



**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 process of sending clarification messages to the buyer.

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 Dubai



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### Step 1:

Visit <https://esource.expo2020dubai.ae> and **Login** to your account.

Once you have successfully logged in, you will be directed to the Supplier Area landing page.

The screenshot shows the EXPO 2020 eSourcing Helpdesk login page. The page features the EXPO 2020 logo in the top left corner. The main content is divided into three sections: Login, Helpdesk, and Opportunities. The Login section includes a username field, a password field, a Log in button, and a link for forgotten passwords. The Helpdesk section provides contact information for assistance, including a phone number and an email address. The Opportunities section has a link to learn about upcoming procurement activities. A warning message is displayed at the bottom of the page.

**Login**

username

.....

Log in

[Forgotten your password?](#)

Supplier / SME / Individual Registration

**Helpdesk**

Need assistance?  
Please contact our eSourcing Helpdesk:

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

Email:  
esource.support@expo2020.ae

[Call me back](#)  
[Supplier, SME and Individual Help Guides](#)  
[How to connect with Expo](#)

**Opportunities**

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

WARNING: Do not proceed if you are not an Authorised User. This application is protected by appropriate security measures. Access to and use 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 contained within it may constitute a breach of the provisions of the Computer Misuse Act 1990 and/or other legislation and shall leave the user liable to both criminal and civil proceedings. It is strictly forbidden to attempt to access this system using any third party's logon identity. Anyone using this system consents to active monitoring for security policy compliance purposes.



**Step 2:**

To send a clarification question to the buyer you must first navigate to the relevant **RFI/ RFQ**.

**Supplier area**

- Current Opportunities
- RFIs
- RFIs Open for All Suppliers
- RFQs**
- RFQs Open for All Suppliers
- Contracts Management
- 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:  
sourcingsupport.prep@tejari.com

**Opportunities**

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

**Step 3:**

Click on the **RFI/ RFQ** title that you would like to send the clarification message about.

RFQ Code	RFQ Title	Project Code	RFQ Status	RFQ Closing Date/Time	Buyer Organisation	Response Status	
1	rfq_29	Facilities Management Consultancy	tender_2	Running	25/06/2016 21:00	Expo 2020	No Response Prepared

Total 1

Page 1 of 1



**Step 4:**

Now that you have selected an RFI/ RFQ you will be taken to the respective RFI/RFQ Details page.

Click on the **Messages** tab in the RFI/RFQ (left hand navigation button) to communicate with buyer for clarifications to the RFI/RFQ.

You can create, send, receive and forward message through this tool.

RFQ: rfq\_29 - Facilities Management Consultancy Running

Project: tender\_2 - Facilities Management  
Closing Date: 25/06/2016 21:00:00  
Response Last Submitted On: Not Submitted Yet

Warning: *You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.*

RFQ Details Messages (Unread 0)

Settings Buyer Attachments (1) My Response User Rights

[Create Response](#) ⋮

[View Response Index Only](#)

1. Commercial Response (Line Items: 3, Questions: 0)

**Step 5:**

Click on the **Create Message** button to send a message to the buyer.

RFQ Details Messages (Unread 0)

Create Message Received Messages Sent Messages Draft Messages Forwarded Messages

[Create Response](#) ⋮

[View Response Index Only](#)

1. Commercial Response (Line Items: 3, Questions: 0)

1.1 Fee Breakdown - Price Section

Item Reference	Description	Remarks	Unit of Measurement	Quantity	Unit Price	Price	Comments
1.1.1	1	* Phase 1 of the Project	Each	1		0	
1.1.2	2	* Phase 2 of the Project	Each	1		0	
1.1.3	3	* Phase 3 of the Project	Each	1		0	
Section Sub Total						0	



**Step 6:**

Insert the subject and content of the message. If required you may also attach relevant attachments to your message.

Once completed click on **Send Message** to send the message to the buyer.

RFQ: rfq\_29 - Facilities Management Consultancy Running

Project: tender\_2 - Facilities Management  
Closing Date: 25/06/2016 21:00:00  
Response Last Submitted On: Not Submitted Yet

Warning: You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.

**Send Message** Save as Draft Cancel

**Message**

Subject

Message

**Step 7:**

If the buyer responds to your message, you will receive an email alert informing you to login to the portal and view it. Navigate to the relevant RFI/RFQ and review the message by clicking on the **Received Messages** button.

Warning: You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.

RFQ Details Messages (Unread 0)

Create Message **Received Messages** Sent Messages Draft Messages Forwarded Messages

Select a Filter ...

Create ...

No Messages to display



### Step 8:

By clicking on the **Draft Messages** button, you can check saved messages, which you have yet to send.

The screenshot shows the interface for RFQ: rfq\_29 - Facilities Management Consultancy. The status is 'Running'. The project is 'tender\_2 - Facilities Management'. The closing date is 25/06/2016 21:00:00. The response last submitted on is 'Not Submitted Yet'. A warning message states: 'Warning: You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.' The 'Messages (Unread 0)' tab is active. The 'Draft Messages' button is highlighted with a red box. Other buttons include 'Create Message', 'Received Messages', 'Sent Messages', and 'Forwarded Messages'. A 'Create' button and a three-dot menu are also visible. A filter dropdown is set to 'Select a Filter'. A message at the bottom states: 'No Messages to display'.

### Step 9:

Using the **Forwarded Messages** button will enable you to view the messages you have forwarded. You may send the messages received from buyers to an external email ID.

The screenshot shows the interface for RFQ: rfq\_29 - Facilities Management Consultancy. The status is 'Running'. The project is 'tender\_2 - Facilities Management'. The closing date is 25/06/2016 21:00:00. The response last submitted on is 'Not Submitted Yet'. A warning message states: 'Warning: You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.' The 'Messages (Unread 0)' tab is active. The 'Forwarded Messages' button is highlighted with a red box. Other buttons include 'Create Message', 'Received Messages', 'Sent Messages', and 'Draft Messages'. A 'Create' button and a three-dot menu are also visible. A filter dropdown is set to 'Select a Filter'. A message at the bottom states: 'No Messages to display'.

**Congratulations, you can now send and receive messages on the EXPO 2020 eSourcing Portal!**