



EXPO 2020 إكسبو 2020  
دبي، الإمارات العربية المتحدة  
DUBAI, UNITED ARAB EMIRATES

Dear Valued Supplier,

Welcome to the EXPO 2020 eSourcing Portal user guide.

This document will guide you through the registration process in a step-by-step approach.

Once you have completed the registration process you will be granted access to the EXPO 2020 eSourcing Portal and will be able to start participating in relevant tender opportunities.

If you are facing difficulties at any time during the registration process you can contact our helpdesk.

Email: [esource.support@expo2020.ae](mailto:esource.support@expo2020.ae)  
Telephone: +971 800 8363377 (800 Tenders)

The helpdesk operates Sundays to Thursdays 8:00am – 5:00pm (GMT + 4:00) Abu Dhabi, Muscat.

Sincerely,

EXPO 2020 HO Procurement

**Step 1:**

Visit <https://esource.expo2020dubai.ae> and click on **Supplier / SME/ Individual Registration**



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## Login

username

.....

Log in

[Forgotten your password?](#)

Supplier / SME / Individual Registration

## Helpdesk

Need assistance?  
Please contact our support team.

Phone:  
(800 Tenders) +971 4 30 30 30

Email:  
esource.support@expo2020.ae

Call me back  
Supplier, SME and  
How to connect to the system

## Opportunities

Click [here](#) to learn more about procurement activities.

**WARNING:** Do not proceed if you are not an Authorised User. This application is protected by appropriate security measures. Access is restricted to Authorised Users only. Any attempt to use this system in a manner not authorised or any attempt to alter, destroy or damage any information stored in the system may constitute a breach of the provisions of the Computer Misuse Act 1990 and/or other legislation and shall leave the user liable for any legal proceedings. It is strictly forbidden to attempt to access this system using any third party's logon identity. Anyone using this system does so at their own risk and for security policy compliance purposes.



**Step 2:**

A new browser window detailing the EXPO 2020 User Agreement will open up. Review the EXPO 2020 User Agreement carefully. If you agree to the User Agreement and wish to continue to register as a supplier, tick the **I agree** box and click **Next**.

User Agreement

**USER AGREEMENT**

For Grant Applicants

THE USER AGREES THAT THE USE OF THIS WEBSITE (<https://esource.expo2020dubai.ae>) IS SUBJECT TO THE TERMS AND CONDITIONS OF USE SET OUT BELOW. BY USING THIS SITE THE USER HAS AGREED TO OBSERVE ALL TERMS & CONDITIONS OF USE.

The Terms and Conditions of Use are important and are there for the protection of both you and Expo Dubai 2020 LLC (to include where relevant the Service Provider). Before submitting an account registration form and/or using the System, please read all of this Agreement carefully.

The access or use of the Website by all Users and/or Grant Applicants, in any way, shall be deemed to constitute their acknowledgment, acceptance and confirmation of the Terms of Use without further action. If at any time you do not agree with any part of this Agreement, you must discontinue use of the Site immediately.

Expo Dubai 2020 LLC reserves the right to make changes to the information, design and services provided on the Website without notice and without liability. Expo Dubai 2020 LLC reserves the right to add, amend or vary the Terms of Use by publishing notice of such changes on the Website and the continued use of the Website will signify your acceptance of any such changes from time to time.

1. Definitions and Interpretations

1.1 The headings to clauses are inserted for convenience only and shall not affect the interpretation or construction of this Agreement.

1.2 Words imparting the singular shall include the plural and vice versa. Words imparting a gender include every gender and references to persons include an individual, company, corporation, firm or partnership.

1.3 The words and phrases "other", "including" and "in particular" shall not limit the generality of any preceding words or be construed as being limited to the same class as any preceding words where a wider construction is possible.

1.4 References to any statute or statutory provision shall include (i) any subordinate legislation made under it, (ii) any provision which it has modified or re-enacted (whether with or without modification), and (iii) any provision which subsequently supersedes it or re-enacts it (whether with or without modification).

**I have read and agree to the Portal User Agreement**

I agree

**Step 3:**

Once you have clicked on **Next** you will be asked to download the User Agreement for your record. Once you have downloaded the document please click **Confirm**.

**I have read, understand and agree to the Portal User Agreement.  
(download is compulsory)**

Download the user agreement

I agree



#### Step 4:

You will be required to complete the **Registration Data** page.

The accuracy of this information is critical and will be reviewed by EXPO 2020 so it is important that the information provided is accurate and up to date.

Fields that are marked with a red asterisk (\*) are mandatory and must be completed.

When you have filled the required data fields, click on the **Save** button at the top of the page.

Organisation/Individual Details

- \* Organisation/Individual Name
- \* Legal Structure
- Trade License Number - if applicable
- \* Address
- \* City
- \* Country (UNITED ARAB EMIRATES)
- \* Region
- \* ZIP/Postal Code
- \* Main Phone Number
- Fax Number
- \* Email Address
- Web Site / Social Media

User Details

- Title
- \* Last Name
- \* First Name
- \* Phone Number
- Mobile Number (please enter "+ " "country code" and "your mobile phone number" with no spaces)
- \* Email Address IMPORTANT: This email address will be used for

#### Step 4:

Now that you have completed & saved the **Registration Data** page, you will be directed to the: **Opportunities** form.

Please select the type of opportunities you would be interested to participate in and click on **Save and Continue**.

Grant Applicant

Grant Application \* Is your organization interested in applying for a grant?

Grant Opportunities  
Procurement Opportunities  
Both



### Step 5:

Now that you have completed & saved the **Opportunities** form, you will be directed to the: **Registration Type** form.

Select the appropriate Registration Type (i.e. Individual, Organization or SME) from the below drop down menu and click on **Save and Continue**.

Registration Type

\* Please confirm if you are registering as an individual (e.g. street performer, photographer, etc.) or as an organisation?  
Important: Your selection will dictate the types of procurement opportunities you are invited to.

Individual  
Organisation  
SME

Save and Continue Cancel

### Step 6:

Now that you have completed & saved the **Registration Type** form, you will be directed to the: **Company Segmentation** form.

Select the appropriate Company Segmentation (i.e. Trading, Manufacturing or Services) from the below drop down menu and click on **Save and Continue**.

Company Segmentation

\* Please select the appropriate company segmentation from the below drop down menu?

Trading  
Manufacturing  
Services

Save and Continue Cancel

Please note depending on the choices you have made in the Registration Type and Company Segmentation question, you will be asked to answer additional relevant forms.

**Congratulations, you have just successfully registered as a supplier on the EXPO 2020 Portal.**

A message confirming your successful registration will be displayed and an email with your temporary password will be issued to the registered email address.



**Step 7:**

Go to your registered email address to retrieve the temporary password which has just been emailed to you. Navigate back to the portal (<https://esource.expo2020dubai.ae>) and use the username you created during registration and the temporary password to gain access to the portal.

The next steps will guide you on how to view and update your completed Basic Profile.

**Step 8:**

When you login to the portal for the first time you will be asked to change your password.

Please specify a new password and click "Submit" in order to proceed.

**For reasons of security you are required to change your Password.  
Please enter a new Password in the fields below, and click "Submit" to continue.**

Passwords must contain at least 8 characters  
Password must be different from login!  
The new password must be different from the previous 3 passwords  
Passwords must contain both letters and numbers

New Password







Confirm Password



**Step 9:**

To amend information provided during registration click on **Registration Data** under the **User Profile** menu.

### Supplier area

-  Current Opportunities
-  RFIs
-  RFIs Open for All Suppliers
-  RFQs
-  RFQs Open for All Suppliers
-  Auctions

### User Profile

- Registration data**
- Modify password
- Multi user
- LOGOUT

### Helpdesk

Need assistance?  
Please contact our eSourcing Helpdesk:

Phone:  
(800 Tenders) +971 800 836 33 77

Email:  
esource.support@expo2020.ae

### Opportunities

Click [here](#) to learn about upcoming procurement activities



**Step10:**

Once you have clicked on the **Basic Profile** tab, you will be able to view the different registration forms that have been completed in the initial registration process.

Organisation/Individual Details	
Organisation/Individual Name	test 01
Legal Structure	Partnership
Trade License Number - if applicable	Test 22
Address	Media city
City	Dubai
Country	UNITED ARAB EMIRATES
Region	Dubai
ZIP/Postal Code	55555
Main Phone Number	04324234
Fax Number	
Email Address	yasirsultan1992@gmail.com
Web Site / Social Media	

**Step 11:**

If you wish to edit and update your registration forms, you need to click on the form you wish to update.

Title	Supplier Data Status		Document Expiry Date (First to Expire)
	Mandatory	Optional	
Grant Applicant	100%		
Registration Type	100%		
Company Segmentation	100%		
Trading Form	0%		





### Step 12:

Once you have clicked on the form you wish to update, you need to click on the **Edit** icon to edit or update your answers to the listed questions.

Trading Segmentation Form	
Number Of Employees- Trading	* How many office employees are in your company?
Turnover per year - Trading	* What was your Organization turnover in AED Dirhams for the last financial year?

### Step 13:

Now that you are in the edit mode, you need to answer all of the questions as accurately.

Questions that are marked with a red asterisk (\*) are mandatory.

When you have answered all of the questions, click on the **Save and continue** button at the top of the page.

Basic Profile Details: Trading Form		
Number Of Employees- Trading	* How many office employees are in your company?	<input type="text"/>
Turnover per year - Trading	* What was your Organization turnover in AED Dirhams for the last financial year?	<input type="text"/>

### Step 14:

You will be taken back to the summary of the first page so you can review your responses. If you want to further edit your responses, click on '**Edit**' again.

Basic Profile Details: Trading Form	
Number Of Employees- Trading	* How many office employees are in your company?
Turnover per year - Trading	* What was your Organization turnover in AED Dirhams for the last financial year?

**Congratulations, you have now updated your Company Profile on the EXPO 2020 eSourcing Portal.**

**You may need to update the information from time to time to ensure that your records of your company are always up to date.**