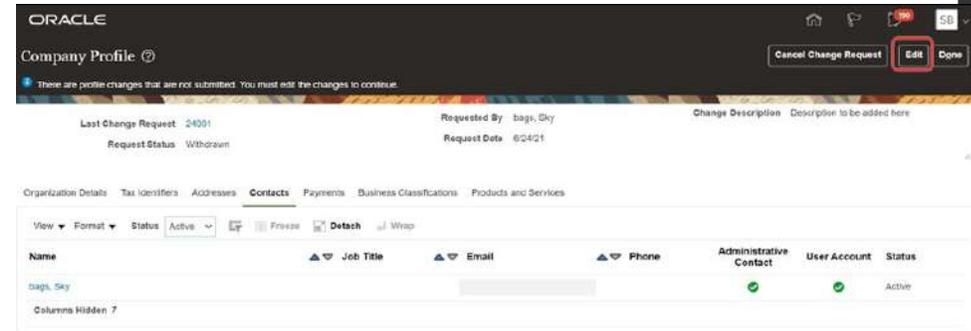
7. You will receive a confirmation that the Change Request has been submitted for approval.



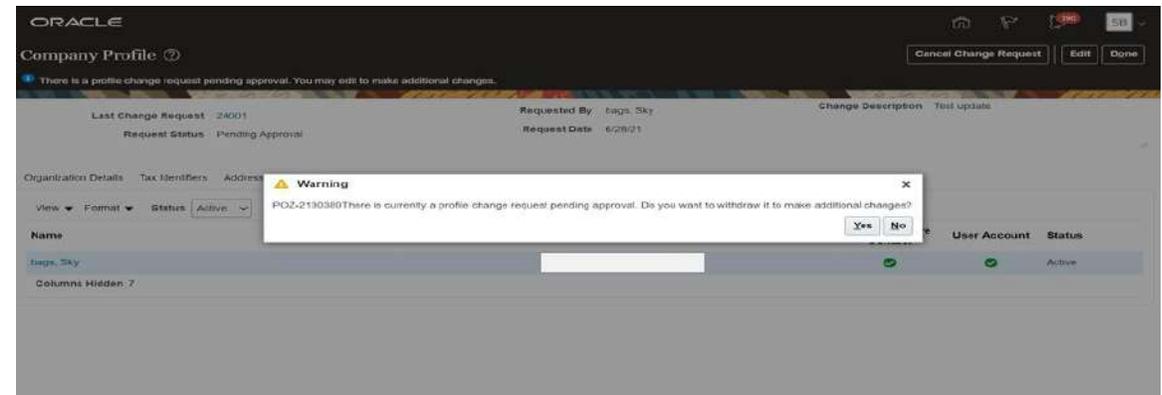
09. Illustration: Manage Contacts

The Supplier Portal gives you access and responsibility to update your contact details from your company profile tab. In the Company Profile tab, you can **click on Edit and select Contacts tab** for updating contact details. Below is the illustration on how to update contact details

1. Click on the 'Edit' button to enter 'Edit mode' and start updating your contact details.



2. Once done the system will notify you that this is a 'Change Request', meaning that once the changes are submitted, the request would go for Miral's approval. **Click 'Yes' to proceed.**



Note: In case any 'Change Request' is already sent for approval, the system will prompt you to withdraw the existing 'Change Request' and make additional changes to it as shown in the above screenshot.

3. Click on the 'Contacts tab' to begin updating your contact details.

Change Description: Description to be added here

Organization Details Tax Identifiers Addresses **Contacts** Business Classifications Products and Services

Actions View Format [X] Status Active Freeze Detach Wrap

Name	Job Title	Email	Phone	Administrative Contact	User Account	Status
bags, Sky				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Active

Columns Hidden 7

General

* Supplier Name SKYBAGS.LLC Tax Organization Type Corporation

Supplier Number 10082 Status Active

Supplier Type Services Attachments None

Additional Information

Supplier Registration Entity Farah Experiences LLC Internal Changes Entity

Identification

D-U-N-S Number 142113131 National Insurance Number

Customer Number Corporate Web Site www.skybags.ae

SIC

4. Click on the link for the contact line you wish to update to access the contact details edit page

Edit Profile Change Request: 24001

Cancel Change Request Review Changes Save Save and Close Cancel

Change Description: Description to be added here

Organization Details Tax Identifiers Addresses **Contacts** Business Classifications Products and Services

Actions View Format [X] Status Active Freeze Detach Wrap

Name	Job Title	Email	Phone	Administrative Contact	User Account	Status
bags, Sky				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Active

Columns Hidden 7

5. In the 'Edit Contact' page, you can update contact details like (phone/mobile/email/name etc...), you can also delete the current address and select a new address from 'Contact Addresses' section as shown below

Edit Profile Edit Contact: Sky bags

Salutation Mr. First Name Sky Middle Name Last Name bags Job Title

Administrative contact

Contact Addresses

Address Name	Address	Phone	Address Purpose	Status
Abu Dhabi	123566, Abu Dhabi, United Arab Emirates		Ordering, Remit to, RFQ or Bidding	Active

Columns Hidden 5

User Account

Account Status Active User Name Sky.bags

6. Click 'OK' once the contact details are updated to reflect the same in the 'Contacts tab'.

Address Name	Address	Phone	Address Purpose	Status
Abu Dhabi	123566,Abu Dhabi,United Arab Emirates		Ordering; Remit to; RFQ or Bidding	Active

Role	Description
MIRAL_Supplier Bidder Custom	Sales representative from a potential supplier responsible for responding to requests for quote, requests for proposal, requ...
MIRAL_Supplier Sales Representative Custom	Manages agreements and deliverables for the supplier company. Primary tasks include acknowledging or requesting chart...
Supplier Self Service Administrator	Manages the profile information for the supplier company. Primary tasks include updating supplier profile information and r...

7. This will take you back to the 'Contacts tab' where you can update the 'Change Description' and then press the 'Review Changes' button if no further updates are required.

Name	Job Title	Email	Phone	Administrative Contact	User Account	Status
bags, Sky				✓	✓	Active

8. As shown in the previous illustration, you can review the changes in the 'Review Changes' page and Click 'Submit' if no further adjustments are required.

Name	Job Title	Email	Phone	Administrative Contact	User Account	Status	Details
bags, Sky			+971 (05)11111111	✓	✓	Active	

Classification	Subclassification	Status	Certifying Agency	Other Certifying Agency	Certificate	Start Date	Expiration Date	Attachments
Trade License Certification		Current	DED		TSD	6/24/21	6/24/22	None

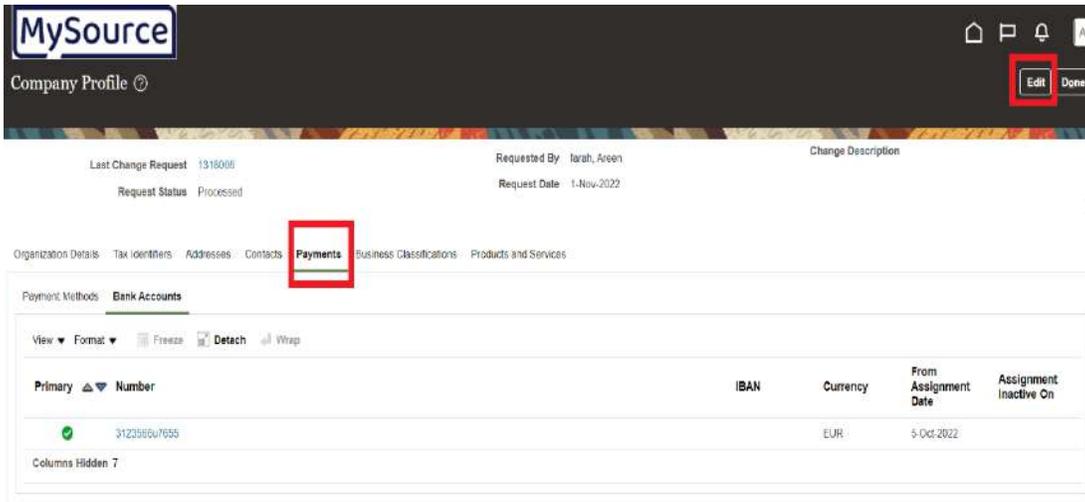
9. You will receive a confirmation that the Change Request has been submitted for approval.

Name	Job Title	Administrative Contact	User Account	Status
bags, Sky		✓	✓	Active

10. Illustration: Payments

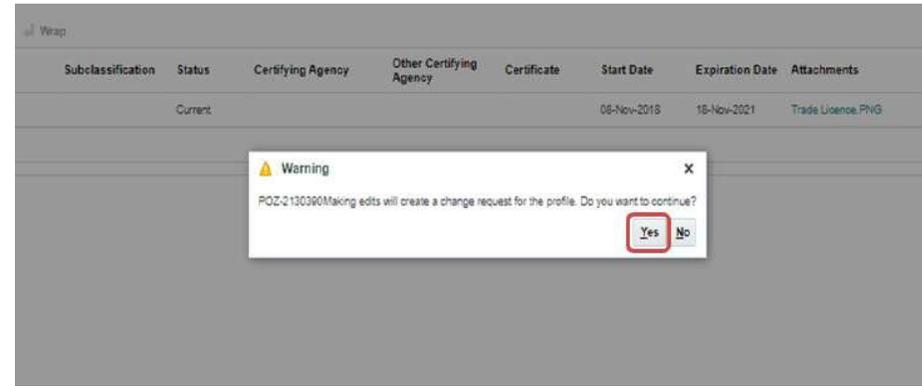
You can update / add Bank Accounts information. E.g., account number, IBAN...etc.

1. Click on the 'Edit' button to enter 'Edit mode' to start updating your Address details.
2. The system will notify you that this is a 'Change Request'. Click 'Yes' to proceed.



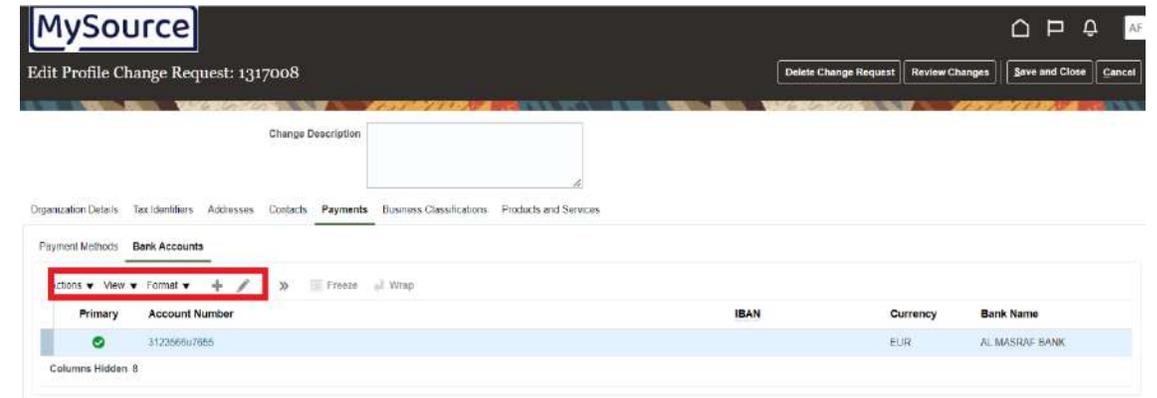
The screenshot shows the MySource Company Profile interface. The 'Edit' button is highlighted with a red box. Below the profile header, there are tabs for Organization Details, Tax Identifiers, Addresses, Contacts, **Payments**, Business Classifications, and Products and Services. The 'Payments' tab is selected, and the 'Bank Accounts' sub-tab is active. A table displays bank account information:

Primary	Number	IBAN	Currency	From Assignment Date	Assignment Inactive On
<input checked="" type="checkbox"/>	312356607655		EUR	5-Oct-2022	



The screenshot shows a warning dialog box with the following text: "Warning POZ-2130390 Making edits will create a change request for the profile. Do you want to continue?". The 'Yes' button is highlighted with a red box.

3. You are now in Edit mode, navigate to the 'Payments' tab, then 'Bank Accounts' tab



The screenshot shows the MySource Edit Profile Change Request interface. The 'Edit Profile Change Request: 1317008' header is visible. The 'Payments' tab is selected, and the 'Bank Accounts' sub-tab is active. A table displays bank account information:

Primary	Account Number	IBAN	Currency	Bank Name
<input checked="" type="checkbox"/>	312356607655		EUR	AL MASRAF BANK

- ❑ Once there, you can edit the already added Bank Accounts, you can update your account number, IBAN, Currency...etc. as shown below.

Note: If you are non-UAE supplier, you are required to check the box to allow international payments.

- ❑ you can also **click on the '+' icon** to add a line which will contain a predefined dropdown of available countries, bank names and branches.

Note:

A recent bank letter issued from the bank dated back to no more than 12 months is required whenever a bank account is first added to the server and each time it is changed/updated.

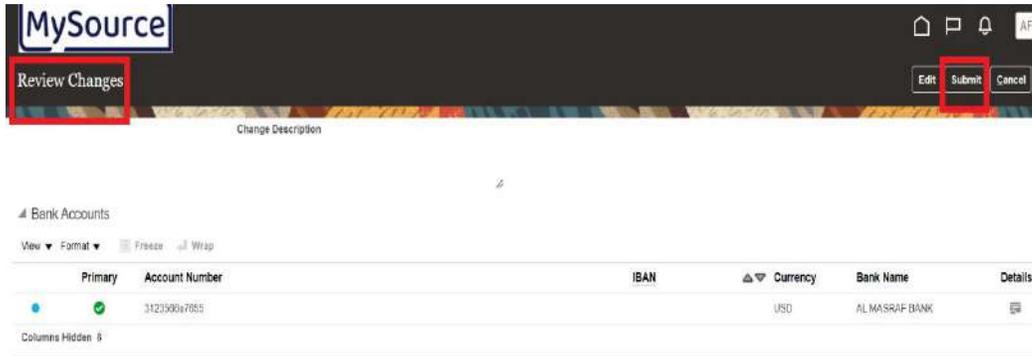
You can attach it in the organization details or in the business classification sections as mentioned in the organization details and business classification illustration.

IF you can't find your bank or branch name, contact SRM team to request adding your bank name.

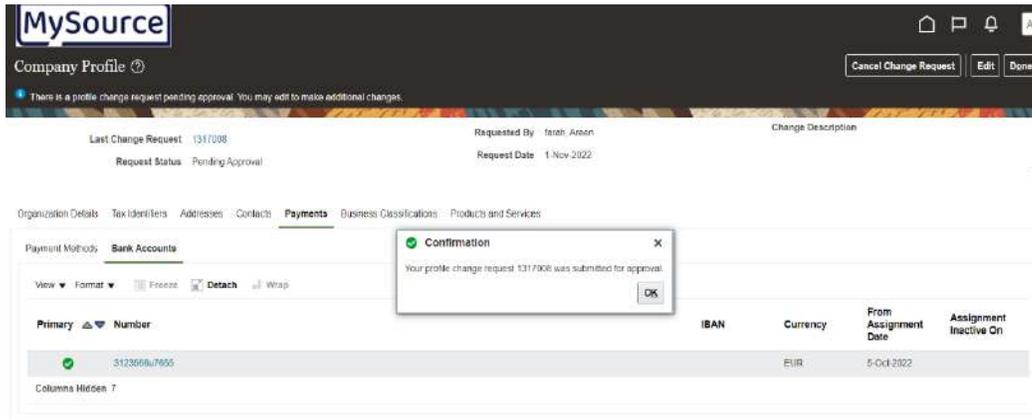
- ❑ You can define which bank account is the primary by clicking on the required account, then click on the () icon.

Primary	Account Number	IBAN	Currency	Bank Name
<input checked="" type="checkbox"/>	3123566u7655		EUR	AL MASRAF BANK

4. As shown in the previous illustration, you can review the changes in the 'Review Changes' page and **Click 'Submit'** if no further adjustments are required.



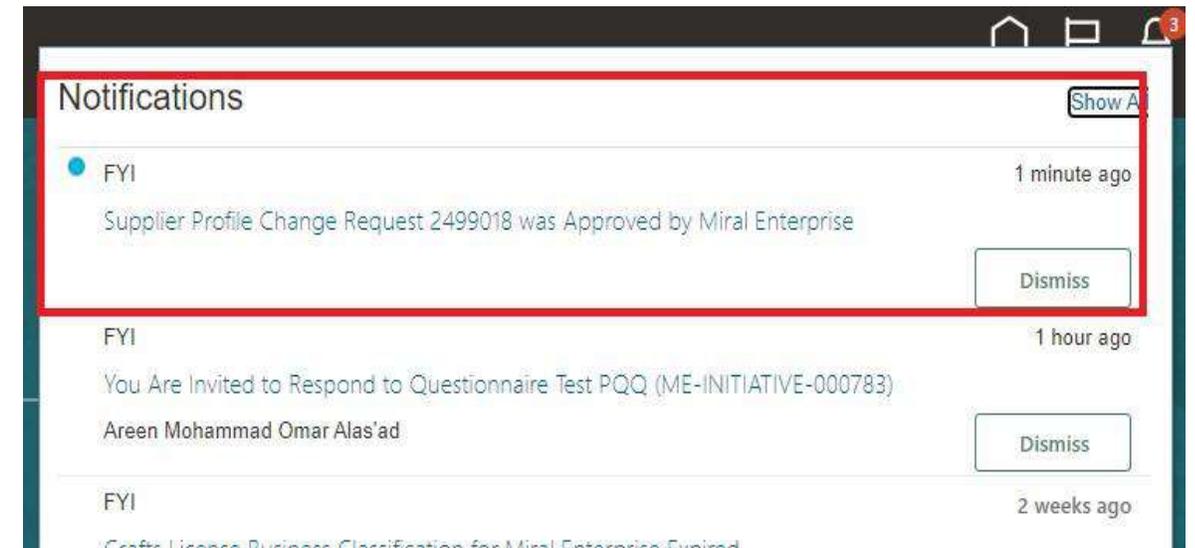
5. You will receive a confirmation that the Change Request has been submitted for approval.



6. Once approved or rejected, you will receive a notification on the same. You can check this by **clicking on the 'Bell' Icon** in your navigation homepage.



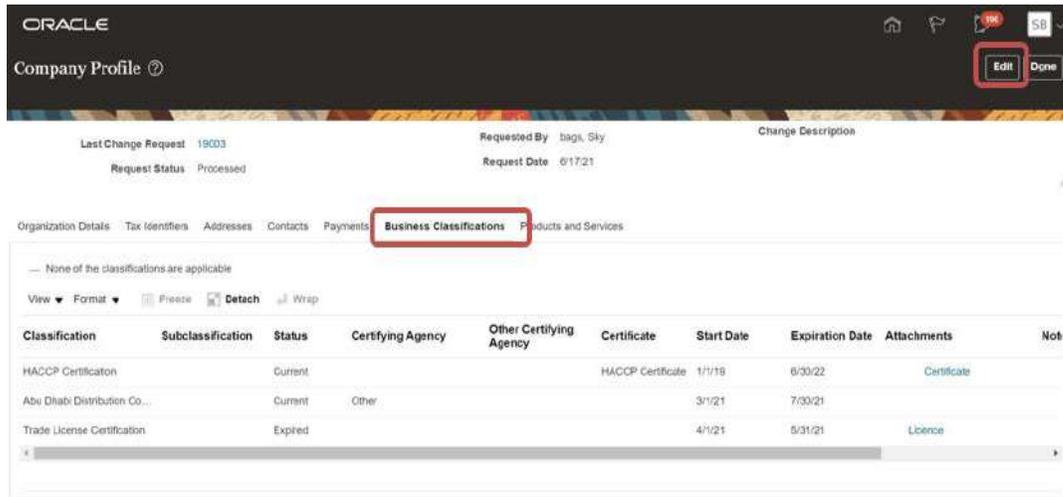
7. **Clicking on the link** will take you to the Change Request summary



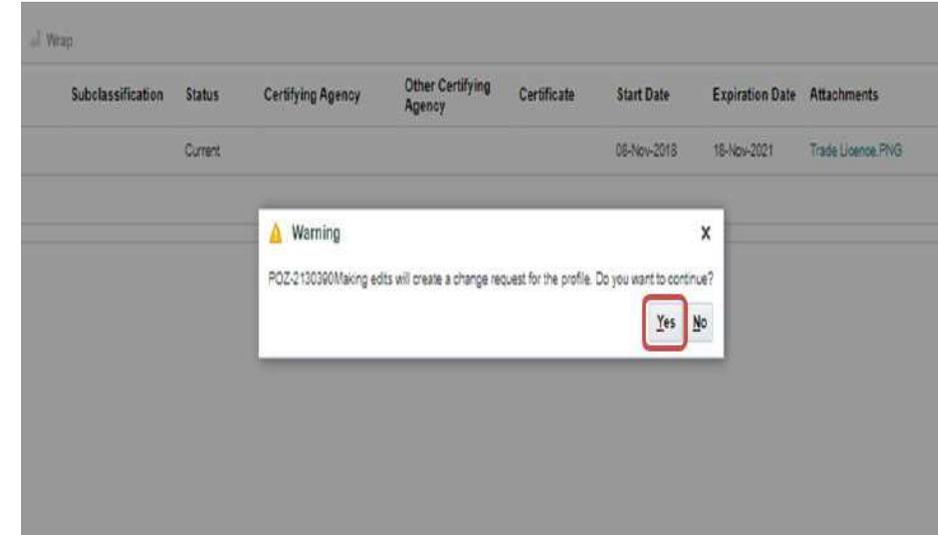
11. Illustration: Manage Business Classification

1. Let's take as an example that you want to add/update your Trade License Certificate. To do so:

- ❑ Click on the **Business Classifications** tab to access the required information and fields
- ❑ Then click on **Edit** button on the top right of the screen

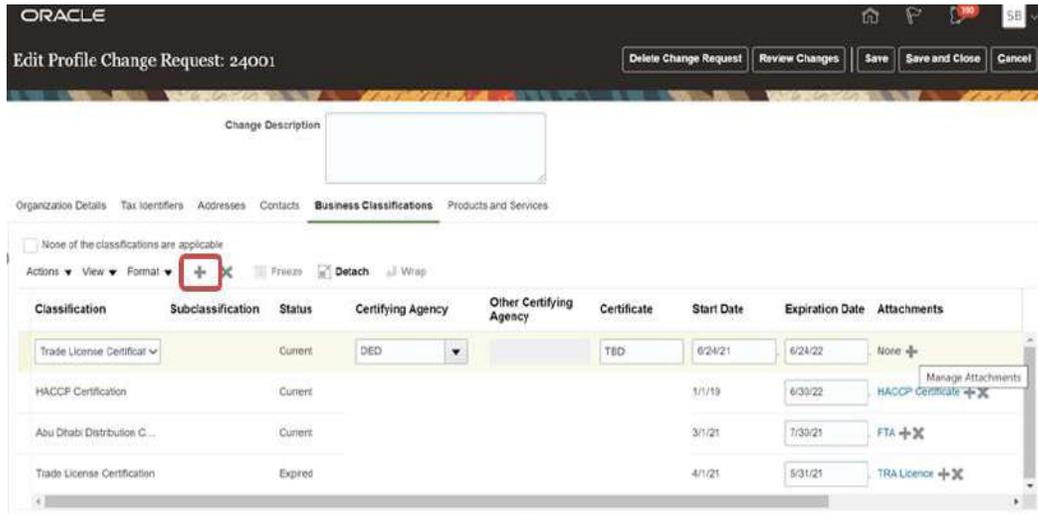


2. Once you **click on the 'Edit' button**, the system will prompt an issue a warning to inform you that this action is a change request, meaning that the changes will go for Miral's approval. **Press 'Yes' to continue**

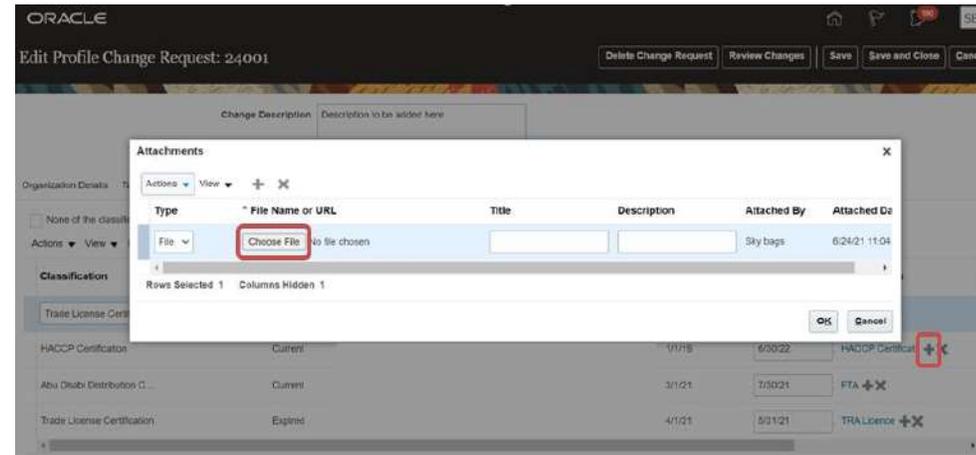


3. You are now in Edit mode, navigate to the 'Business Classifications' tab

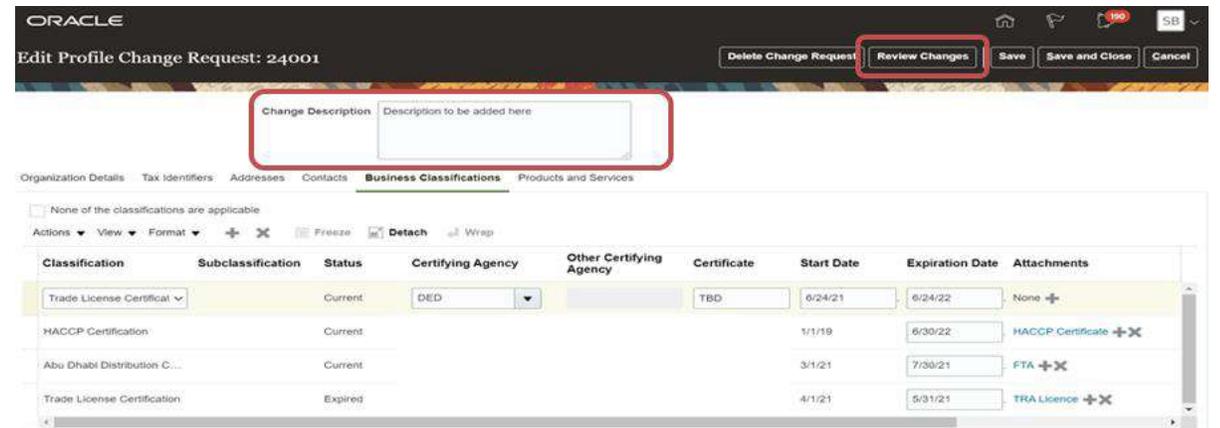
- ❑ Once there, you can **click on the '+' icon** to add a line which will contain a predefined dropdown of available classifications, a dropdown of the certifying agencies, and fields where you can update the certification number and dates
- ❑ You can also edit the already added classifications as shown below



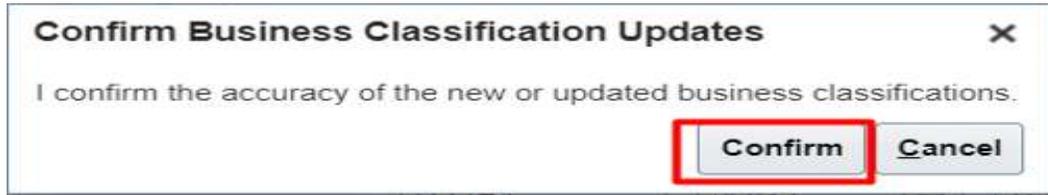
4. Please upload required attachments at the end of each line using the '+' icon



5. Update the change description and verify If you are done with your changes. If no further change is required **press on the 'Review Changes' button.**

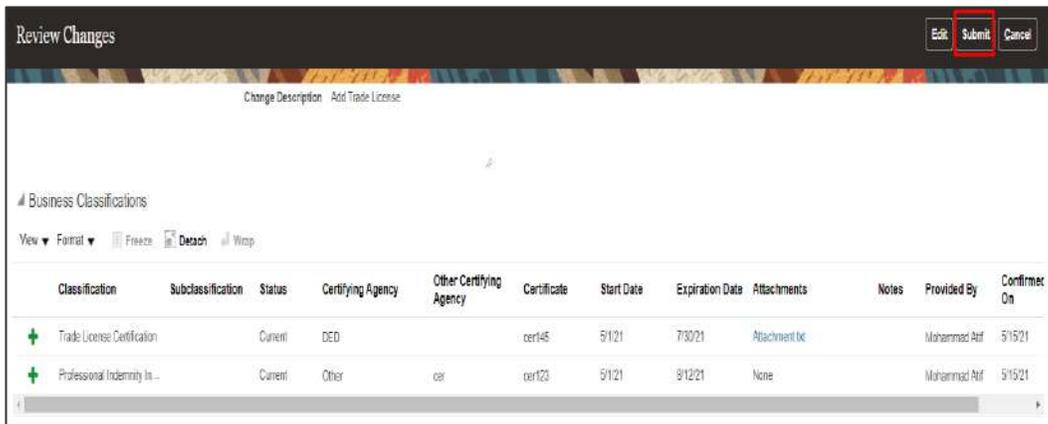


6. Once done, the system will ask for confirmation, click on **'Confirm'** to proceed.

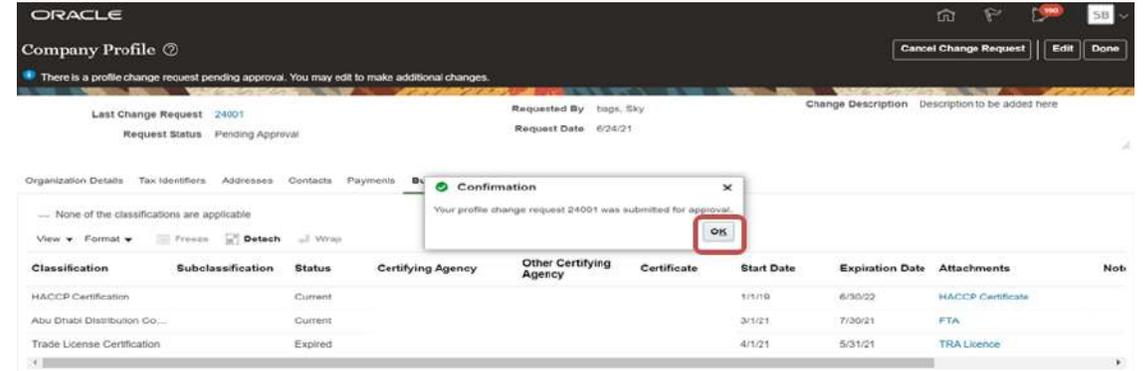


7. The 'Review Changes' page allows you to check the details that you have added/changed, you will have a summary of your changes and the option to 'Edit' or 'Submit' your 'Change Request'.

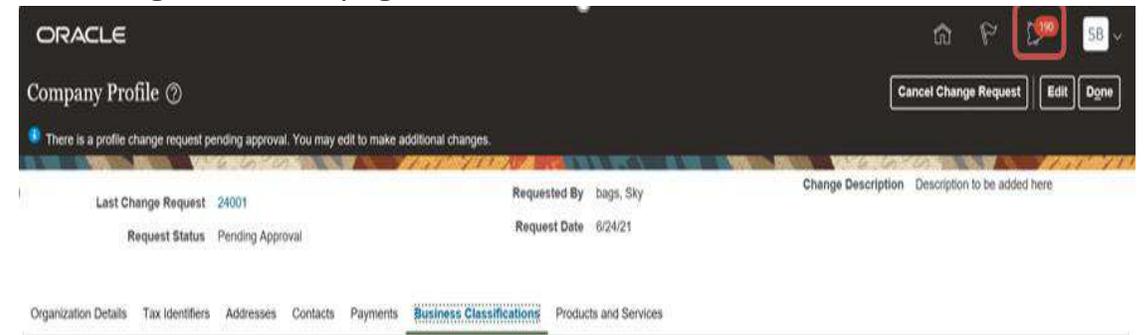
Click on **'Submit'** if no further changes are required.



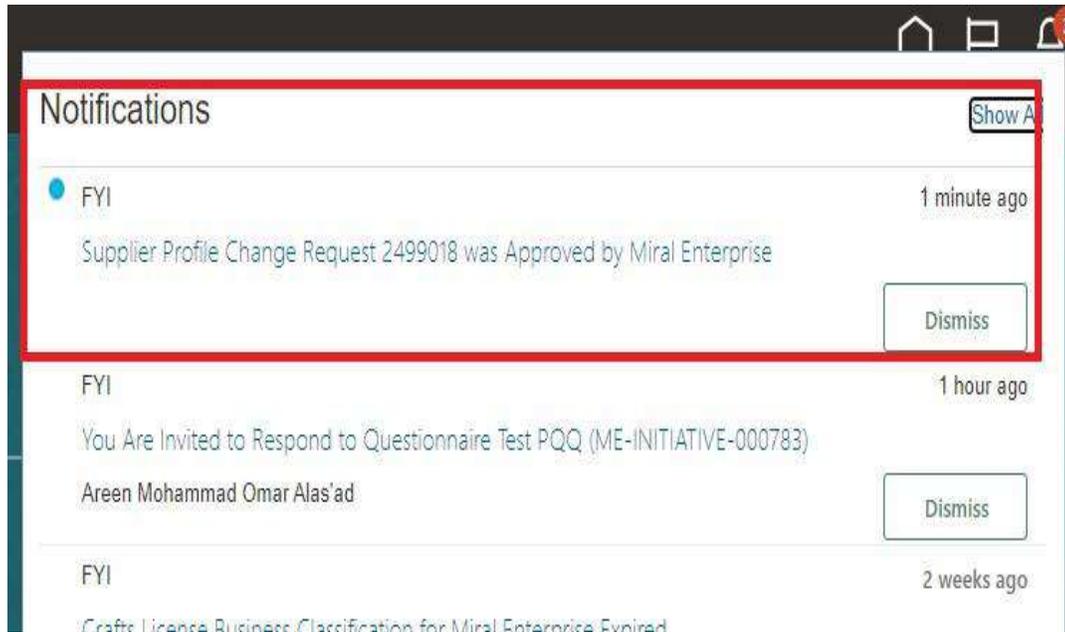
8. The system will show a notification confirming that your 'Change Request' has been submitted for approval to Miral. The change request will be routed for approval to authorized supplier management team of Miral. Click **'OK'** to proceed.



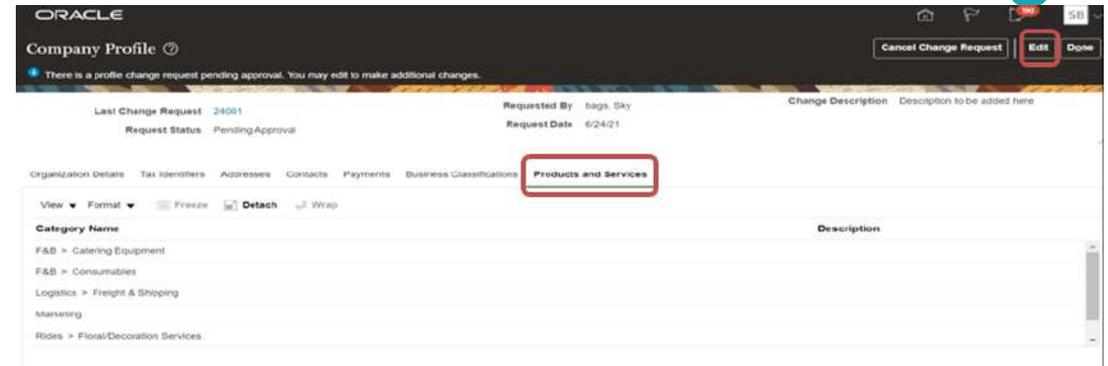
9. Once approved or rejected, you will receive a notification on the same. You can check this by clicking on the **'Bell'** Icon in your navigation homepage.



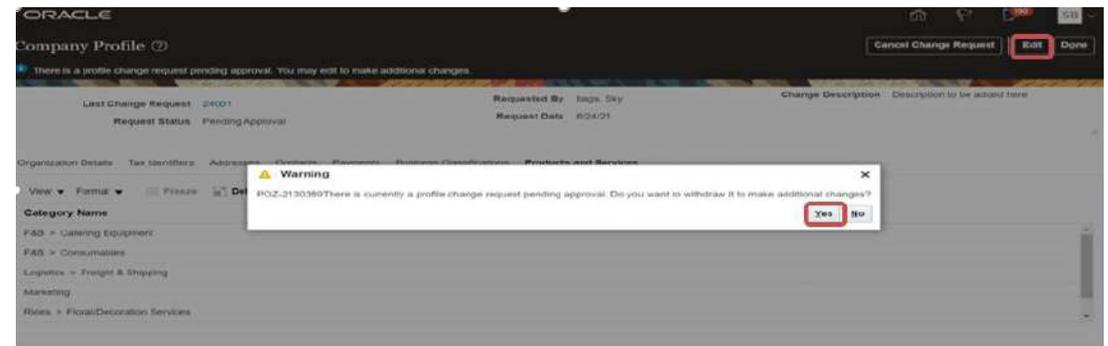
10. Clicking on the link will take you to the Change Request summary



1. Click on the Products and Services tab in your Company Profile page



2. Click on the 'Edit' button on the top right of the screen, the system will notify you that this is a 'Change Request'. Click 'Yes' to proceed.

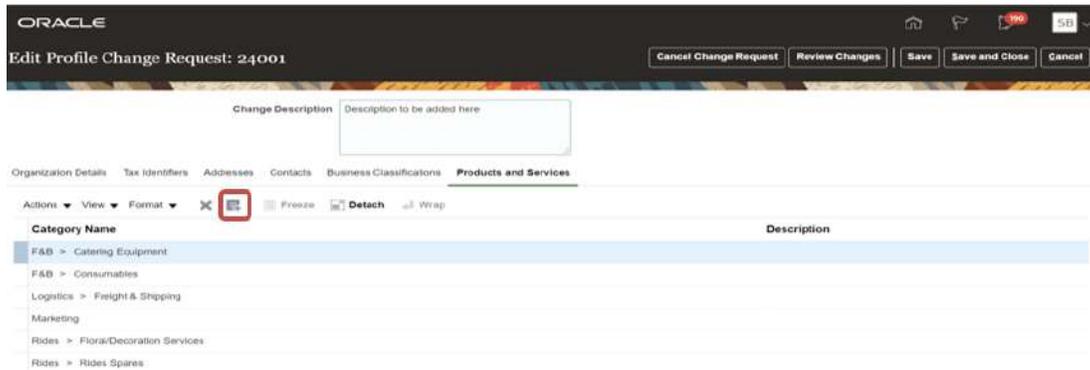


12. Illustration: Manage Products & Services update

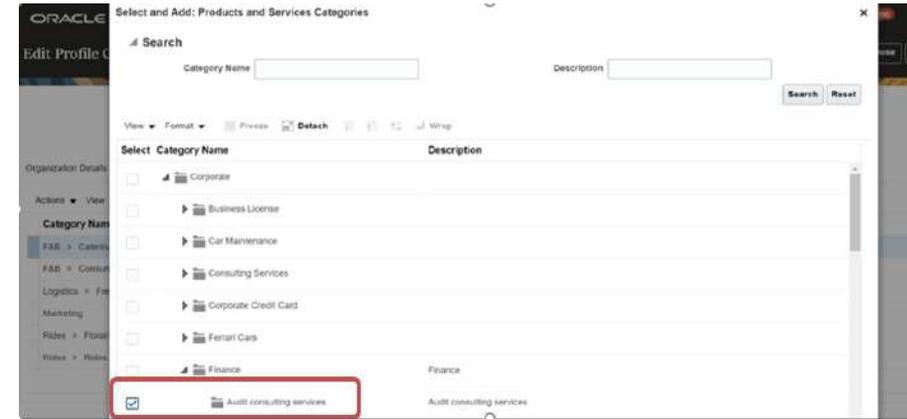
You have access to manage your Products and Services details from your Company Profile tab. In your Company Profile screen **click on Edit** and select the Products and Services tab for updating the list. Below is the illustration on how to update you company Products and Services with Miral Experiences.

Note: In case any 'Change Request' is already sent for approval, the system will prompt you to withdraw the existing 'Change Request' and make additional changes to it as shown in the above screenshot.

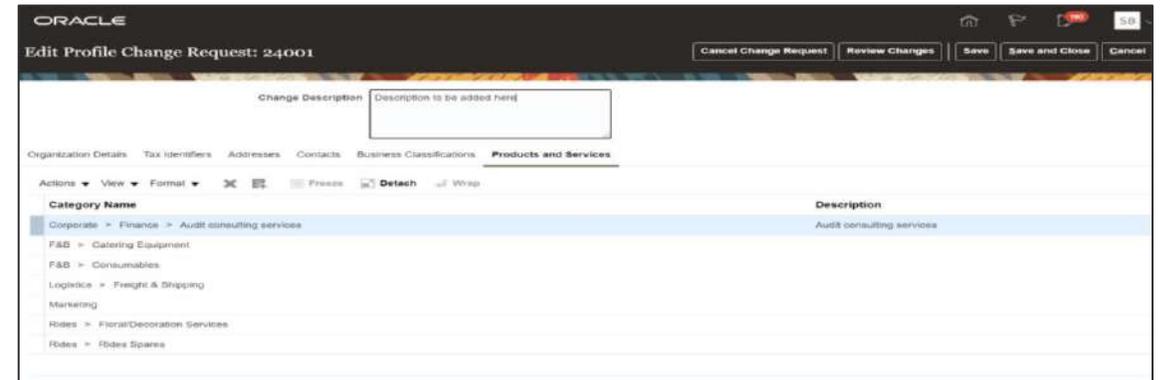
3. You are now in 'Edit mode', **click on the '+' icon** which will allow you to select the Products and/or Services that you offer Miral Experiences.



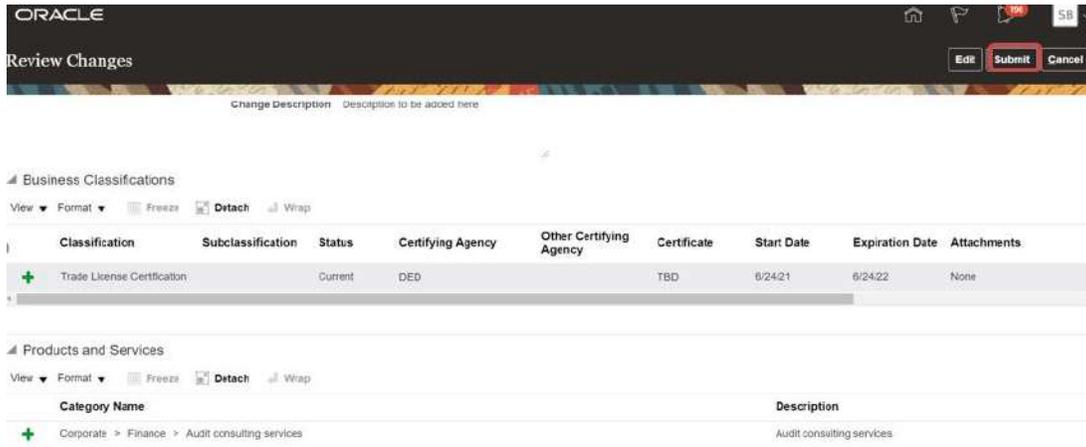
4. To select the Products and/or Services that you provide, **click on the category arrows** until you reach the **3rd category level**. Some categories only offer 2 category levels. **Once the lowest level category is visible, select the checkbox parallel to it** in order to select the category. Scroll to the bottom of the list where you can **click 'Apply' and then 'OK'** to incorporate your changes.



5. After you click on 'OK' on the above screen, you will be brought back to the 'Change Request' page for your 'Products and Services' where the added category has been listed. Fill in the 'Change Description' and then click the 'Review Changes' button to proceed.

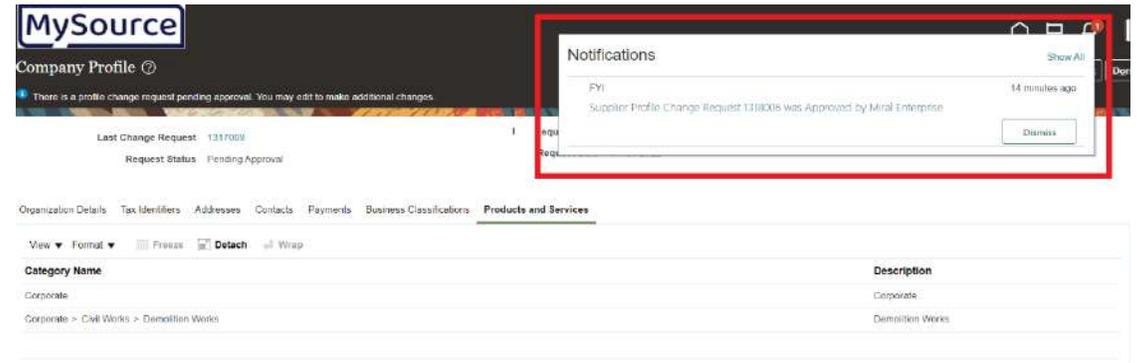


6. Click on 'Submit' button once you have reviewed the addition/changes. The change request will be routed for approval to authorized supplier management team of Miral.



7. The system will show a notification confirming that your 'Change Request' has been submitted for approval to Miral. The change request will be routed for approval to authorized supplier management team of Miral. **Click 'OK' to proceed.**

8. Once approved or rejected, you will receive a notification on the same. You can check this by clicking on the 'Bell' Icon in your navigation homepage.





THANK YOU!

Contact details

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

Supplier Relationship Management

E srm-mx@miral.ae

