TABLE OF CONTENTS

1. ABOUT MIRAL EXPERIENCES
2. APPLICATION OVERVIEW
3. WELCOME EMAIL FROM Miral EXPERIENCES
4. SYSTEM LOGIN AND NAVIGATION TO SUPPLIER PORTAL
5. MANAGING PROFILE UPDATES
6. ILLUSTRATION: MANAGE ORGANIZATION DETAILS
7. ILLUSTRATION: MANAGE TAX IDENTIFIER
8. ILLUSTRATION: MANAGE ADDRESSES
9. ILLUSTRATION: MANAGE CONTACTS
10. ILLUSTRATION: MANAGE PAYMENTS
11. ILLUSTRATION: MANAGE BUSINESS CLASSIFICATION
12. ILLUSTRATION: MANAGE PRODUCTS & SERVICES UPDATE
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.

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**
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.

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**

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.
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.
4. 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.

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

5. 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.

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.
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.

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.
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.

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

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

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.

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.

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

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

[Image: Confirm Business Classification Updates]

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.

[Image: Review Changes]

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.

[Image: Company Profile]

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.

[Image: Company Profile]
10. Clicking on the link will take you to the Change Request summary

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.

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.
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