

Frequently Asked Questions (FAQs) for The Tahweel Supplier Portal

Recommendation: When you have a question about standard flows, business processes and/or features in Tahweel, it is recommended to search first in the Reference Guides, training documents and recordings shared with you.

If you cannot find what you are looking for, please refer to FAQs below or contact the Procurement Department.

General questions

Q: What is the link to register for supplier portal, if the supplier has not registered to the new Tahweel Supplier Portal yet?

A: If you already registered with Dubai Holding (DH) or Jumeirah Group (JG), you will be migrated to the new Tahweel Supplier Portal and receive the portal access details at Launch. You will not need to re-register, but you will need to validate your profile and provide your confirmation of your bank details upon Launch.

Q: Is this system only for Dubai Holding (DH), or is Jumeirah Group (JG) also included?

A: The new Tahweel Supplier Portal is for both Dubai Holding (DH) or Jumeirah Group (JG). This is an integrated online supplier portal for the Dubai Holding Group.

Q: Will Dubai Holding & Jumeirah group use the same Username/password (credentials) to login to the Tahweel Supplier Portal?

A: It will be the same username/password(credentials) for all entities across the Dubai Holding group

Q: Can new suppliers register in the Tahweel Supplier Portal?

A: Yes, the registration link will be shared for new suppliers where they can enter the required details and submit the request for approvals.

Q: We are already registered in Zycus, do we need to re-register in the new portal?

A: No, existing suppliers will be migrated to the new Tahweel Supplier Portal and access will be provided to the suppliers.

Account questions

Q: How many email addresses per company can be used in the portal?

A: There is no limitation in the Tahweel Supplier Portal, however, it is always advisable to maintain the details with key contact person for communication purposes.

Q: Is there an option(functionality) to delegate certain parts of work to other subordinates with restricted access, e.g. Only for submitting invoices?

A: Yes, with limited capability. The key contact person will be responsible for all the access. If there is any change, please reach out to your contact point in Dubai Holding / Jumeirah Group.

Q: Can we have separate user IDs for separate functionality on portal, whereby our QC department can ONLY upload the municipality cards / HACCAP cards cannot amend any of the financial records

A: Yes, it is possible for different functionality in the Tahweel Supplier Portal. Please note that you will have to request for such accesses post onboarding of the Tahweel Supplier Portal.

Q: Is this portal applicable to Suppliers only based in Dubai or can we register our branch companies from different countries?

A: Yes, you can also register your suppliers from different countries. It is advisable to maintain one supplier account per company.

Q: Do we have to fill in all the tabs/boxes for the required information?

A: Yes, the system will prompt you to provide the mandatory information

Q: If the request for change profile is not approved; what is the SLA and who will be the contact person for follow-up?

A: You can raise the request and communicate through the Tahweel Supplier Portal upon Launch. The contact person is already updated in the Tahweel Supplier Portal.

Q: Can there be multiple user ids?

A: Yes, you can have multiple user IDs, but you must request for the IDs

Q: How many days will it take once we have done the registration. As we are waiting to upload our pending invoices.

A: You will be able to submit invoices when we have formally launched all the Tahweel Supplier portal functionality. This will be communicated to you.

Q: Is there the possibility that old email address can be changed? as you will migrate the files to your new portal, our old, registered emails are from resigned employees

A: Yes, you can update the old e-mail addresses directly through the Tahweel Supplier Portal and validate all the details post launch.

Q: What is the process if we want to change our registered email id?

A: You can login to the portal to update & submit the new contact email address. In case you are not able to login to the Portal, please reach out to your contact point in DH/ JG

Bank detail questions

Q: We previously received payments through cheque, in the new portal; if we upload bank details, will we receive the payments through transfers?

A: Depending on how you have registered for payment with DH/ JG, you will be paid through CHEQUE or Electronic Fund Transfer (EFT). Going forward, all payments will be made via EFT.

Q: If there are 2 or more bank accounts, do we have to submit all?

A: Yes, you may register all the bank accounts in the Tahweel Supplier Portal. However, the supplier must choose a primary account in the system.

Q: What if I have an international bank and we do not have bank letter head information and cancelled cheque? Though we are already registered as a vender with Dubai Holding.

A: In this case, it is mandatory to submit the letter of authority (LOA) from the authorised signatories with a copy of a bank statement showing only the beneficiary's name & account number and a copy of Power of Attorney.

Q: If there is a letter from Bank, do we need to submit a cancelled cheque

A: Please note that it is mandatory for suppliers to submit both the letter from the bank and the cancelled cheques.

Invoice and PO related questions

Q: what about my last few delivered invoices, I could not enter in Eyvo, will I need to enter them in the new portal?

A: Yes, you may enter the information in the Tahweel Supplier Portal post launch.

Q: Can all the old invoices still can be found in the new portal?

A: If there are any unpaid invoices, you can see those invoices in the Tahweel Supplier Portal

Q: If there are any unpaid invoices, can the supplier see those invoices in the new supplier portal?

A: You can only find old unpaid invoices in the new Tahweel Supplier Portal

Q: What happens to invoices that were not passed through the Eyvo portal before? will the details transfer to the new portal?

A: Supplier can post new invoices in the Tahweel Supplier Portal against open Purchase orders (POs) if there is a delivery note

Q: What email do we need to send the invoices we did not submit prior to the cut off from the old portal to?

A: You may upload those invoices in the Tahweel Supplier Portal post launch.

Q: Can we use the old Purchase Order (PO) that we received?

A: Yes, you can use the old PO.

Q: Can we post different invoices with same purchase order number? Like if we have different products with same purchase order number

A: Yes, you can post multiple invoices against the same purchase order.

Q: What happens when there is an amount discrepancy between PO and invoice?

A: You can submit the invoice in the Tahweel Supplier Portal if the value of the invoice is lower than the Purchase Order (PO). If the amount is higher, the system will not let you proceed.

Q: Will the previously signed contracts be updated as POs in the new system?

A: Yes, only valid signed contract which are still active will be available in the Tahweel Supplier Portal post launch