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LADUN

Supplier Portal Manual

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Overview

To enhance operational efficiency and strengthen relationship with our suppliers and service providers, we are granting supplier portal access to the designated users. This aims to foster better communication, streamline processes, and ensure transparency in our interactions with suppliers.

The supplier portal can be used for:

- Orders Inquiry
- Orders Acknowledgement
- Viewing Orders lifecycle (Ordered, received, billed and remaining balance)
- Invoices Submission
- Invoices Inquiry
- Credit Memo Submission
- Advance Shipment Notice Submission
- Shipments Inquiry
- Managing supplier profile

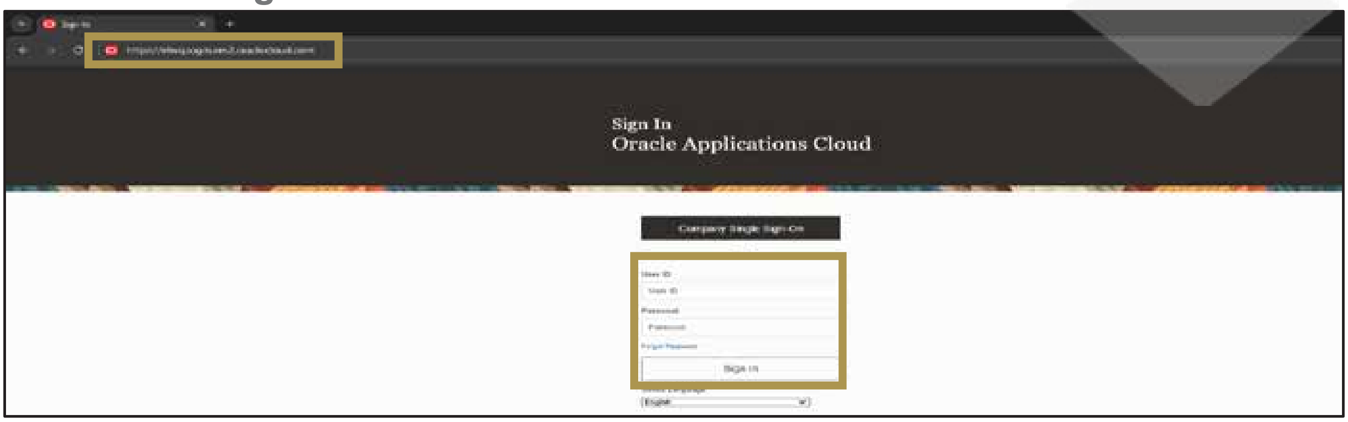
Getting Started

○ Application Support

If you face any issue accessing or using the application, please contact our support team by sending out an email at "prc@ladun.sa"

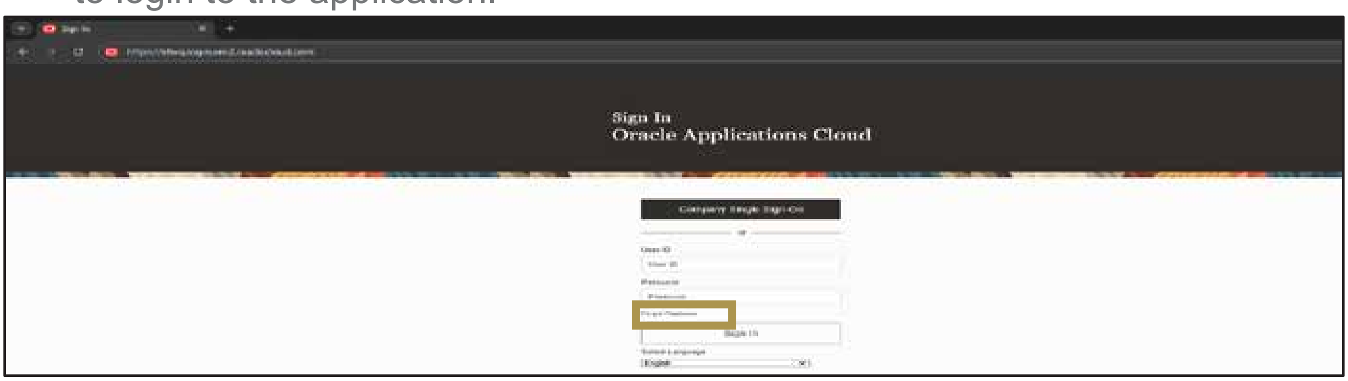
○ System Login

1. Enter the below URL in the browser address bar: https://erp.ladun.sa
2. Enter your assigned **User ID** and **Password**.
3. Click on **Sign In** button.

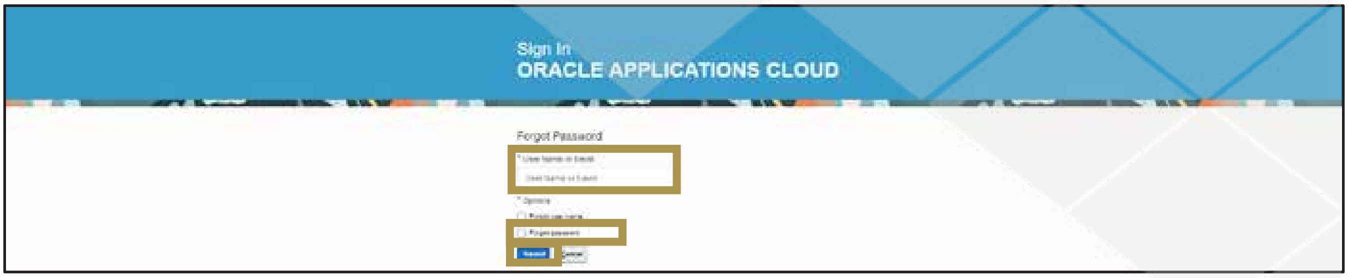


○ Password Reset

1. Click on **Forgot Password** link to reset your password if you are not able to login to the application.



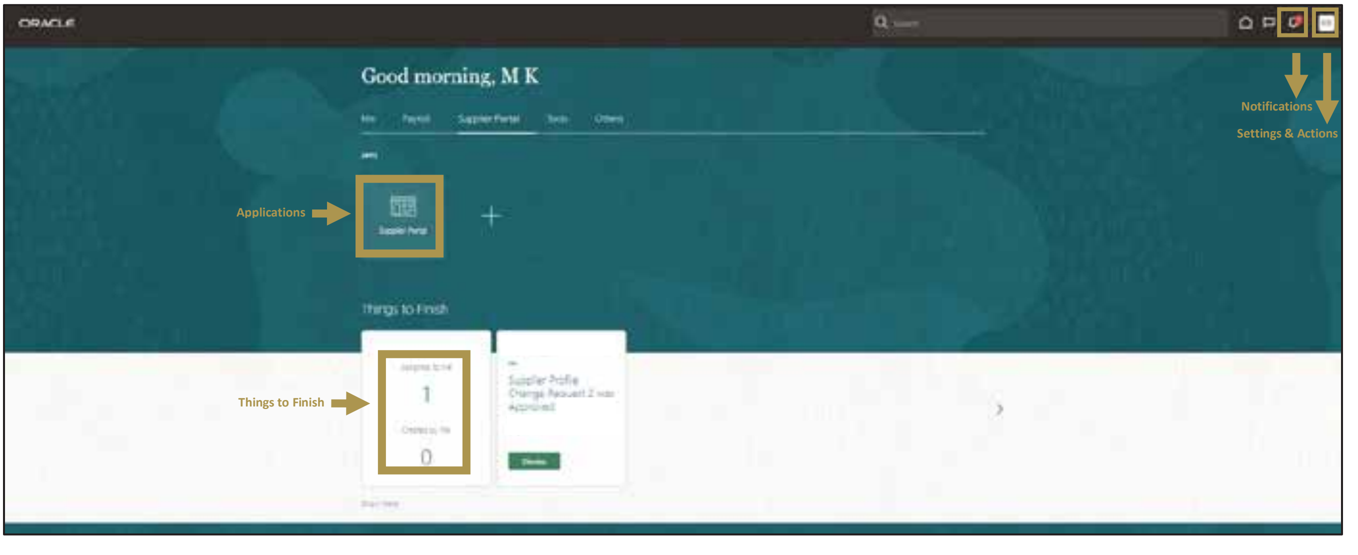
2. Enter your assigned **User Name** and select **Forgot Password** option.
3. Click on **Submit** button. You will receive an email with Password reset link. Use this link to generate a new password.



○ Homepage

Once you login, homepage will open containing the functions as per the assigned access. Below are the important components of the homepage:

- ➢ **Notifications:** You can access notifications by clicking on the bell icon. System will display a number on the bell to indicate unread notifications.
- ➢ **Settings and Actions:** Click on your name icon on the right corner of the page to open the settings and actions menu. You can set your **Preferences** and **Sign Out** of the application.
- ➢ **Applications:** You will be able to see the applications as per your access. Application contains the tasks and forms that you have access to.
- ➢ **Things to Finish:** It will display the tasks that were either created by you or assigned to you.

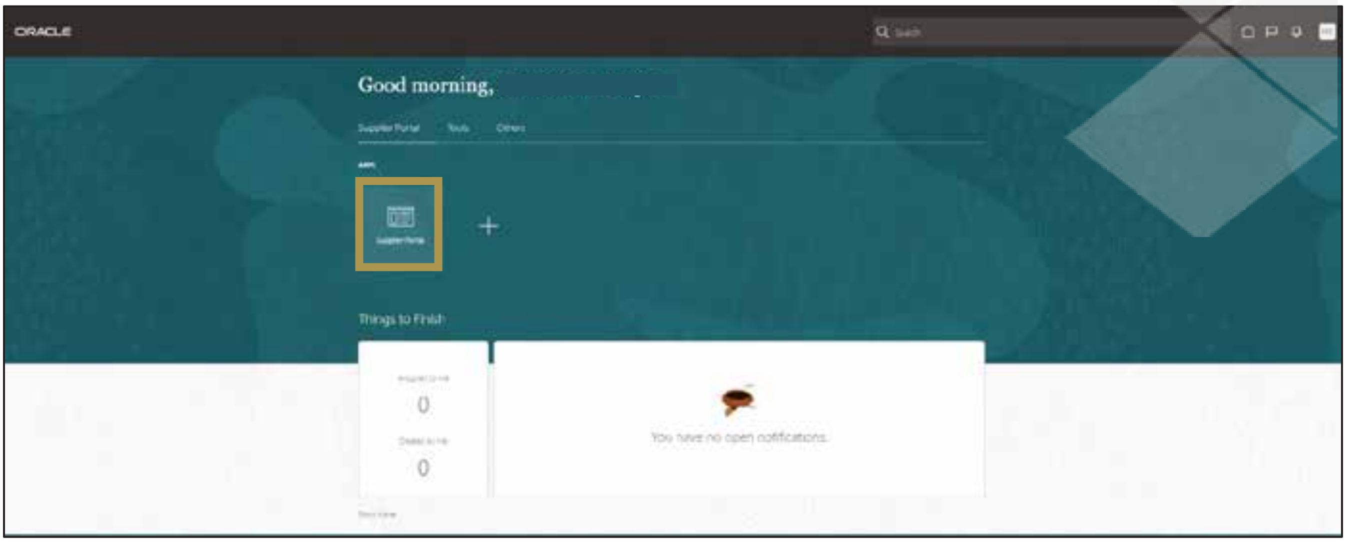


Purchase Orders

You can manage Purchase Orders using the supplier portal. This platform allows you to view and manage purchase orders from a centralized location and acknowledge orders directly within the portal. You can also view order status, progress and lifecycle.

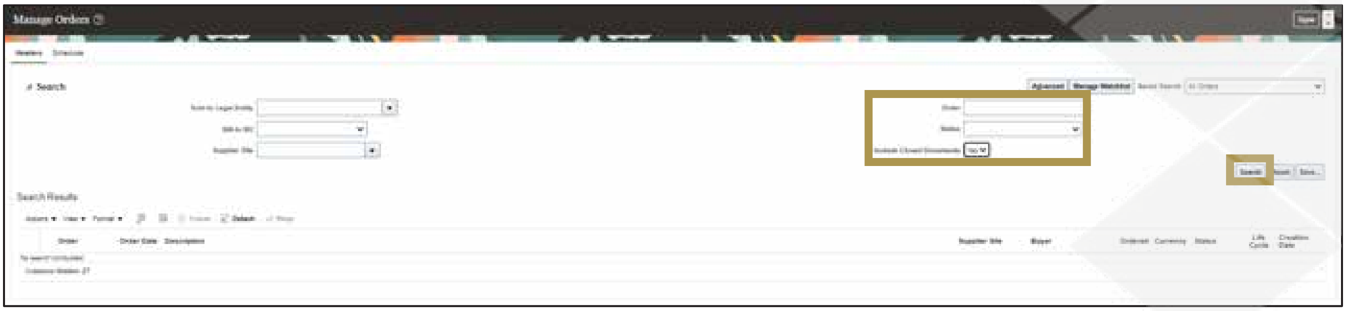
○ Purchase Orders Inquiry

1. From Homepage, click on the **Supplier Portal** icon.

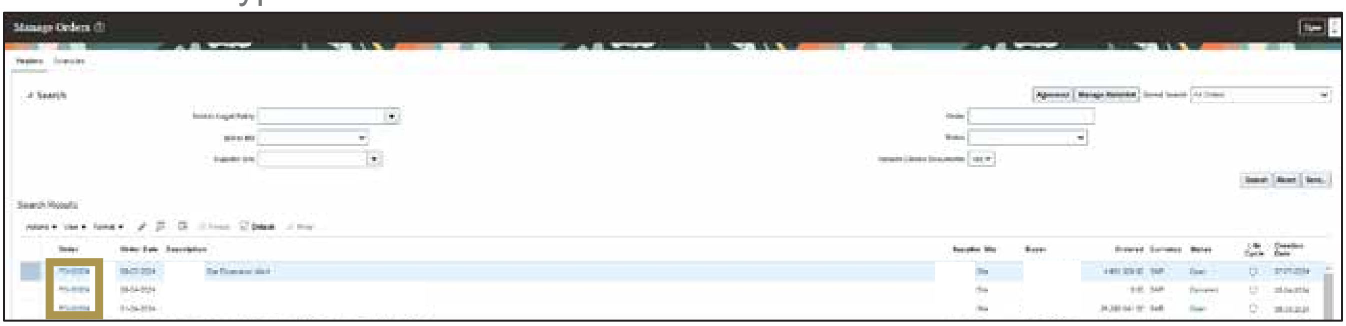


2. Supplier portal homepage will open. Click on **Manage Orders** link.

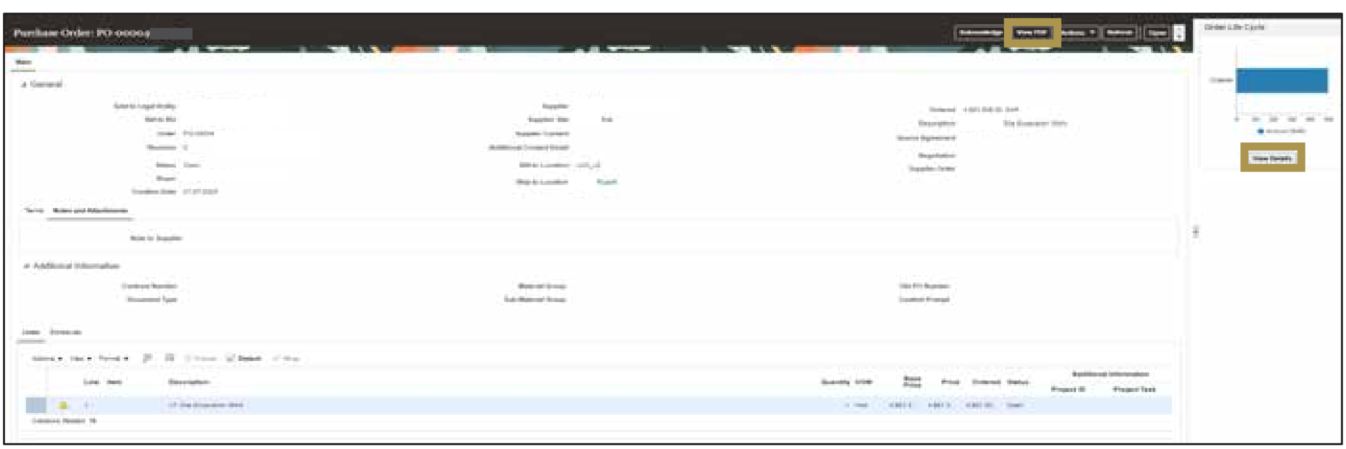
3. Search page will open. Provide the required search parameters to narrow the search. E.g. enter the **Order** number or search by the order **Status**. If you want to search for closed orders, select “Yes” for **Include Closed Documents.**
4. Once the required search criteria is provided, click on **Search** button to execute the search. A list of all applicable Purchase Orders will appear under Search Results.

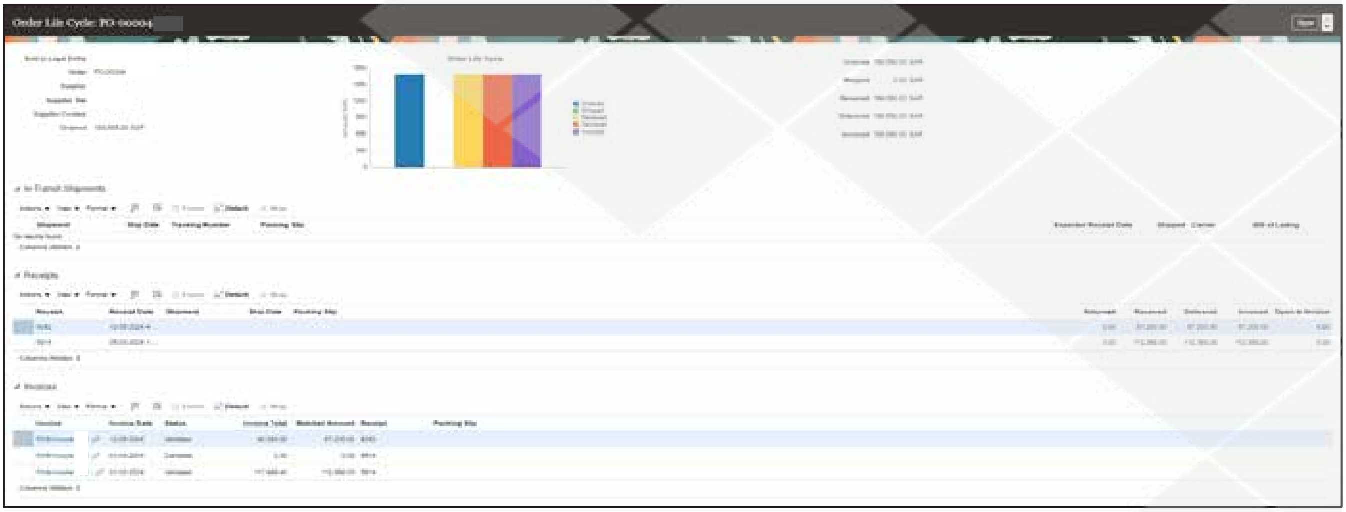


5. You can review more details relating to the order by clicking on the **Order** Number hyperlink.



6. You can view the order in a PDF document by clicking on the **View PDF** button.
7. Using **Order lifecycle**, you can view details of the different stages of this order e.g. shipments, invoices. You can click on the hyperlink to view the details.





8. Click on Done to move to the previous page.

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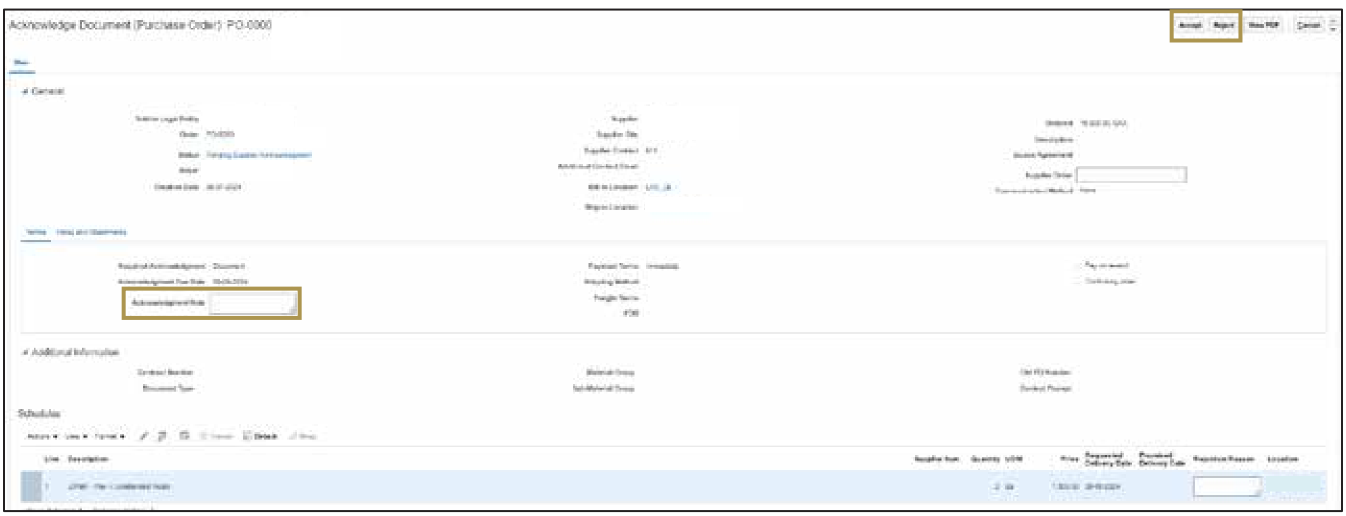
○ Acknowledge Orders

1. When an Order is created that requires acknowledgement, you will receive email and system notification that order requires acknowledgment. Open the notification and click on **Review and Acknowledge** hyperlink under Recommended Actions.

2. Acknowledge Document page will open. Review the order details and **Accept** or **Reject** the order. You can also provide comments in the **Acknowledgement Note** field.

Note: Once order is accepted, it will become Open and will be available for shipments. Before accepting the order, no action can be taken.



Note: Alternatively, you can acknowledge the order by navigating to "Manage Orders". Open the order and click on Acknowledge button.

END OF PROCESS

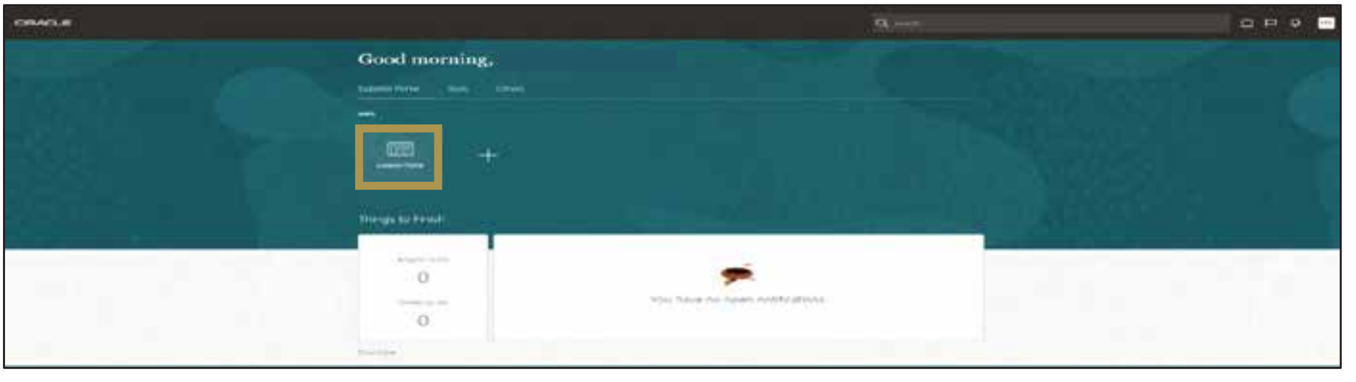
Shipments

You can create and manage shipping documents using the supplier portal. This platform allows you to create an Advance Shipment Notice (ASN) to inform us about incoming shipments. Upon submission, the procurement team will be notified, and once the material is received, a receipt will be generated in the system against the ASN.

Additionally, you can view and manage the shipments you have created, edit or cancel shipments, and view receipts created against shipments or purchase orders. You can also view material returns created against the receipts.

○ Creating Advance Shipment Notice (ASN)

1. From Homepage, click on the **Supplier Portal** icon.

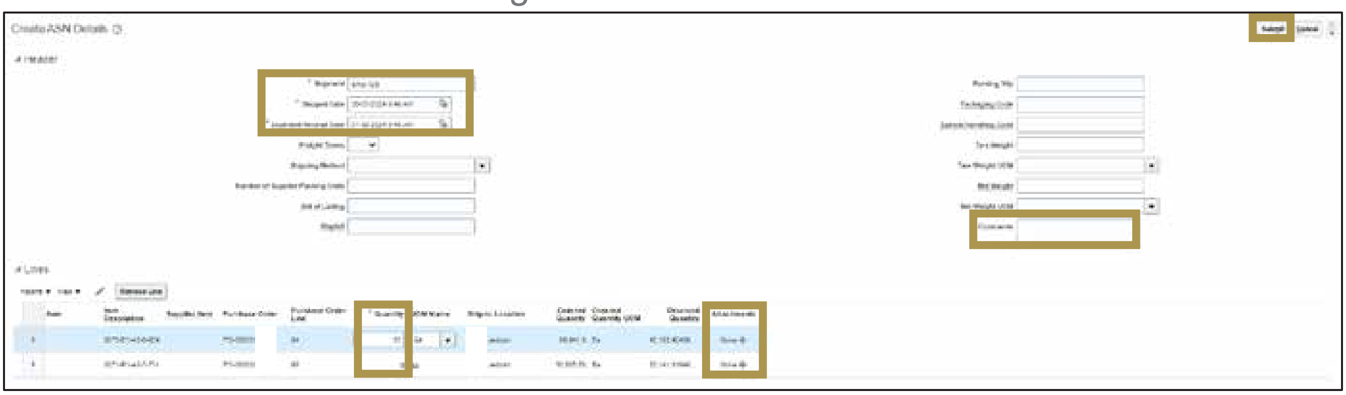


2. Supplier portal homepage will open. Click on **Create ASN** link.

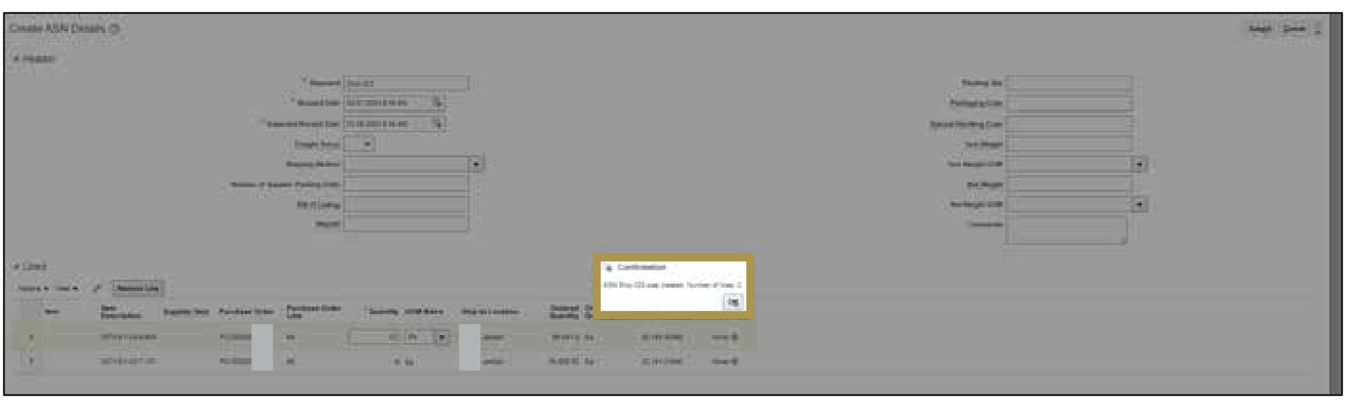
3. Create ASN page will open. Under the search region, select the required **Purchase Order** for which you want to send shipment notice.
4. Click on the **Search** button.
5. Under search results, select the PO line that you want to include in the ASN and click on **Create ASN** button.

Note: Hold "Ctrl" button and click on the lines to select multiple lines.

6. Enter the required shipment details:
   - ➢ Provide the required **Shipment** number.
   - ➢ Select the required **Shipped Date**. This is the date on which goods were shipped.
   - ➢ Select the required **Expected Receipt Date**. This is the date on which goods will be delivered.
   - ➢ Enter **Comments** if any.
   - ➢ Enter the shipment **Quantity** for each line.
   - ➢ Click on **Add +** button to attach the required documents.
7. Click on **Submit** button to generate the ASN.



8. A confirmation message will appear indicating successful creation of ASN.



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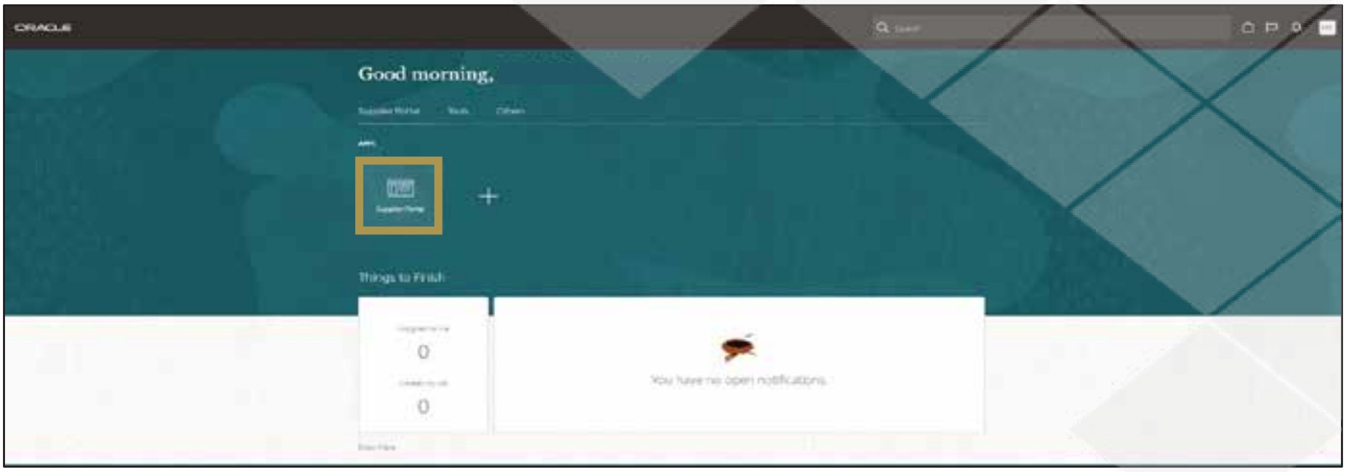
○ Managing Shipments

1. From Homepage, click on the **Supplier Portal** icon.



2. Supplier portal homepage will open. Click on **Manage Shipments** link.

3. Manage Shipments page will open. Under the search region, select the required **Purchase Order** or **Shipment** number that you want to manage.
4. Click on the **Search** button.
5. Under search results, select the Shipment that you want to manage.

6. You can click on the Shipment no hyperlink to view the details. The detail view will show you the Quantity shipped & Quantity received. Also, line Status which will indicate if this shipment has been received or not.
   - **Fully Received:** The Shipment has been closed as the full quantity has been received.
   - **Expected:** The shipment is still open as it has not yet been received.
   - **Partially Received:** The shipment is still open as it has been partially received.

7. You can edit or cancel the shipment if it is not yet received.
   - To edit a shipment, click on the pencil icon ✏. You can only edit basic information like expected receipt date, comments.
   - To cancel a shipment, click on the **Cancel Shipment** button.

Note: You cannot change quantities once shipment is created. To change the quantity, you need to cancel and create a new shipment.

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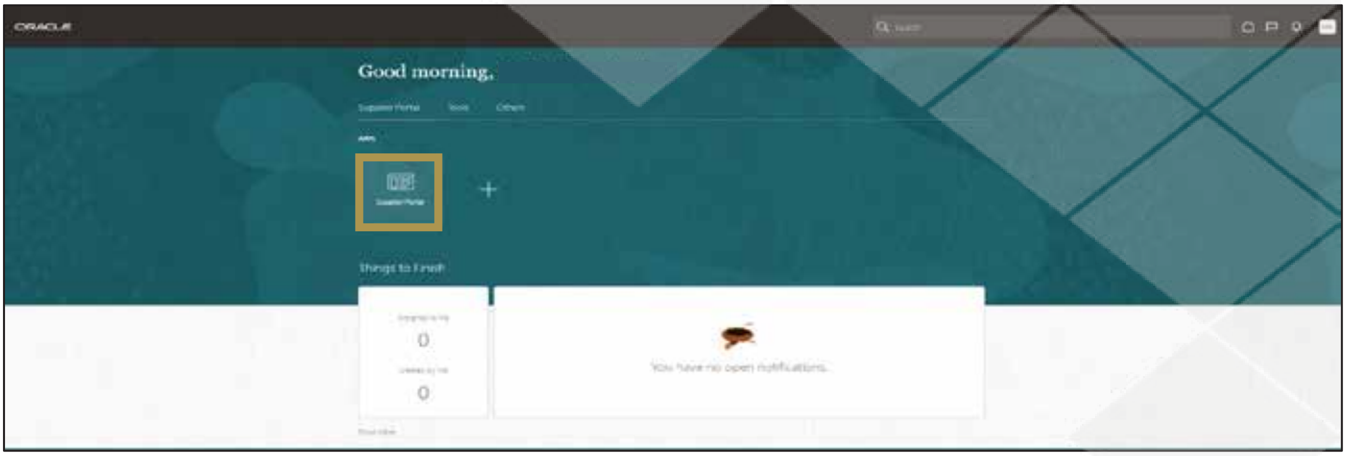
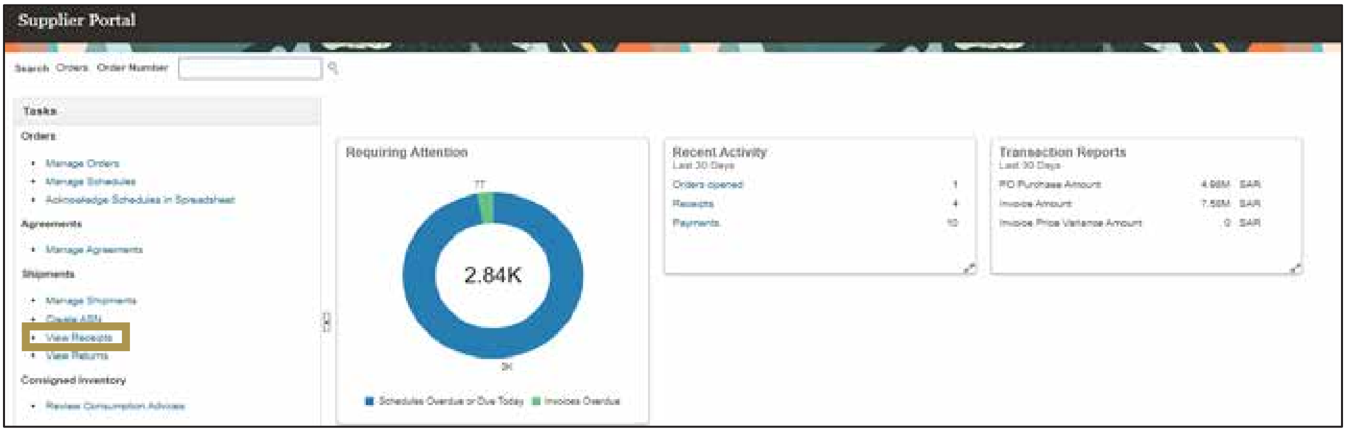
○ View Receipts

1. From Homepage, click on the **Supplier Portal** icon.



2. Supplier portal homepage will open. Click on **View Receipts** link.



3. View Receipts page will open. This page will show all the receipts created against Purchase order or the shipment.
4. Under the search region, select the required **Purchase Order** or **Shipment** number for which you want to view the receipts.
5. Click on the **Search** button.
6. Under search results, system will show the receipts created against the Purchase order / shipment. You can click on the **Receipt** no hyperlink to view the details.

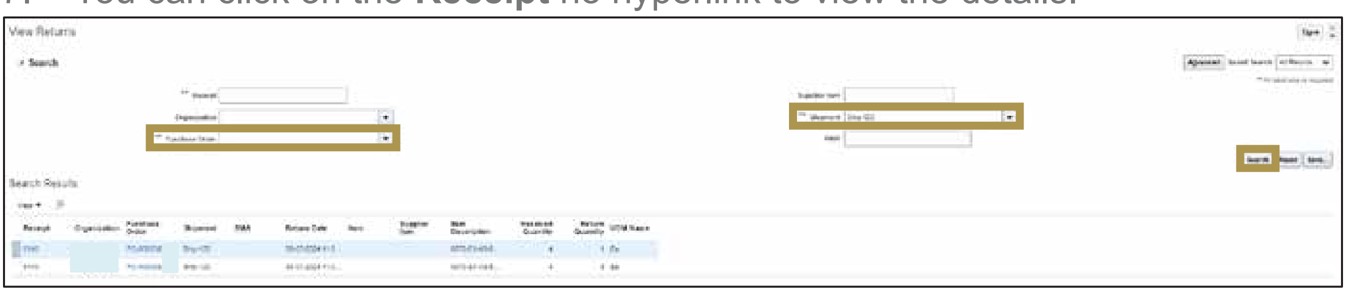
END OF PROCESS

○ View Returns

1. From Homepage, click on the **Supplier Portal** icon.

2. Supplier portal homepage will open. Click on **View Returns** link.

3. View Returns page will open. This page will show all the returns created against Purchase order or the shipment.
4. Under the search region, select the required **Purchase Order** or **Shipment** number for which you want to view the returns.
5. Click on the **Search** button.
6. Under search results, system will show the returns created against the Purchase order / shipment with Received and Return Quantity.
7. You can click on the **Receipt** no hyperlink to view the details.



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Invoices

You can create and manage invoices using supplier portal. This platform allows you to create and submit the invoices electronically, ensuring fast and secure transmission. Once submitted, you can track the status of your invoices in real time which includes seeing whether an invoice has been submitted, approved, paid or rejected.

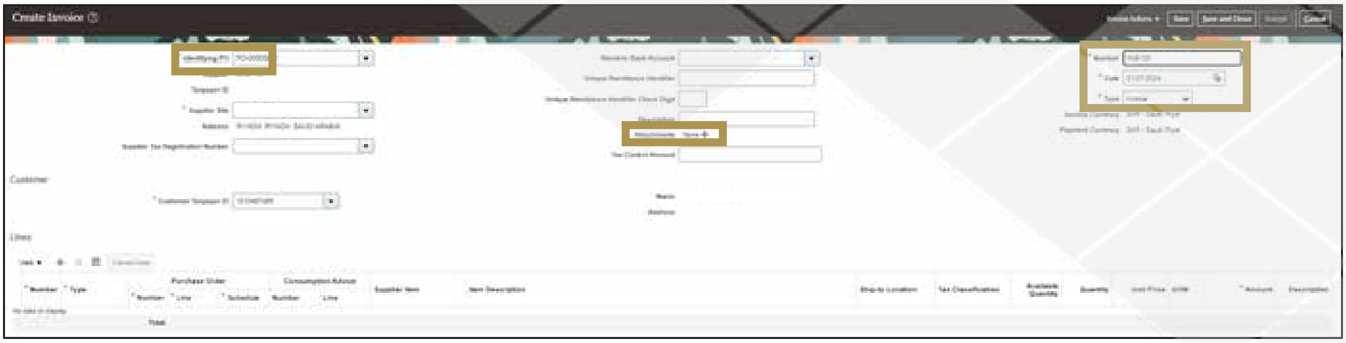
○ Create Invoice

1. From Homepage, click on **Supplier Portal** icon.

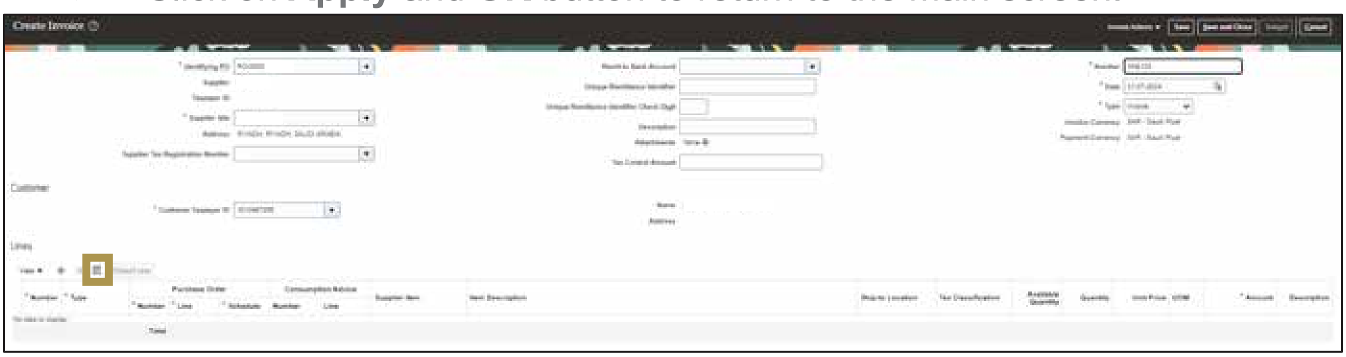
2. Supplier portal homepage will open. Click on **Create Invoice** link. A new screen will open and enable you to input header level information relating to your invoice.

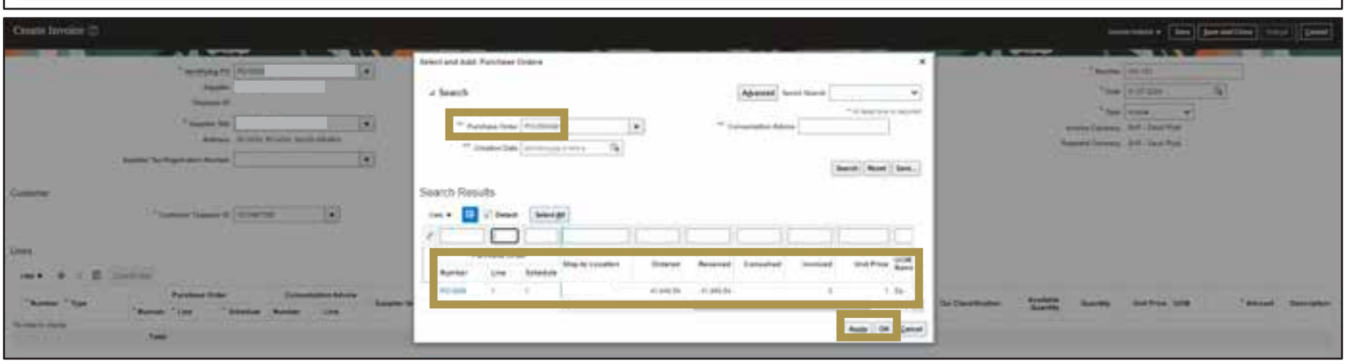
3. Enter the required invoice header information.
   - ➢ Select the **Identifying PO** for which you want to create an invoice.
   - ➢ Enter the required invoice **Number**.
   - ➢ Enter the required invoice **Date**. This is not the invoice submission date but is the date on the invoice copy.
   - ➢ Select the required invoice **Type**. Always keep the default value “Invoice” unless you are submitting a Credit Memo for which type will be changed “Credit Memo”.

- Click on Add ✚ button against **Attachments** to attach the required documents.

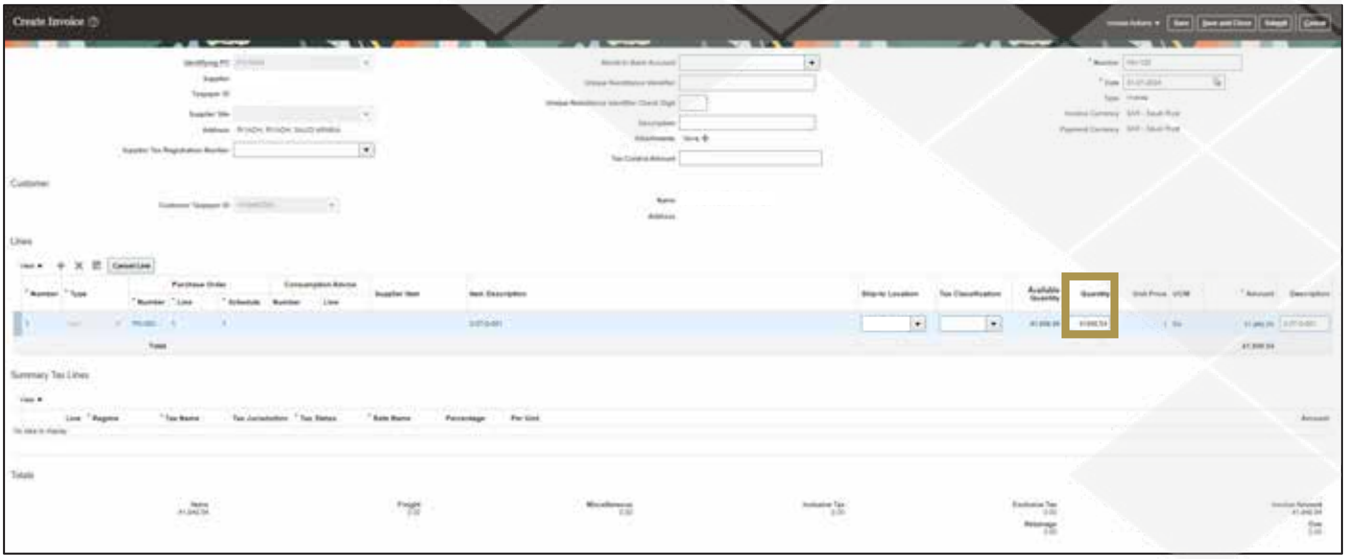


4. Now that you have completed the invoice information above, you will need to match the invoice to the corresponding lines on the Purchase Orders.
   - Click on **Select and Add** icon to add lines to the invoice.
   - The lines of the Purchase Order you entered on the Create Invoice screen will become available for matching. System will show the ordered amount, received amount and invoiced amount for each line and you will not be able to invoice more than the received amount.
   - Click on the required row(s) to select the line(s).
   - Click on **Apply** and **OK** button to return to the main screen.

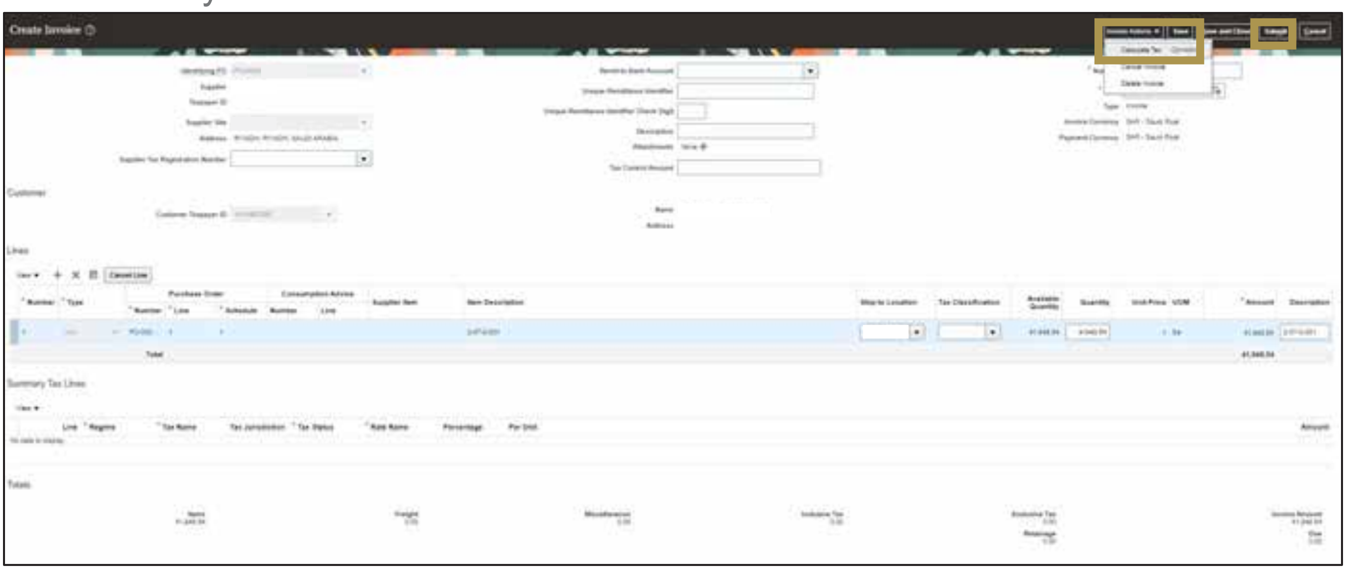




5. The un-invoiced quantity on the selected line will appear in the **Quantity** field. You can update the quantity which is being billed as per the invoice.



6. Click on the **Invoice Actions** list and select **Calculate Tax** option to update tax amount for this Invoice.
7. Carefully review the invoice information and click on **Submit** button.



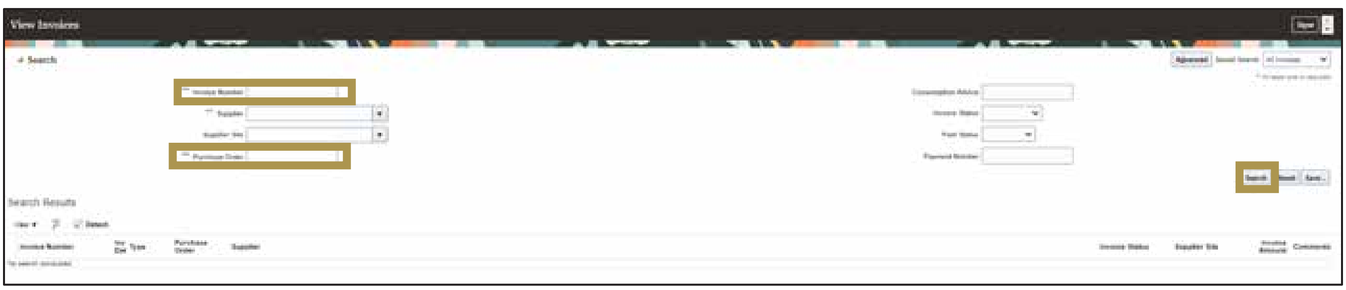
Note: Once the line is matched you cannot rematch that line again. If an update is required, the line should be cancelled prior to matching again.

END OF PROCESS

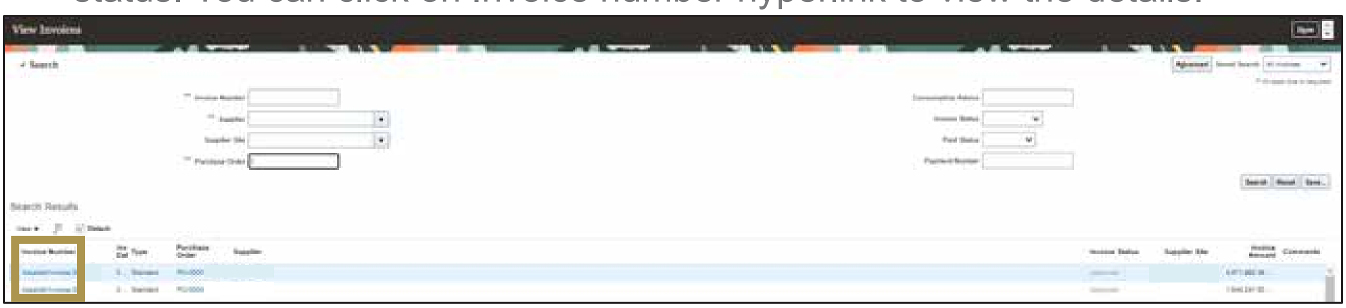
○ Invoice Inquiry

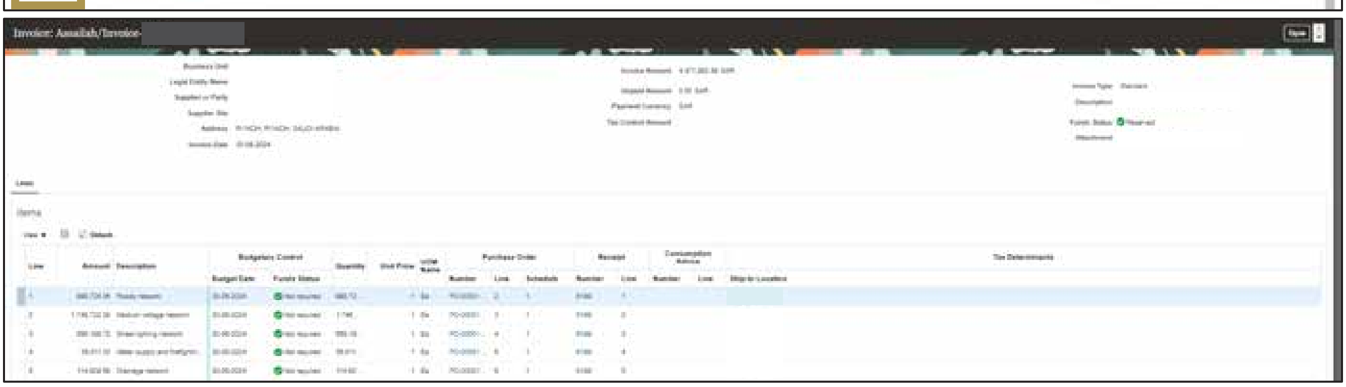
1. From Homepage, click on **Supplier Portal** icon.
2. Supplier portal homepage will open. Click on **View Invoices** link.

3. View Invoices page will open. Under the search region, provide the required search parameters. e.g. Invoice no, Purchase Order no.
4. Click on the **Search** button to execute the search.



5. Under search results, system will show the invoice(s) along with the status. You can click on Invoice number hyperlink to view the details.





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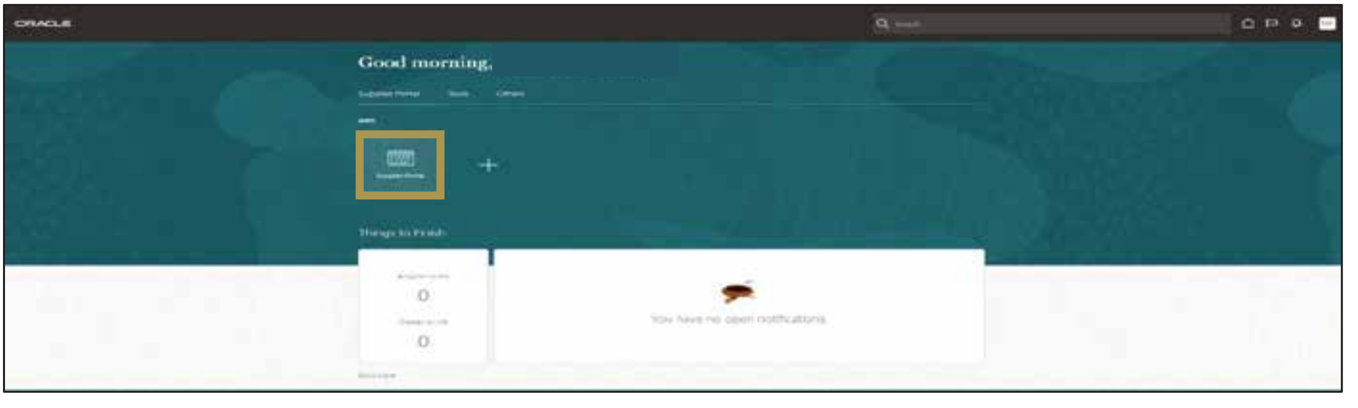
Manage Supplier Profile

You can manage your company profile using Supplier portal. This platform allows you to maintain and update your company information, ensuring accurate and up-to-date details. This is crucial for managing communication, compliance, and overall business relationships. You can manage the below components of your profile:

- ➢ Company Information
- ➢ Tax Identifiers
- ➢ Addresses
- ➢ Contacts
- ➢ Payments
- ➢ Product & Services

○ Profile Change Request

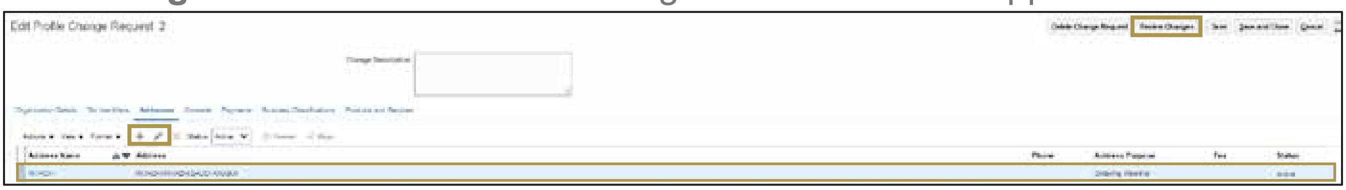
1. From Homepage, click on **Supplier Portal** icon.



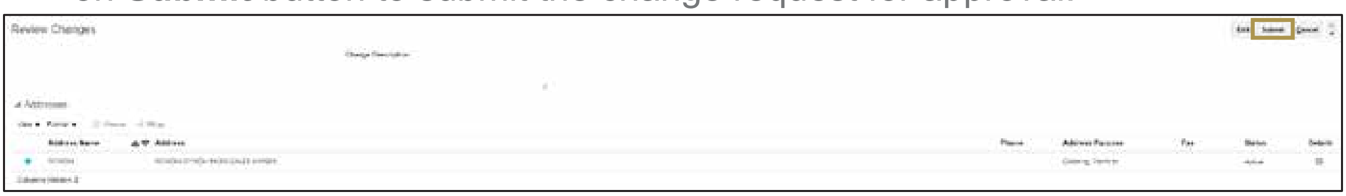
2. Supplier portal homepage will open. Click on **Manage Profile** link. Company profile will open.

3. Click on **Edit** button to update the profile. You will only be able to update the fields that are in editable mode.
4. Click on the required tab to edit the information e.g. click on the Addresses tab to update the existing address or add a new one.

5. Select the required record and click on the Pencil icon ✎ to update the record or click on the Add icon ✚ to add a new record.
6. Once the required information has been provided, click on the **Review Changes** button to review the changes and Submit for Approval.



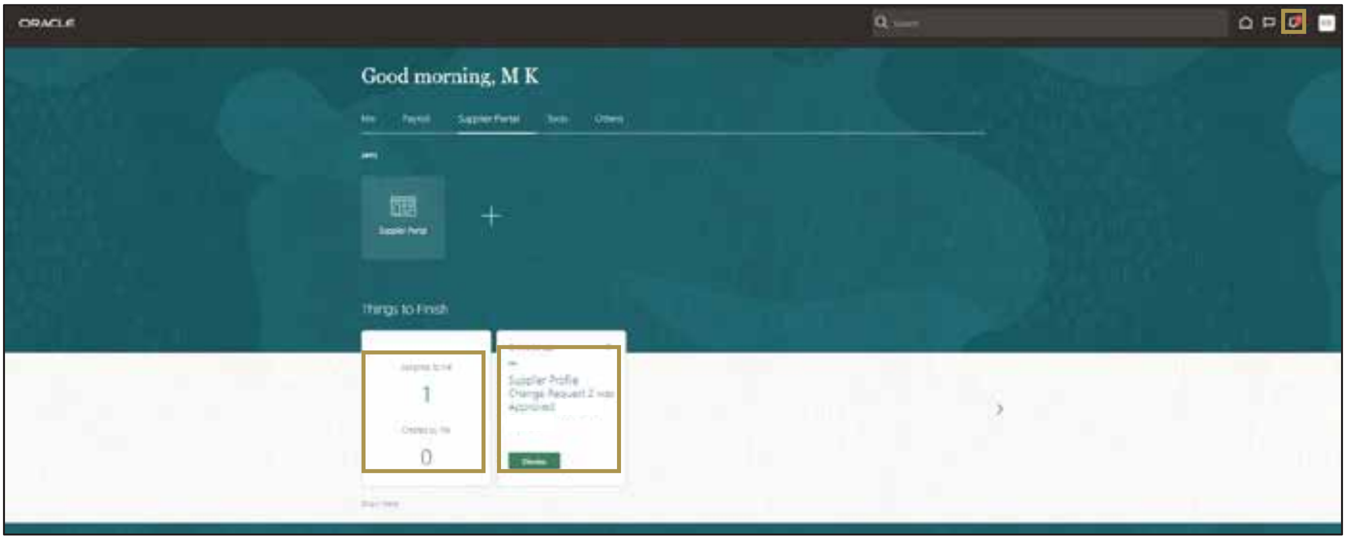
7. Review changes page will show all the updates made to the profile. Click on **Submit** button to submit the change request for approval.



8. A confirmation message will appear and change request status will change to Pending Approval.

Note: You can withdraw the request from approval and update it using the **Edit** button. Also, you can cancel the request using **Cancel Change Request** button.

9. You will receive a notification once your request has been approved or rejected.



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