

FREQUENTLY ASKED QUESTIONS (FAQ)

EDGE Vendor Management



1. How can you contact vendor management team?

By E-Vendor Email: E-Vendor@EDGEGroup.ae
Office Landline Number: +971 2 205 6607

2. What documents do I need to submit for vendor registration?

Local suppliers:

- Valid Trade License/ Certificate of Incorporation. (Mandatory)
- Bank Account letter issued by the Bank. (Mandatory)
- Passport copy/Emirates ID of Authorized Signatory (Owner/s and Partner/s - Mandatory)
- TRN Certificate (VAT). (If applicable)
- In Country Value certificate (ICV) (If applicable)
- Company Profile (Optional)
- Financial Statement (Optional)
- Quality Certificates, for example **ISO Certificate** (Optional)

Overseas suppliers:

- Valid Trade License/ Certificate of Incorporation. (Mandatory)
- Bank Account letter issued by the Bank. (Mandatory)
- Company Profile (Optional)
- Financial Statement (Optional)
- Quality Certificates for example **ISO Certificate** (Optional)

3. How do I register as a supplier for Vendor Management Portal?

You can do a self-registration using EDGE GROUP portal please find the link to register your company [Edge Corporate E-Vendor Portal | Supplier Management Portal | EDGE \(edgegroup.ae\)](#)

You can find different guideline documents which might be helpful on this [link](#)

4. How to update/submit the company profile on E-Vendor System?

The link below will grant you access to the registration form within the E-Vendor portal [E-Vendor Portal](#)

To start the process, click on "Generate PIN Security". You will receive a PIN by email, which you can use to enter your registration form

Registered Email: *

Security PIN: *

[Generate Security PIN](#)

Login

5. Can I register as a supplier if I am a small business owner or Freelancer?

Yes, you can register by providing supporting documents such as a bank letter, passport copy and Freelance Trade License.

6. How to reset the company account password on E-Vendor?

Credential Password Reset:

1. Using the portal link, open the login screen.
2. Click on 'Forgot Password'.
3. Enter your registered Email ID and click on Send.
4. Confirmation will be displayed on the screen and an email will be sent to you with a link. The link will expire in 2 hours.
5. Once you receive the email, click on 'Click here to reset your password'.
6. "Reset your password" screen is displayed. Enter your new password and click on 'Save'.

You can find different guideline documents which might be helpful on this [link](#).

7. How to change the registered email ID for the existing company records

By sending an email to E-Vendor Email E-Vendor@EDGEGroup.ae. Mention the existing registered email ID in the record and the new email you wish to register with.

8. EDGE Group Vendor Log In Issues?

Kindly refer to below links and instructions to log in the portal

[E-Vendor Portal](#)

[Registration Form \(Only\)](#)

9. What are the consequences of providing false information during the registration process?

The request will be sent back to the supplier.

10. Where can the suppliers find the guideline for registration, profile updates, and tender submission on the Portal?

You can find different guideline documents which might be helpful on this [link](#).

11. What is an In-Country Value certificate (ICV) and how to obtain it?

The ICV program is a UAE government program affiliated with the Ministry of Industry and Advanced Technology that aims to boost economic performance and support local industries by redirecting higher portions of public spending into the national economy.

For more information about this certificate and how to get it, visit the [National In-Country Value Data Certificate](#)

12. What is Power of Attorney (POA)?

A legal document that shows the authorized signatory is delegated to sign all Company's documents such as the NDA (Non-Disclosure Agreement).

13. What should I do if I can't see the status of my uploaded invoice in the portal?

Regarding the Invoice submission or your payment status, kindly note that once you upload an invoice in the E-Vendor portal, you will receive a pop-up message “File uploaded successfully”. This is a confirmation for you that invoice has been submitted in the portal successfully.

Do not re-upload the same invoice in E-Vendor portal which will lead to a duplicate submission. Kindly wait for the line item to be created under Accepted/ In Process, usually system will take 48 hrs to generate document ID in the E-Vendor portal.

Once Invoice is submitted, kindly reach out to below finance teams respective to the entity for payment status. Thank you for your co-operation and patience.

ENTITY NAME	CONTACT EMAIL
<u>EDGE, EBS and ADASI</u>	<u>invoices@edgegroup.ae</u>
<u>HALCON</u>	<u>finance_ap@halcon.ae</u>
<u>BEACON RED</u>	<u>Payables@beaconred.ae</u>
<u>REMayA</u>	<u>B2P_PROJECTS@REMayA.AE</u>
<u>EARTH</u>	<u>accountspayable@earthuae.ae</u>
<u>BARIJ DYNAMICS (ALTARIQ)</u>	<u>accountspayable@al-tariq.ae</u>
<u>NIMR</u>	<u>finance@nimr.ae</u>
<u>SIGN4L</u>	<u>finance@sign4l.ae</u>