



# ProjectVIEW<sup>ERP</sup>

Cost Monitoring Solution

## eProcurement Support

This document provides a guide of the procedures to be used to provide support for the eProcurement web platform. It includes a description of the administrative rights of the web platform as well as of the most usual support cases regarding the eProcurement web portal along with the possible solutions to these issues.

## Table of Contents

1	Web Portal Administrative Rights.....	3
1.1	Users and Candidate Suppliers .....	3
1.2	Vendors' Suppliers .....	3
1.3	Web portal walkthrough.....	4
2	Troubleshooting Guide .....	12
2.1	Browser not supported .....	12
2.2	Changed password.....	13
2.3	Documents not uploaded .....	14
2.4	Invalid login attempt.....	15
2.5	More information needed .....	16
2.6	No credentials .....	17
2.7	No Registration link.....	18
2.8	No RFQ on the web portal .....	19
2.9	Registration instead of Logging in.....	22
2.10	Vendor cannot access website.....	23

# 1 Web Portal Administrative Rights

---

## 1.1 Users and Candidate Suppliers

Each time a vendor registered or is created through the system, a new “User” is created. This is the main entity in the web portal. Each user has:

- ✓ **A username and a password.** These are the credentials used to access the web portal.
- ✓ **An associated candidate supplier.** The candidate supplier contains all the supplier data including company details, bank details, documents etc.
- ✓ **A list of RFQs.** All RFQs that have been sent to this user can be visible in the appropriate tab.

A user can be created:

- ✓ When a new vendor registers for the first time
- ✓ When a vendor who has been created within ProjectVIEW is sent an RFQ for the first time. In this case, the system will first check if the user already exists in order to avoid the creation of duplicates.

## 1.2 Vendors' Suppliers

Some vendors could want their own suppliers/subcontractors to contact you directly for a quotation. In that case the following steps should be followed:

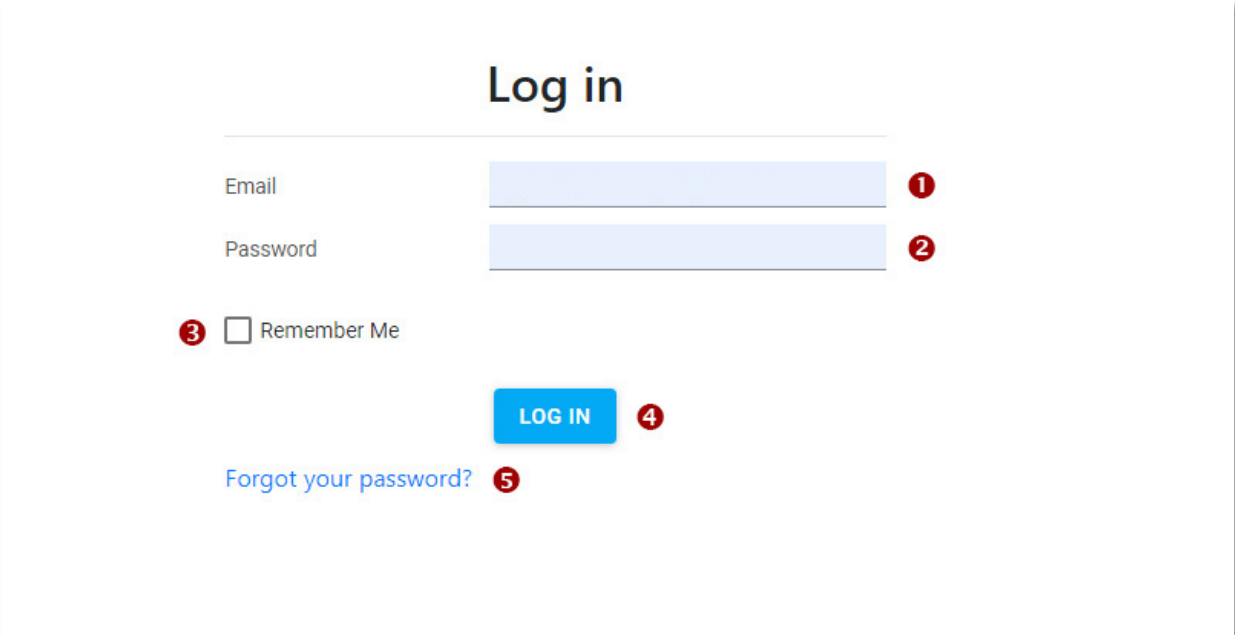
1. The 1<sup>st</sup> vendor should notify you of this and provide the name of their supplier.
2. A new vendor with the name given in step 1 should be created in the system.
3. The new vendor should be added to the Requisition in question and afterwards sent the RFQ.

## 1.3 Web portal walkthrough

### 1.3.1 Log in screen

The web portal can be accessed using any browser.

The first screen is the Log in screen:



The screenshot shows a 'Log in' form with the following elements and numbered callouts:

- 1: Email input field
- 2: Password input field
- 3: Remember Me checkbox
- 4: LOG IN button
- 5: Forgot your password? link

Figure 1 – Log in screen

To access his area, the admin has to:

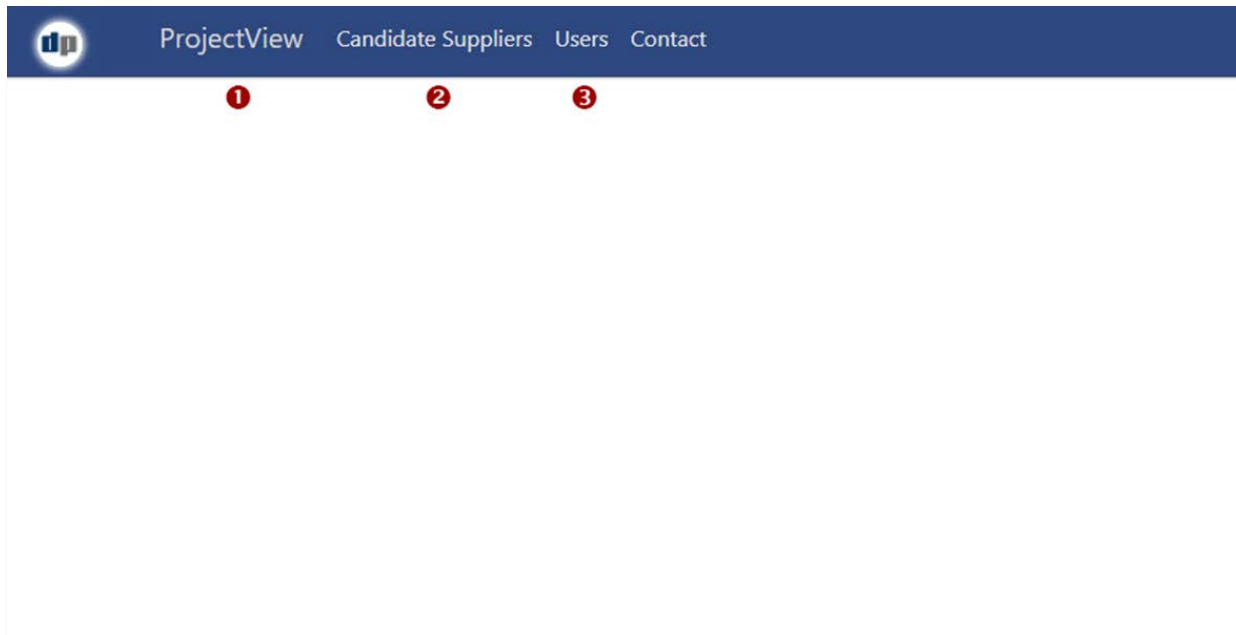
1. Fill in his email (1)
2. Fill in his password (2)
3. Click the “LOG IN” button (4)

#### Note

- ✓ By clicking on the “Remember Me” check box (3), the admin can toggle whether he would like his information to be stored on this particular computer for future use.
- ✓ By clicking on “Forgot your password?” (5), the admin can request to reset his old password. In the next screen, his email will be requested in order for the system to begin the reset procedure for this account.

### 1.3.2 Home screen

This screen is the main screen from which the admin can navigate to the list of users and candidate suppliers.



*Figure 2 – Home screen*

The user can:

1. Request the list of Candidate Suppliers (2)
2. Request the list of Users (3)

The admin can navigate back to this screen at any time and from any other screen by clicking on the “ProjectView” button (1).

### 1.3.3 List of Candidate Suppliers

This screen displays the list of all Suppliers that have accessed the web portal.

Company Name	VAT Number	VAT Registration Status	Supplier/Subcontractor	Address	Country	City
Al Ourg Paints	100008678300003	REGISTERED	Supplier	PO Box 22334, Sharjah	United Arab Emirates	Sharjah
Aveda Environmental Services LLC	100341352100003	REGISTERED	Supplier	Al Quoz Industrial 3, Street 19B, Near Gargash Ware House	United Arab Emirates	Dubai
Duscaff Scaffolding Industry LLC	100061289900003	REGISTERED	Supplier	Plot No. 5320168, Sakh Shuaib 3, Dubai Industrial Park	United Arab Emirates	Dubai
EMRATES BETON READY MIX (L.L.C)	100284385000003	REGISTERED	Supplier	Jebel Ali Industrial Area 2	United Arab Emirates	Dubai
German Distribution L.L.C	100389968800003	REGISTERED	Supplier	Dubai Investment Park	United Arab Emirates	Dubai
CAME Gulf FZCO	100002914800003	REGISTERED	Supplier	Jebel Ali Free Zone, South Zone 2	United Arab Emirates	Dubai
Fikree Pipe LLC	100222429900003	REGISTERED	Supplier	#405, Montana Bldg, Dubai, UAE	United Arab Emirates	
SCHWAB FZE (A Fluidmaster Company)	0000	NOT REGISTERED	Supplier	1108, IT Plaza, Dubai Silicon Oasis	United Arab Emirates	Dubai
Extra Co Fibre Glass & Prefab Houses LLC	100300029400003	REGISTERED	Supplier	Sharjah	United Arab Emirates	Sharjah
Gebal Trading & Import Co. LLC	100056406000003	REGISTERED	Supplier	Al & Sons Building Office No. 504 Bldg, C-40, Sector 4E,	United Arab Emirates	Abu Di
Intercool	100036629200003	REGISTERED	Supplier	SAME BLDG. OF UNION BANK, OFC NO.1704 AIRPORT ROAD, ABU DHABI	United Arab Emirates	ABU D
Janaco International	100002983300003	REGISTERED	Supplier	Al Thuraya building, Office M19, Al Fahidi Street, Dubai, UAE,	United Arab Emirates	Dubai
MISOUA Middle East FZE	100383560800003	REGISTERED	Supplier	JAFZA LOB 1 - 004	United Arab Emirates	Dubai
MVP Tech	100315350700003	REGISTERED	Supplier	11B Street, Al-Quoz - 4	United Arab Emirates	Dubai
Universal Concrete Products Ltd. Co. (UNMIX) LLC	100271497800003	REGISTERED	Supplier	P.O. Box 11091, Al Quoz 3 Industrial Area	United Arab Emirates	Dubai
MATEX CONSTRUCTION CHEMICALS MFG. LLC	100257258200003	REGISTERED	Supplier	Ofc. No. 1413 IT PLAZA DUBAI SILICON OASIS	United Arab Emirates	Dubai





Count: 2068

Figure 3 – Candidate Supplier List

1. Close button. By clicking the “X” in the upper right corner, the admin can return to the main screen.
2. Edit Button. By clicking on the pencil **AFTER HAVING SELECTED** a Candidate Supplier, the selected Candidate Supplier is displayed on screen.
3. Utility Bar. Contains a number of helpful options for managing the list.
4. List Column Headers
5. List Column Filters
6. List of Candidate Suppliers. Select row and press the Edit Button to display the selected Candidate Supplier’s details.
7. Save Column Configuration. Saves the list and state of visible columns.

### 1.3.4 Utility Bar

The utility bar contains the following buttons:

-  Refreshes the displayed list
-  Exports a single or multiple rows from the list
-  Brings the “Column Chooser” widget which allows the admin to select which columns will be visible in the list
-  Searches the list for a specific value

Further to the aforementioned buttons, an admin can drag and drop a header from the list to any location on the Utility Bar in order to group or filter the list by that column. To remove the grouping or filter, the admin has to simply drag and drop the Header back to the list.

### 1.3.5 Column Headers

The Column Headers in this screen (as well as in any other screen in the web portal) are similar in functionality to those found in any datasheet management software. Specifically:

- ✓ Clicking on a Header sorts the list by that column in ascending or descending order. Please note that if a column is used for sorting, an arrow will be shown on its Header next to its text.
  - ✓ Clicking on a Header’s filter symbol (≡) displays a new selection box which the admin can use to filter the list. Please note that if a filter is applied in this fashion, the aforementioned symbol turns blue. To remove the filter, the admin simply has to click on the symbol and remove the filter conditions.
  - ✓ An admin can drag and drop a Column Header before or after another Column Header to move that specific column.
  - ✓ An admin can also resize a column by placing the mouse pointer just between two consecutive Column Headers. The mouse pointer will turn into a double arrow allowing the resize of the column by dragging the mouse sideways.
8. Furthermore, as described in the previous section of this manual, a Header can be used to group or filter the RFQ list

### 1.3.6 Column Filters

Just below each column Header, a magnifying glass can be found. An admin can click next to it to the filter icon and type some text in to filter the list. By clicking on the icon itself, an admin can select a number of filtering options (Contains, Starts with, Equals etc.). These options are used in conjunction with the text an admin enters next to the icon in order to filter the list.

### 1.3.7 Candidate Supplier Details

This screen displays the details of a specific Candidate Supplier.

Figure 4 – Candidate Supplier Details

1. Save button. Saves all changes made.
2. Submit Application Button. Submits the Data. Also Changes the Supplier’s Status to “Submitted”.
3. Tabs. Used to navigate to the various sections of the Candidate Supplier’s Data.
4. Candidate Supplier Data. Can be changed by the admin.

### 1.3.8 User List

This screen displays the list of all web portal Users.

The screenshot shows the 'AspNetUsers' interface in the ProjectVIEW ERP system. The page title is 'Users' and the user is logged in as 'support@danaos-projects.com'. The interface includes a search bar and a table of users. The table has the following columns: Email, EmailConfirmed, PhoneNumber, User Name, User Code, ChangePasswordRequired, and Roles. The table contains 17 rows of user data. At the bottom left, it says 'Count: 1750'.

Email	EmailConfirmed	PhoneNumber	User Name	User Code	ChangePasswordRequired	Roles
info@denplex.ae	<input type="checkbox"/>		info@denplex.ae	00514	<input checked="" type="checkbox"/>	Suppliers
cityline@emirates.net.ae	<input type="checkbox"/>	97143387884	cityline@emirates.net.ae	00436	<input type="checkbox"/>	Suppliers
info@taga.ae	<input type="checkbox"/>		info@taga.ae	122105	<input type="checkbox"/>	Suppliers
dubai@priedemann.net	<input type="checkbox"/>		dubai@priedemann.net	01190	<input type="checkbox"/>	Suppliers
sanjaymehta@proscapgroup.com	<input checked="" type="checkbox"/>	0553006575	sanjaymehta@proscapgroup.com	01198	<input type="checkbox"/>	Suppliers
escuae@escple.com	<input type="checkbox"/>		escuae@escple.com	00602	<input checked="" type="checkbox"/>	Suppliers
crowtechinsulation@gmail.com	<input type="checkbox"/>		crowtechinsulation@gmail.com	00482	<input checked="" type="checkbox"/>	Suppliers
info@topdream.ae	<input type="checkbox"/>		info@topdream.ae	01447	<input type="checkbox"/>	Suppliers
info@upodubai.ae	<input type="checkbox"/>		info@upodubai.ae	01503	<input checked="" type="checkbox"/>	Suppliers
bdm@berryflooruae.com	<input checked="" type="checkbox"/>	0509410429	bdm@berryflooruae.com	00953	<input checked="" type="checkbox"/>	Suppliers
info.mid@martinteriors.ae	<input type="checkbox"/>		info.mid@martinteriors.ae	00986	<input checked="" type="checkbox"/>	Suppliers
info@aspen-creations.com	<input type="checkbox"/>		info@aspen-creations.com	00303	<input checked="" type="checkbox"/>	Suppliers
orbituae@emirates.net.ae	<input type="checkbox"/>		orbituae@emirates.net.ae	01118	<input checked="" type="checkbox"/>	Suppliers
info@rosettaproducts.com	<input type="checkbox"/>		info@rosettaproducts.com	01432	<input type="checkbox"/>	Suppliers
gongh@qabim.com	<input checked="" type="checkbox"/>		gongh@qabim.com	csup00076	<input type="checkbox"/>	CandidateSuppliers
estimation@gulfprecast.ae	<input type="checkbox"/>	025902044	estimation@gulfprecast.ae	00758	<input type="checkbox"/>	Suppliers

Figure 5 – User List

1. Close button. By clicking the “X” in the upper right corner, the admin can return to the main screen.
2. Edit Button. By clicking on the pencil **AFTER HAVING SELECTED** a User, the selected Candidate Supplier is displayed on screen.
3. Utility Bar. Contains a number of helpful options for managing the list.
4. List Column Headers
5. List Column Filters
6. List of Users. Select row and press the Edit Button to display the selected User’s details.
7. Save Column Configuration. Saves the list and state of visible columns.

### 1.3.9 User Details – Basic Data

This screen displays the list of all web portal Users.

Basic Data		Quotations	
Id	0003a751-bae7-4445-aed1-5c7fa8fc7b23	NormalizedUserName	INFO@DENPLEX.AE
AccessFailedCount	0	PasswordHash	AQAAAAEAACcQAAAAEA29b7Xyvp6hboWsaIMSZ8MA7gaw
ConcurrencyStamp	574a9d7c-11d7-4ce5-8905-74fa8083046	PhoneNumber	
Email	info@denplex.ae	PhoneNumberConfirmed	<input type="checkbox"/>
EmailConfirmed	<input type="checkbox"/>	SecurityStamp	O6Gf63A4FL00WJT7KJALHCKYIPLPBK62
LockoutEnabled	<input checked="" type="checkbox"/>	TwoFactorEnabled	<input type="checkbox"/>
LockoutEnd		User Name	info@denplex.ae
NormalizedEmail	INFO@DENPLEX.AE	User Code	00514
		Inventory Code	
		ChangePasswordRequired	<input checked="" type="checkbox"/>

Figure 6 – User Basic Data

1. Change Email button. Changes the username which the vendor will use to login with.
2. Change tab. Switch to the Quotations tab.
3. EmailConfirmed indicator. If enabled, the user has confirmed their email.
4. LockoutEnabled indicator. Can be used to indicate that an account has been locked due to successive uses of an incorrect email (not used at this time).
5. User Name. The username which the vendor will use to login.
6. ChangePasswordRequired. If enabled, the user has not yet changed his password.

### 1.3.10 User Details – Quotation List

This screen displays the list of all web portal Users.

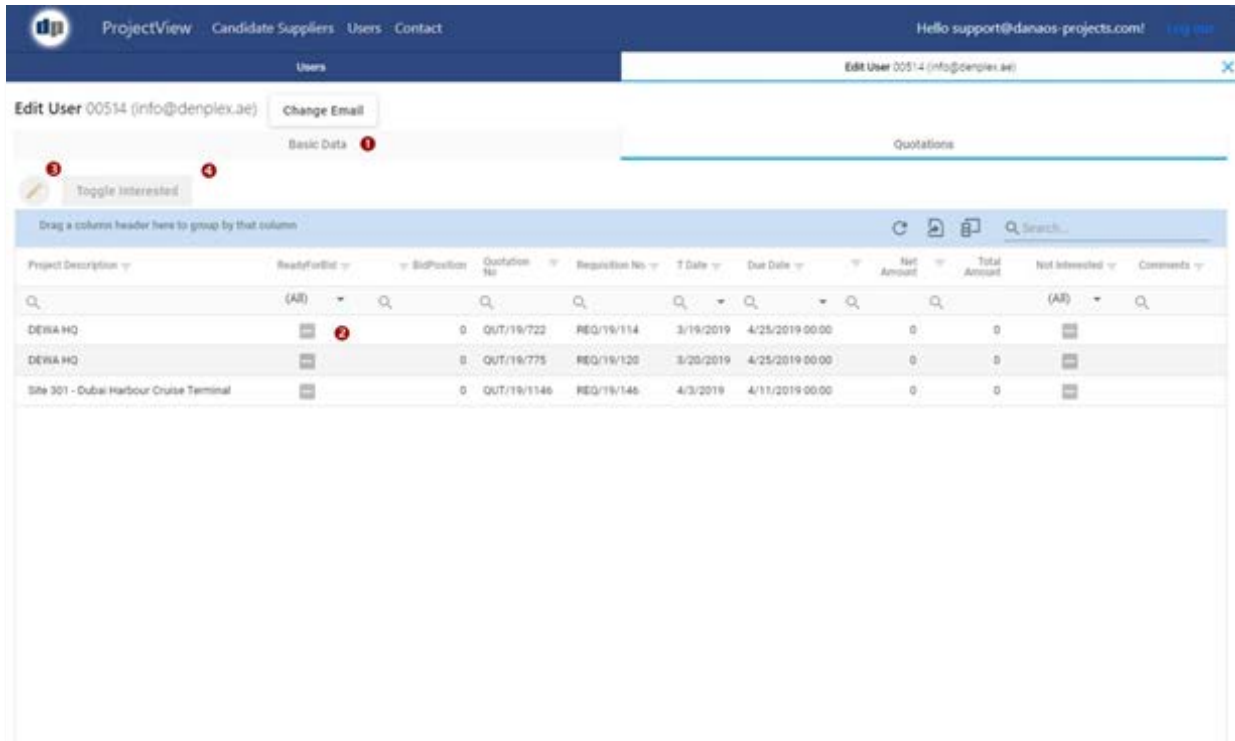


Figure 7 – User Quotations

1. Change tab. Switch to the Basic Data tab.
2. List of Quotations. Click to select one.
3. Edit Quotation. Displays the selected Quotation.
4. Toggle Interested button. Changes the value of the “Not Interested” field.

## 2 Troubleshooting Guide

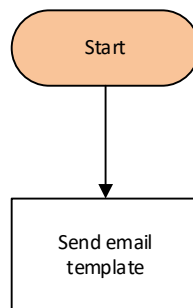
---

### 2.1 Browser not supported

#### 2.1.1 Issue

Data on the website is incomplete or the graphics and buttons on the website are missing.

#### 2.1.2 Course of Action



#### 2.1.3 Email Template

Dear Sirs,

We are contacting you with reference to your exchanges with us.

The browser you are using is not supported. Please try another browser like Google Chrome:

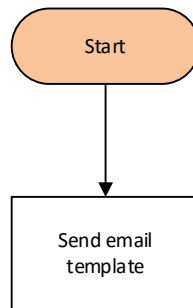
[Get Google Chrome](#)

## 2.2 Changed password

### 2.2.1 Issue

Someone from the Vendor's side has changed their password and cannot access their account.

### 2.2.2 Course of Action



### 2.2.3 Email Template

Dear Sirs,

We are contacting you with reference to your exchanges with us.

It appears that someone in your company has already logged in and changed the password.

Kindly follow the next steps:

- Proceed to the log in page and click on "Forgot your password?".
- In the next screen, provide the existing username: "username".
- You should receive an email with instructions in the aforementioned email account.

Please let us know if this has solved your issues.

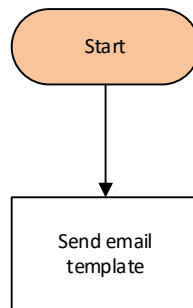
## 2.3 Documents not uploaded

### 2.3.1 Issue

The vendor gets the error:

“The following Documents are not uploaded...”

### 2.3.2 Course of Action



### 2.3.3 Email Template

Dear Sirs,

This message is displayed if either you have not uploaded all necessary documents or you have not assigned a document type to the necessary documents.

Please follow the following steps.

1. Go to the “Connected Documents” tab.
2. For each uploaded document, go to the “Connected Document Type” column.
3. Select the appropriate document type.
4. Click on the “Save” button on the top left corner of the screen (next to the “Add” and “Undo” buttons).
5. Save and submit your application.

In case the issue persists, please let us know.

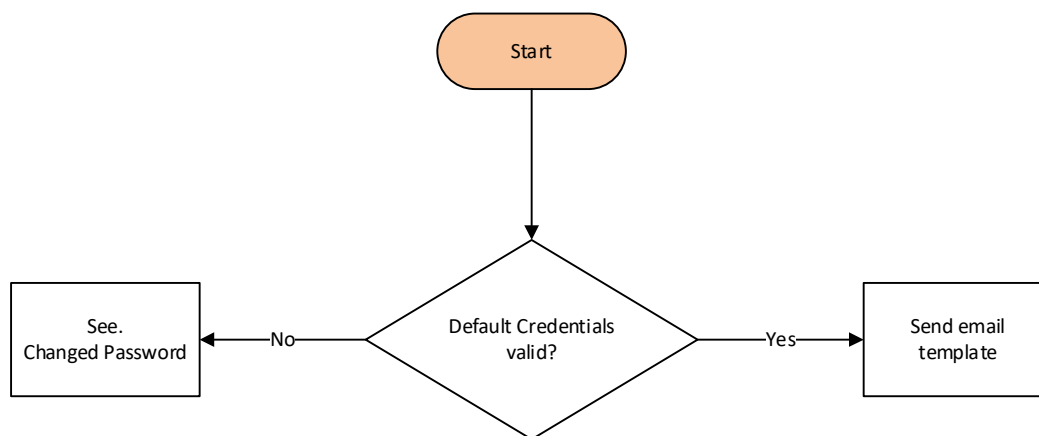
## 2.4 Invalid login attempt

### 2.4.1 Issue

A vendor cannot access his account (but can access the web portal). The “Invalid login attempt” message is displayed. This might be because:

- ✓ Someone has changed the credentials (from the Vendor’s side)
- ✓ The wrong credentials are being used.

### 2.4.2 Course of Action



### 2.4.3 Email Template

Dear Sirs,

We are contacting you with reference to your exchanges with us.

We successfully logged in with the credentials we sent you.

Please make sure you are entering the username and password correctly.

We are resending them below for the sake of good order:

**username:** username

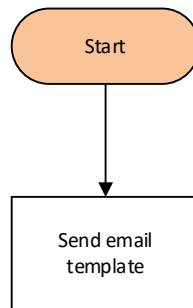
**password:** password

## 2.5 More information needed

### 2.5.1 Issue

There is not enough information to determine the nature of the problem.

### 2.5.2 Course of Action



### 2.5.3 Email Template

Dear Sirs,

We are contacting you with reference to your exchanges with us.

Please provide more information in order for us to assist you.

For your easy reference, please click on the following link to view the manual:

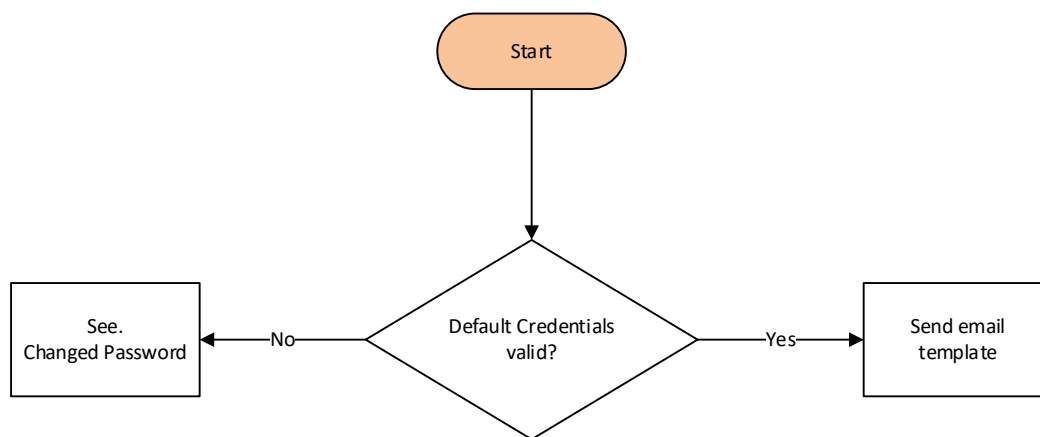
## 2.6 No credentials

### 2.6.1 Issue

The Vendor claims that they have received no credentials to login. This might be because:

- ✓ The credentials were not sent (due to a network issue)
- ✓ The credentials are in the Vendor's spam folder
- ✓ Someone has changed the credentials (from the Vendor's side)

### 2.6.2 Course of Action



### 2.6.3 Email Template

Dear Sirs,

We are contacting you with reference to your exchanges with us.

Please find below your credentials for accessing our eProcurement web portal:

**username:** username

**password:** password

If you would like to change your log in username once you log in, please do the following:

- Click on "Hello username" on the upper right corner of the screen.
- Change your email.

You should receive a confirmation email asking you to confirm your email. Kindly do so.

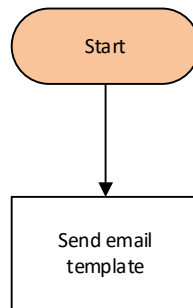
Please note that your username must be a valid email address.

## 2.7 No Registration link

### 2.7.1 Issue

A vendor does not have the link to register or they want to register a second company.

### 2.7.2 Course of Action



### 2.7.3 Email Template

Dear Sirs,

We are contacting you with reference to your exchanges with us.

Please use the following link to register:

[Register here](#)

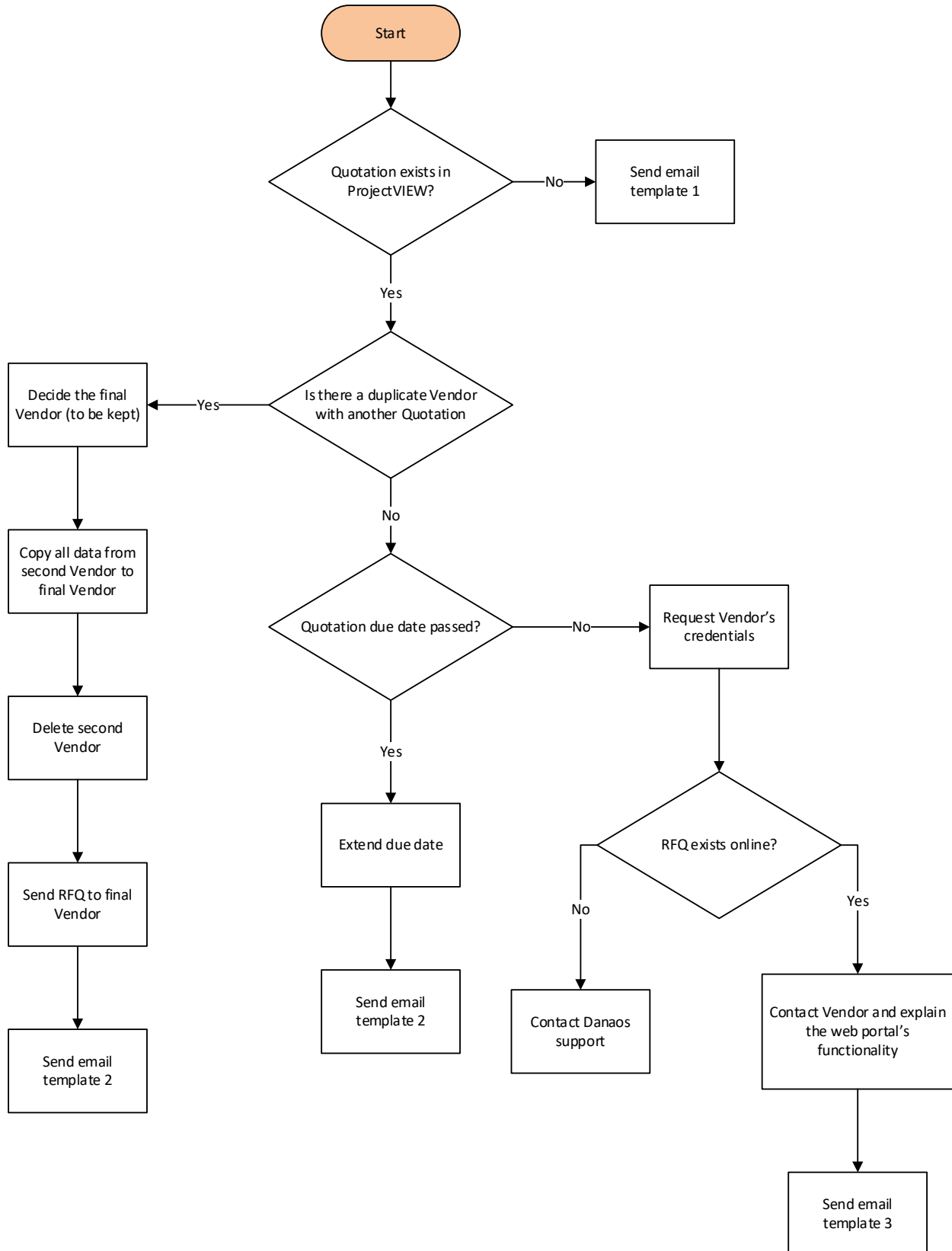
## 2.8 No RFQ on the web portal

### 2.8.1 Issue

A Vendor can see no RFQs online. This might be because:

- ✓ There is no RFQ available for that vendor
- ✓ There is a duplicate of this supplier. The duplicate supplier was sent this RFQ. Therefore, the two suppliers should be merged.
- ✓ The RFQ' due date has expired.
- ✓ The RFQ is online but the Vendor cannot understand how to access it.

## 2.8.2 Course of Action



### 2.8.3 Email Template 1

Dear Sirs,

We are contacting you with reference to your exchanges with us.

There is no RFQ available for you at the moment. As soon as one is prepared, you will receive an email.

Thank you

### 2.8.4 Email Template 2

Dear Sirs,

We are contacting you with reference to your exchanges with us.

The issue has been resolved. You should be able to see your RFQ after you login.

Thank you

### 2.8.5 Email Template 3

Dear Sirs,

The BOQ items are online. You can access them by logging in to your account by clicking on the link:

Please click on "Requests for Quotation" on the top of the website. A list of RFQs will be displayed.

Each of these RFQs is a BOQ. By clicking on it and clicking on the "Edit" button on the top left, the BOQ items will be displayed.

Please fill in your quantities and prices and submit your quotation there.

For more information, please review our manual (available in video and pdf format):

## 2.9 Registration instead of Logging in

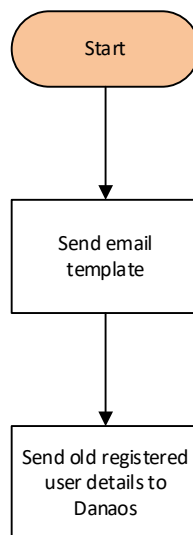
### 2.9.1 Issue

A vendor has registered instead of logging in. An indication that this has happened can be:

- ✓ The vendor states this in their email.
- ✓ The vendor has logged in but the “Request For Quotation” option is missing.

Danaos should be notified so the old vendor (the one from the registration) should be deleted.

### 2.9.2 Course of Action



### 2.9.3 Email Template

Dear Sirs,

We are contacting you with reference to your exchanges with us.

It appears you have registered in our web portal instead of logging in. To avoid confusion, please find below your credentials for accessing our eProcurement web portal:

**username:** username

**password:** password

Please login and re-enter your company details

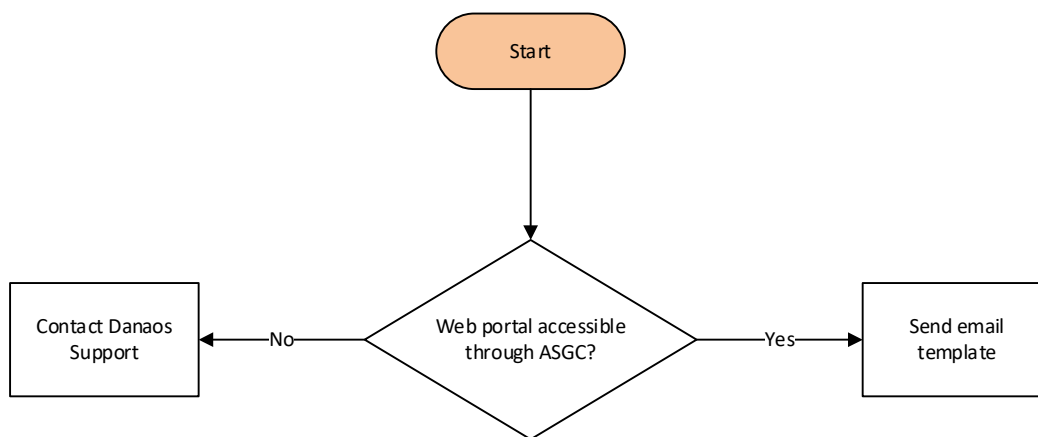
## 2.10 Vendor cannot access website

### 2.10.1 Issue

A vendor cannot access the website. This might be because:

- ✓ The Vendor's browser is not supported/up to date
- ✓ The Vendor is experiencing a technical issue or a firewall issue
- ✓ There is an issue with the web portal's server

### 2.10.2 Course of Action



### 2.10.3 Email Template

Dear Sirs,

We are contacting you with reference to your exchanges with us.

Please click on the following to access our eProcurement web portal and the second one for the manuals:

We have tried the above in multiple browsers and they work. If you cannot access them, could you check your firewall or network settings?



In case of any queries or support issues, please  
contact us:

**DANAOS Projects Software Solutions**

Tamani Head Office - Office 1923

Business Bay

Dubai - UAE, P.O. Box 24051

Email: [support@danaos-projects.com](mailto:support@danaos-projects.com)

Tel: +971 4 8714149