



ADNOC SUPPLIER HUB

Guided Tour

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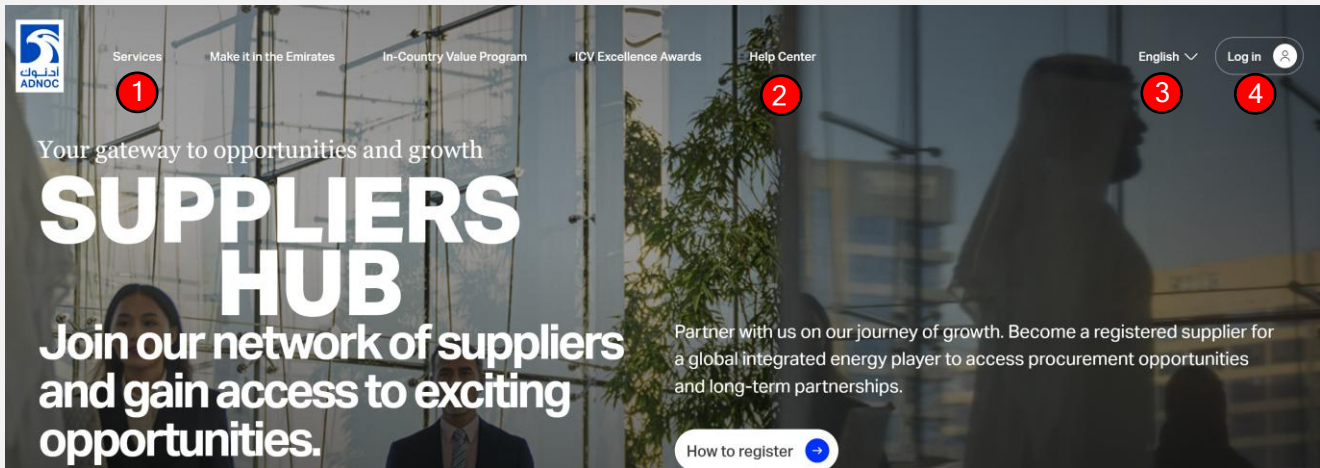
1. Introduction

ADNOC Supplier Hub (ASH) will serve as a one-stop shop facilitating the transactions the Supplier does with ADNOC Group covering the entire procure-to-pay value chain including registration & pre-qualification, supplier communication, integration with existing SAP Ariba modules such as tendering, invoice tracking, supplier performance, etc.



2. PUBLIC FACING: ALL SUPPLIERS

www.adnoc.ae or <http://supplierhub.adnoc.ae/landing>.



1. **Services:** Here you can see various services provided by **ASH**.
2. **Help Center:** This leads you to a support area where you can find answers to FAQs, contact information and any relevant resources to get help with using the platform.
3. **Change Language:** Allows you to switch the display language of the platform.
4. **Sign In:** Redirects you to the **SAP Ariba** login page, which grants access to **ASH**
Note: (If you are an already Ariba registered supplier, you can use your credentials directly to access ASH)

3. Home Page - Logged in User

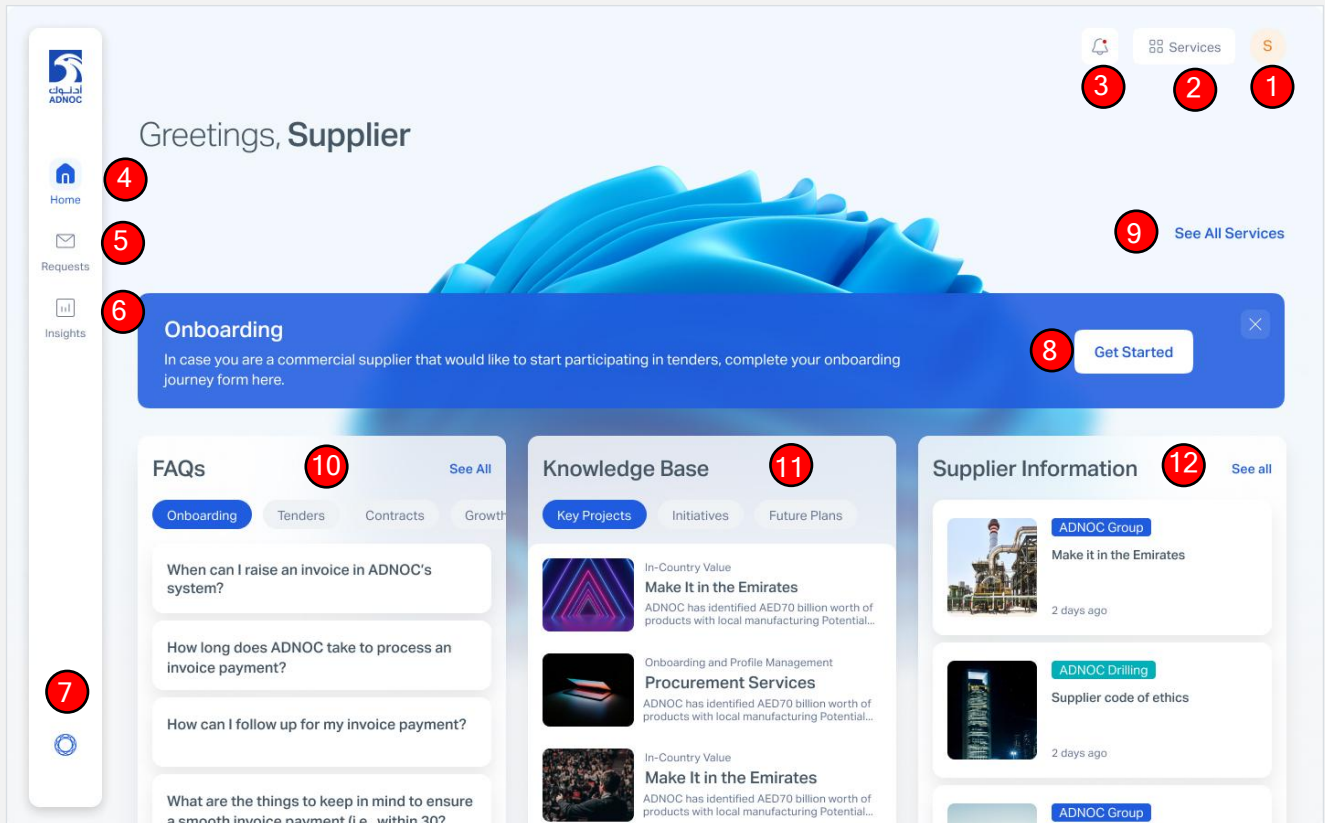


Figure 1: ADNOC Supplier Hub - Home

1. **Profile:** Access and manage your personal and company profile. You can submit information change request from here.
2. **Services:** Access various services as a registered user 5
3. **Notification Center:** Get instant updates for your requests by enabling the notifications
4. **Home:** You can explore sections, discover, and access valuable resources and links by accessing the Home page
5. **Requests (Inbox & Tracking):** You can easily track and manage your submitted requests
6. **Insights:** Get a detailed comprehensive insight into your business with ADNOC
7. **Meera Live Chat:** Need assistance? Our live chat
8. **Announcements:** Get an instant recommendations about the actions you need to take.
9. **Services:** From here you can view all the available services
10. **FAQs:** Find answers to common questions. Questions are organized into categories for easy browsing.
11. **Knowledge Base:** Stay up to date with latest Projects, Initiatives and Future Plans
12. **Information Center:** Access important/relevant articles

4. SERVICES OFFERED

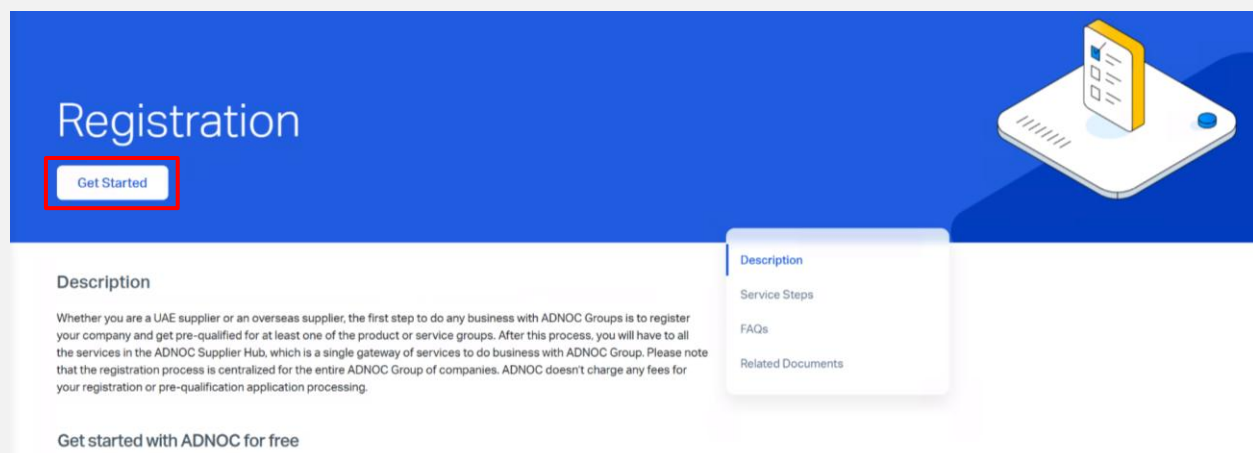
Registration:

To register as a supplier with ADNOC, you can click on

“Get Started”. You will be redirected to the SAP Ariba registration process. Kindly fill in the essential information to create your account.

You can use SAP Ariba credentials to access the ADNOC Supplier Hub to complete the registration process. Once the request is approved; you will have access to ADNOC Supplier Hub other features.

(If you are an already Ariba registered supplier, you can use your credentials directly to access ASH)



The screenshot shows the 'Registration' page of the ADNOC Supplier Hub. The header is blue with the word 'Registration' in white. Below it, a 'Get Started' button is highlighted with a red rectangle. To the right, there is an illustration of a smartphone displaying a registration form. Below the header, the page is divided into two columns. The left column contains a 'Description' section with text explaining the registration process for UAE and overseas suppliers. The right column contains a sidebar with links: 'Description', 'Service Steps', 'FAQs', and 'Related Documents'. At the bottom of the left column, it says 'Get started with ADNOC for free'.

Registration

[Get Started](#)

Description

Whether you are a UAE supplier or an overseas supplier, the first step to do any business with ADNOC Groups is to register your company and get pre-qualified for at least one of the product or service groups. After this process, you will have to all the services in the ADNOC Supplier Hub, which is a single gateway of services to do business with ADNOC Group. Please note that the registration process is centralized for the entire ADNOC Group of companies. ADNOC doesn't charge any fees for your registration or pre-qualification application processing.

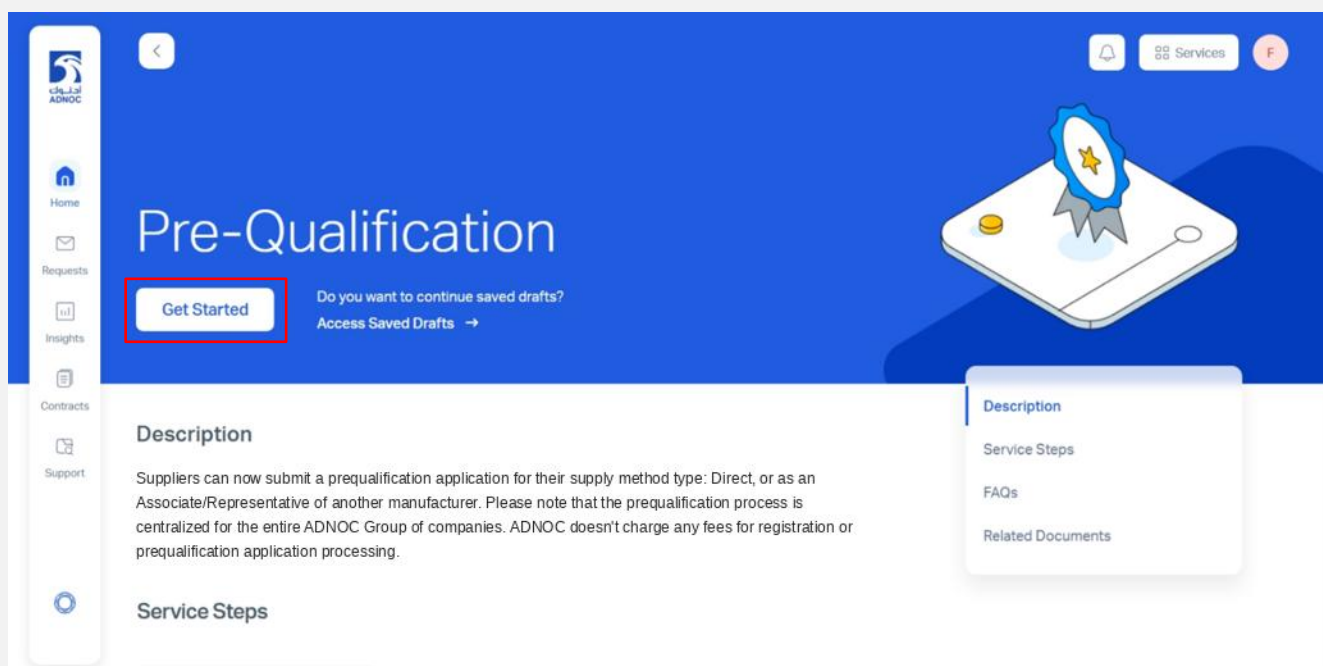
Get started with ADNOC for free

- Description
- Service Steps
- FAQs
- Related Documents

Prequalification:

Submit and track a new pre-qualification request and followed by pre-qualification approval, suppliers shall receive tender invitations based on ADNOC requirements

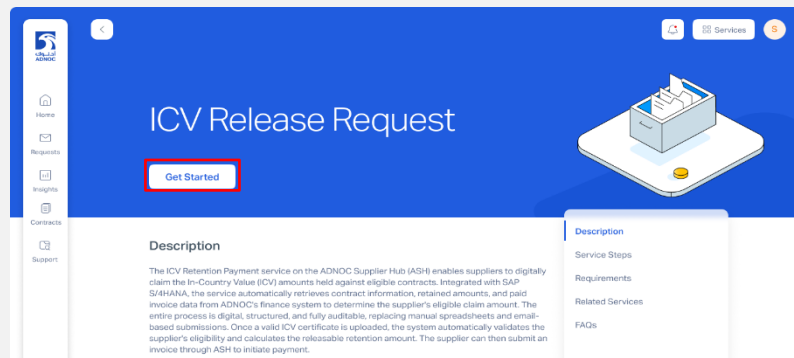
Note: This section provides a comprehensive overview of the services provided. Easily access detailed descriptions, step-by-step guidance, related actions, requirements, related documents, and related FAQs to make informed decisions and streamline the experience



The screenshot shows the ADNOC Pre-Qualification service interface. On the left is a vertical navigation menu with icons for Home, Requests, Insights, Contracts, and Support. The main header area is blue and contains the title 'Pre-Qualification' and a 'Get Started' button, which is highlighted with a red rectangular box. Below the title, there is a description of the service and a 'Service Steps' section. On the right side of the main content area, there is a vertical menu with links to 'Description', 'Service Steps', 'FAQs', and 'Related Documents'.

ICV Payment Service:

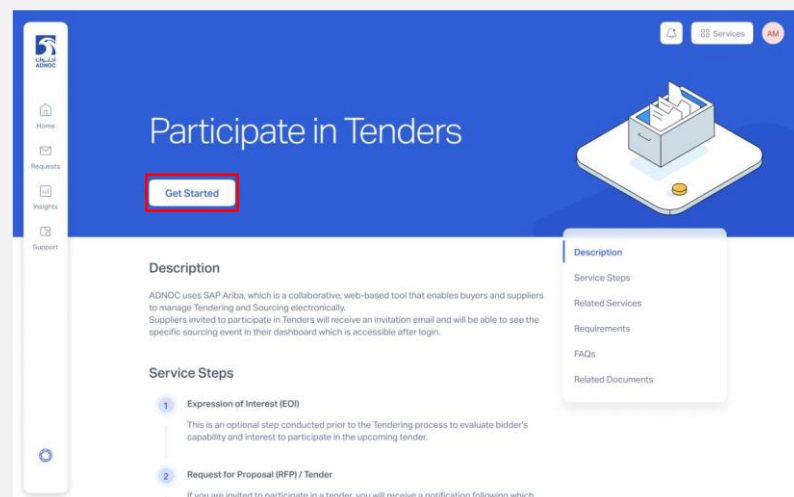
Initiated an ICV Payment request on eligible contracts.



Participate in Tenders:

Prequalified suppliers shall be able to receive tender invitations based on ADNOC business requirement

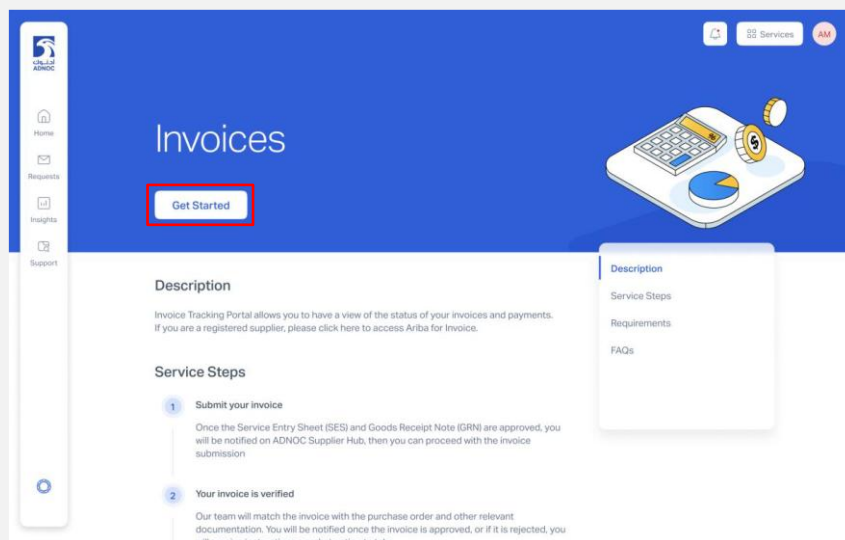
Note: Provides a comprehensive overview of the services provided. Easily access detailed descriptions, step-by-step guidance, related actions, requirements, related documents, and related FAQs to make informed decisions and streamline the experience.



INVOICES:

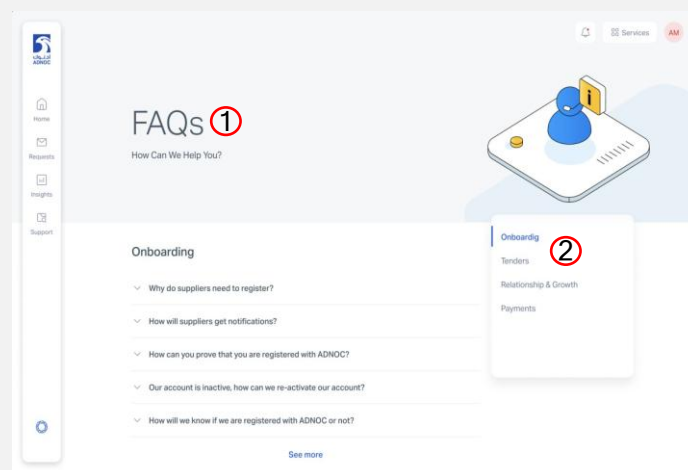
Allows you to have a view of the status of your invoices and payments as a registered supplier.

Note: Provides a comprehensive overview of the services provided. Easily access detailed descriptions, step-by-step guidance, requirements, and related FAQs to make informed decisions and streamline the experience.



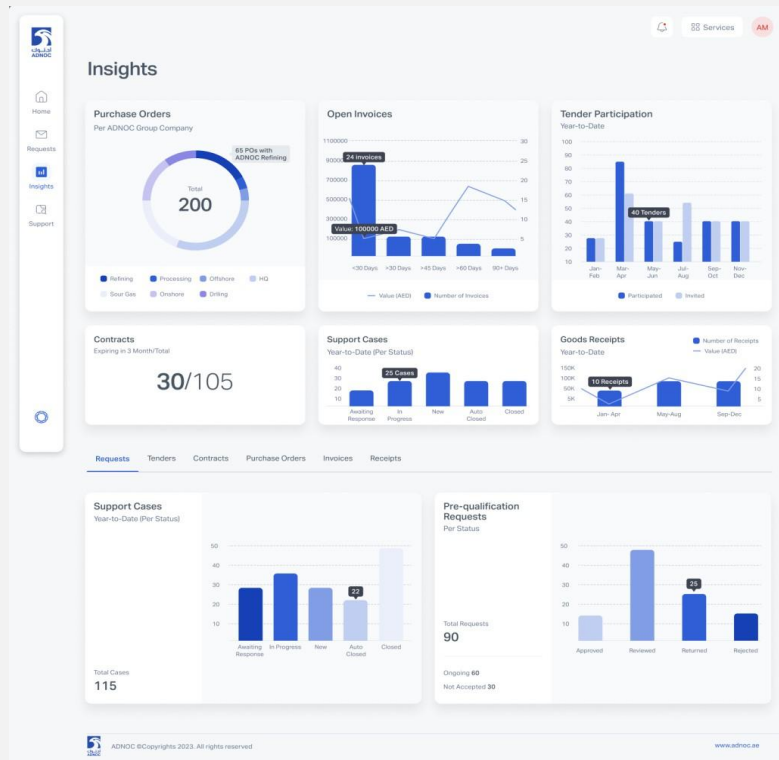
FAQS:

1. Welcome to our FAQs Section! Here, you'll find answers to common questions. Let's start exploring.
2. Questions are organized into categories for easy browsing. Click on a category to see related FAQs



INSIGHTS:

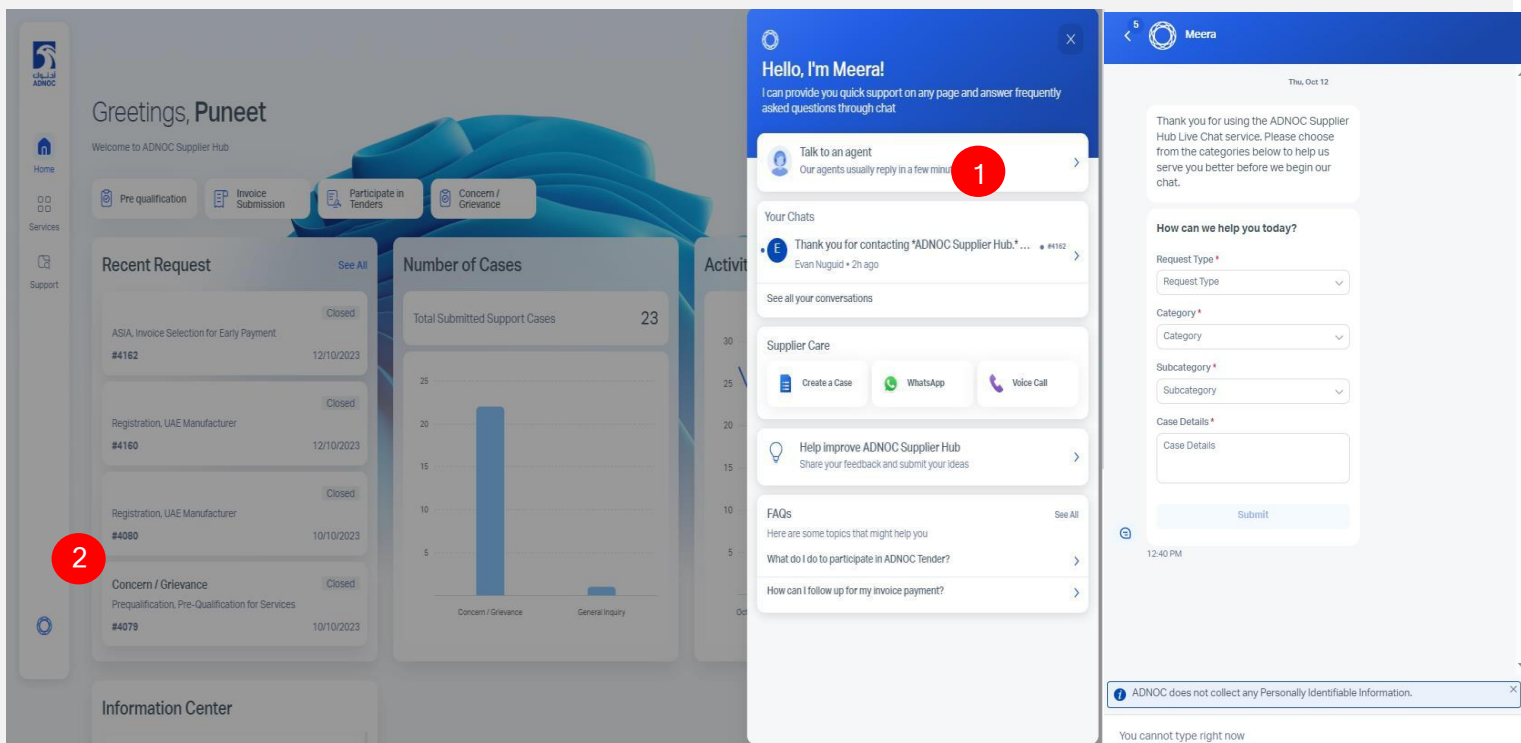
This is where you can gain valuable information and insights into activities related to ongoing Tenders, Contracts, Purchase orders, Invoices, service requests, etc.



LIVE CHAT:

Allowing you to get instant answers, guidance, and solutions via **Live chat**

1. Click on the icon to view different communication channels
2. You can chat with our support agent using our **Live chat** functionality



Recent Request

Request ID	Request Description	Status	Date
#4162	ASIA, Invoice Selection for Early Payment	Closed	12/10/2023
#4160	Registration, UAE Manufacturer	Closed	12/10/2023
#4080	Registration, UAE Manufacturer	Closed	10/10/2023
#4079	Concern / Grievance Prequalification, Pre-Qualification for Services	Closed	10/10/2023

Number of Cases

Total Submitted Support Cases: 23

Bar Chart Data:

Category	Number of Cases
Concern / Grievance	23
General Inquiry	1

Live Chat Window:

Hello, I'm Meera!
I can provide you quick support on any page and answer frequently asked questions through chat

1 Talk to an agent
Our agents usually reply in a few minutes

Your Chats

- Thank you for contacting 'ADNOC Supplier Hub.' ... #4162
Evan Nuguid • 2h ago

See all your conversations

Supplier Care

- Create a Case
- WhatsApp
- Voice Call

Help Improve ADNOC Supplier Hub
Share your feedback and submit your ideas

FAQs

- Here are some topics that might help you
- What do I do to participate in ADNOC Tender?
- How can I follow up for my invoice payment?

How can we help you today?

Request Type *
Request Type

Category *
Category

Subcategory *
Subcategory

Case Details *
Case Details

Submit

12:40 PM

ADNOC does not collect any Personally Identifiable Information.

You cannot type right now

FEEDBACK AND SUPPORT:

The feedback feature enables you to provide comments, suggestions, or reviews about your experience with the platform and its services.

The support feature helps you to have an overview of the requests that you've submitted with the ability to create new support cases.

Request Type*

Feedback



Create New Request

Request Details

Request Type *

Feedback

What is your feedback about? *

Please Select

Please choose topic *

Please Select

Description *

Write your message

Attachments

Supporting Documents
Allowed types: pdf, doc, docx, jpg, png, jpeg, xlsx

Upload Documents

Cancel

Submit

شكرا جزيلا

THANK YOU