

Vendor Guide
How-To
“Raise Request for Certificate Renewal
and Agent/Manufacturer Change
”

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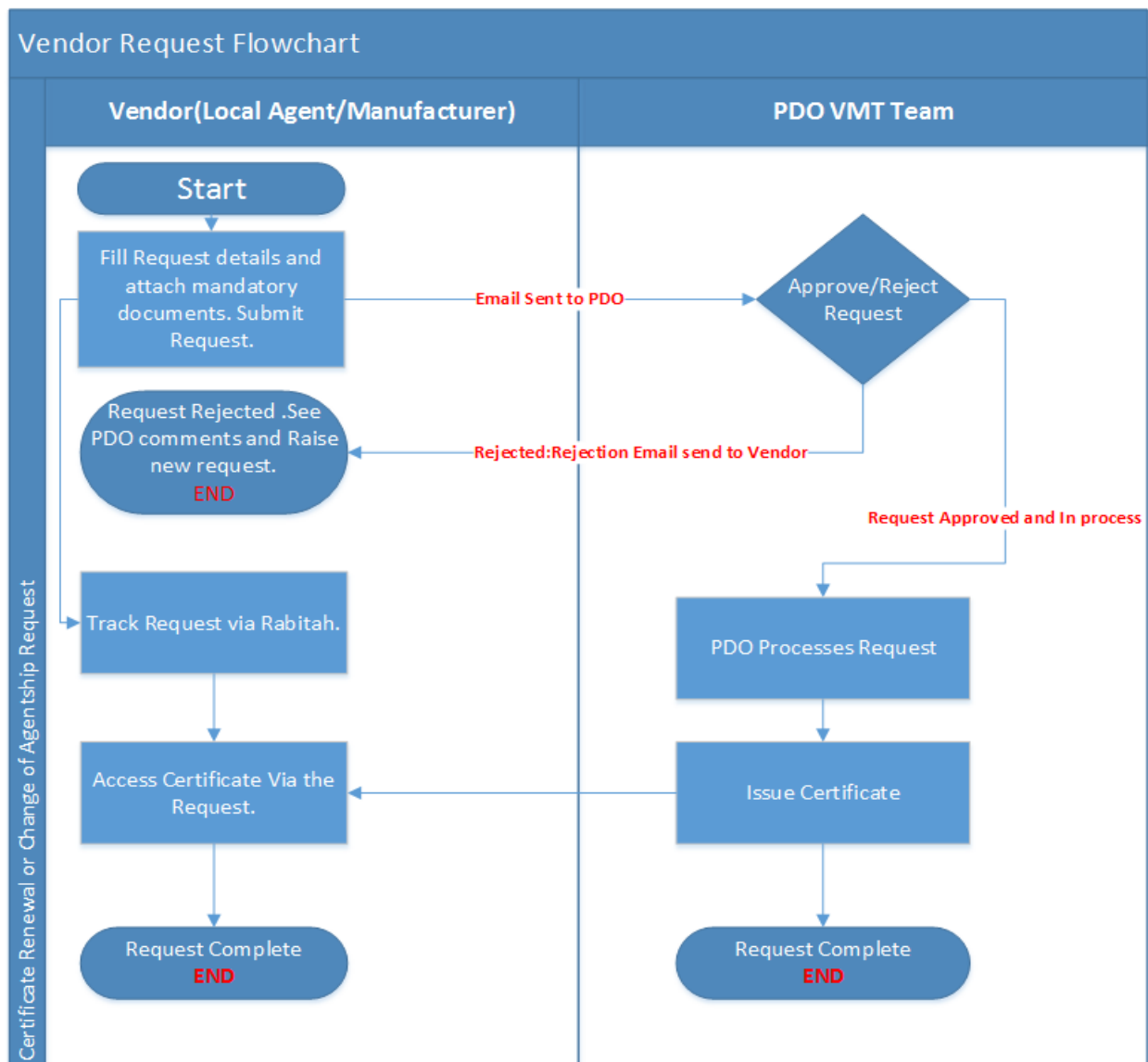
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1. Background

Previously in Rabitah system, Local agents/Manufacturers were not able to raise requests for Certificate renewal or Change of Agentship via Rabitah system. They use to send email to Vendor Management Team (VMT) with their request. In turn VMT team would carry out the process in the system. As the request was raised offline, if vendor needed to track the request, then they were forced to email VMT team for the status.

To make sure this offline process is eliminated and for easier request tracking, new process of “Raising Request” via Rabitah system was introduced.

New Process Flow :



New Process:-

1. Local Agent raises request for Certificate Renewal or Change of Agentship via Rabitah System. Vendor attaches all the mandatory documents corresponding to the type of request raised.
2. Email is sent to PDO informing request has been raised by Vendor with request details.
3. PDO VMT team "Accepts or Rejects" the request, based on mandatory documents that the vendor has attached. Manufacturer will register using the registration page. Corresponding Email of acceptance and rejection is sent to Vendor.
4. If rejected by PDO, Rejection email will be sent with Rejection comments. Vendor can also see the rejections comments in Rabitah system against the corresponding request.
5. Once rejected, Vendor needs to raise new Request and cannot process the rejected request any further.
6. If PDO accepts/approves the request, request will be in-process status and will be processed by PDO VMT team.
7. During In-process status, if local agent or manufacturer Due Diligence has expired/(not carried out yet), then DD form will be sent to the vendor and the DD process will be carried out .
8. Once DD is approved, certificate is issued. Email will be sent to vendor and vendor can access the Certificate via corresponding request.

2. Local Agent/Manufacturer: Raise Request for Certificate Renewal

Local agent shall request a certificate renew 2 months before of expiration of the old PDO certificate.

Documents required for renewal of the certificate are:

1. Agent agreement between local agent and the principal
2. Agency certificate issued by the Oman Ministry of commerce and industries
3. Valid JSRS certificate
4. Local agent Commercial registration

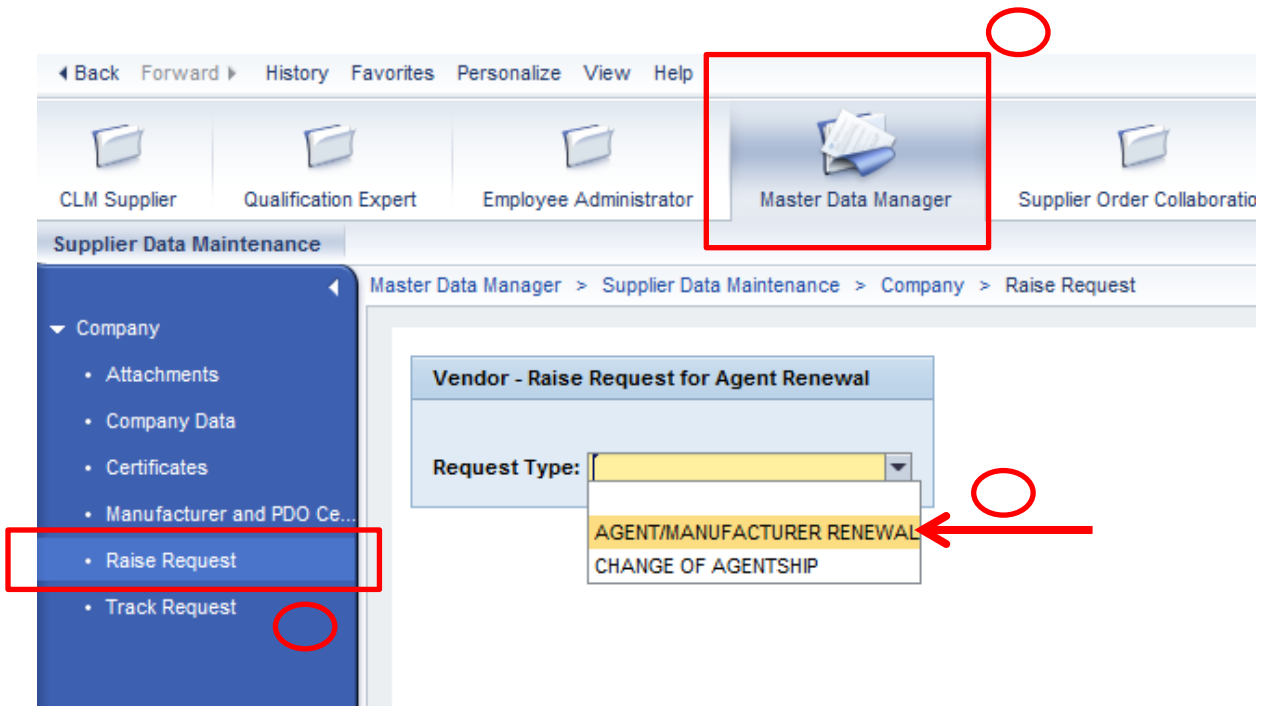
Login into PDO Rabitah system.

Follow below steps to Raise Request for Renewal.

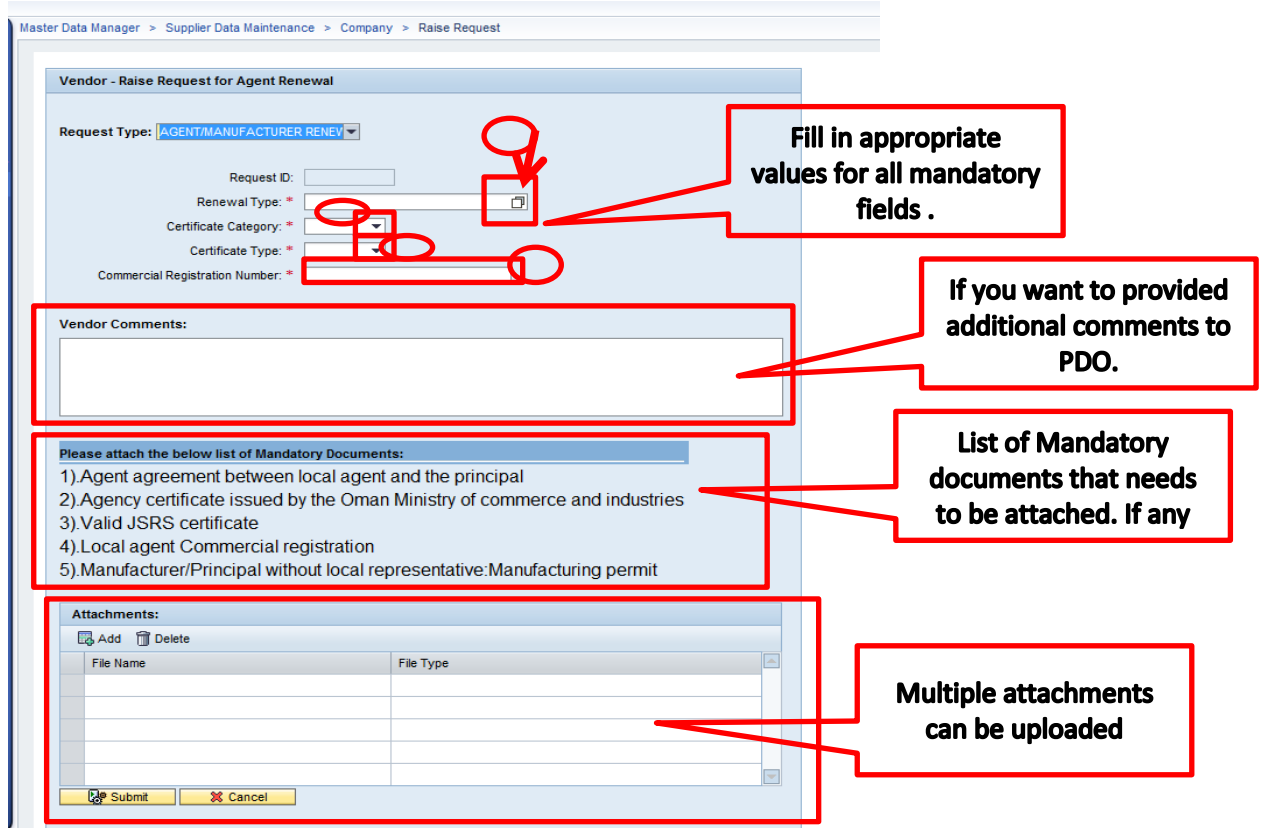
Step 1:- Click on Master Data Manager Tab

Step 2:- Expand the Company tree & Click on Raise Request

Step 3:- Select "Agent/Manufacturer Renewal" from drop down.



- Step 2:- Select "Certificate Renewal" for Renewal Type.
- Step 3:- Choose appropriate Certificate Category "Product/Service".
- Step 4:- Choose "Renewal" as Certificate Type
- Step 5:- Enter your commercial registration number



Step 6: Select the manufacturer/service provider

- All the PDO approved manufacturers/service providers belonging to the agent will be listed. Select the appropriate manufacturer.
- In case you are manufacturer without Agent or vice versa, then keep the manufacturer field blank.

Vendor - Raise Request for Agent Renewal

Request Type: AGENT/MANUFACTURER RENEW

Request ID:

Renewal Type: * CERTIFICATE RENEWAL

Certificate Category: * Product

Certificate Type: * Renewal

Commercial Registration Number: * MRJ100000

Manufacturer:

Vendor Comments:

Please attach the below list of Mandatory Documents:

- 1).Agent agreement between local agent and the principal
- 2).Agency certificate issued by the Oman Ministry of commerce and industries
- 3).Valid JSRS certificate
- 4).Local agent Commercial registration

Manufacturer Name

Search Criteria

Business Partner Number:

Manufacturer Name:

Start Search Reset

Results List: 8 results found for Manufacturer

Business Partner Number	Manufacturer Name
102176	SANYO
102176	TRANSMITTER
102176	HP. DESIGNJET
102176	SANSUNG ELECTRONICS CO. LTD
102176	NO APPROVED MANUFACTURER
102176	NO APPROVED MANUFACTURER
102176	NO APPROVED MANUFACTURER
102176	SANYO

OK Cancel

**PDO
Approved
Manufactu
rers**

Step 7: Vendor Comments and Mandatory attachments

Step 8 : Click on Submit to send the request to PDO .

Vendor Comments:

This is for Renewal of certificate

Please attach the below list of Mandatory Documents:

- 1).Agent agreement between local agent and the principal
- 2).Agency certificate issued by the Oman Ministry of commerce and industries
- 3).Valid JSRS certificate
- 4).Local agent Commercial registration
- 5).Manufacturer/Principal without local representative:Manufacturing permit

Attachments:

Add Delete

File Name	File Type
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Submit Cancel

Upload File

C:\Users\mucc885\Docum Browse...

OK Cancel

**Once all the mandatory attachments are
uploaded , click on Submit to send the**

Note:-

- Make sure all the mandatory documents are attached. Failing to do so will result in rejection of request.
- All Manufacturers need to register to Rabtah system.
- VMT will verify the Due Diligence approval
 - If the Due diligence is valid for both certificate issuing process will be conducted
 - If Due Diligence expire/not submitted Vendor Management Team will send the document link to the vendor/Manufacturer.

3. Local Agent/Manufacturer: Change of Agentship

Local agent shall request change of the agency ship by submitting the following documents:

1. Agency certificate issued by the Oman Ministry of commerce and industries
2. Agreement between new local agent and principal
3. A copy of termination letter issue to the old local agent
4. Valid JSRS certificate
5. Local agent Commercial registration

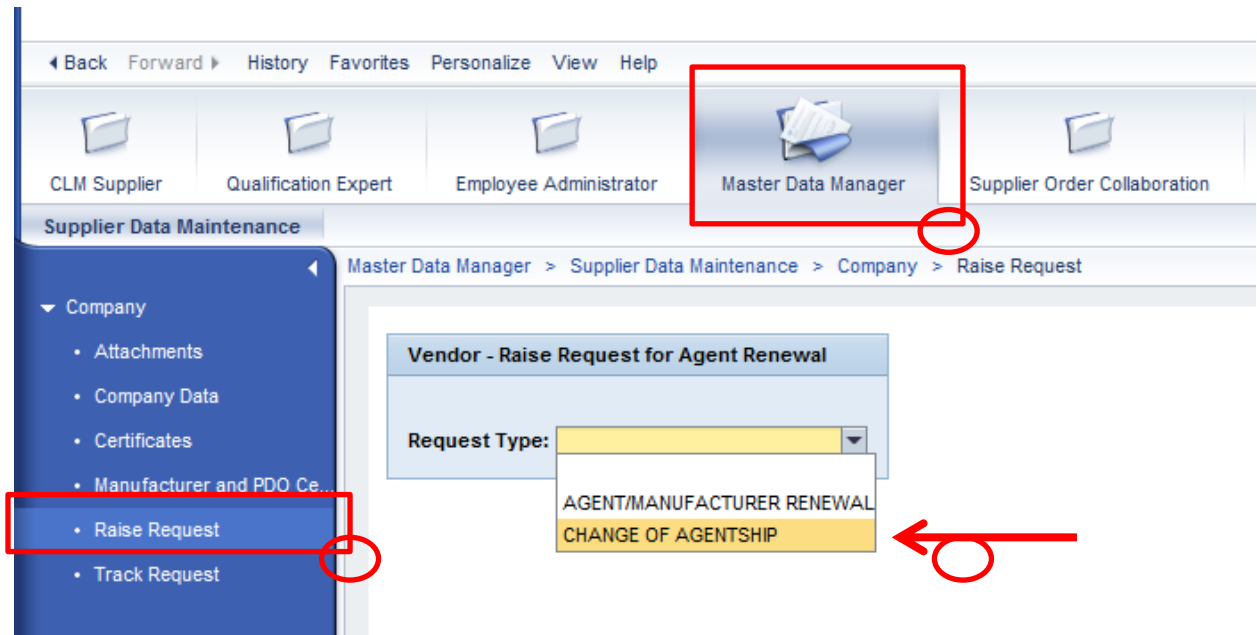
Login into PDO Rabtah system.

Follow below steps to Raise Request for Change of Agentship.

Step 1:- Click on Master Data Manager Tab

Step 2:- Click and Expand the Company tree and click on Raise Request.

Step 3:- Select the Change of Agentship



Rest of the screen remains the same like in “Renewal Request” showcased in [Section 2](#)

Step 1:- Select “Agent/Manufacturer Renewal” from drop down.

Step 2:- Select “Certificate Renewal” for Renewal Type.

Step 3:- Choose appropriate Certificate Category “Product/Service”.

Step 4:- Choose “Renewal” as certificate type

Step 5:- Enter your commercial registration number

Step 6:- Select the Manufacturer/Service provider.

Vendor - Raise Request for Agent Renewal

Request Type: CHANGE OF AGENTSHIP

Request ID:

Renewal Type: * CHANGE AGENT / MANUFACTURER

Certificate Category: * Service

Certificate Type: * Change Agent

Commercial Registration Number: * MRJTEST

Service provider:

Vendor Comments:

Please attach the below list of Mandatory Documents:

- 1) Agency certificate issued
- 2) Agreement between new agent and manufacturer
- 3) A copy of termination letter from previous agent
- 4) Valid JSRS certificate
- 5) Local agent Commercial registration number

Attachments:

File Name	File Type

Search Criteria

Business Partner Number:

Manufacturer Name:

Start Search Reset

Results List: 8 results found for Service provider

Business Partner Number	Manufacturer Name
102176	SANYO
102176	TRANSMITTER
102176	HP. DESIGNJET
102176	SAMSUNG ELECTRONICS CO. LTD
102176	NO APPROVED MANUFACTURER
102176	NO APPROVED MANUFACTURER
102176	NO APPROVED MANUFACTURER
102176	SANYO

All Values: Renewal Type

Results List: 2 results found for Renewal Type

Renewal Type
CERTIFICATE RENEWAL
CHANGE AGENT / MANUFACTURER

Submit Cancel

OK Cancel

Step 7:- Attach all the mandatory documents listed as mandatory

Step 8:- Enter any comments that you want to notify PDO .

Step 9:- Click on Submit button to send the request to PDO.

- VMT will verify the Due Diligence approval
 - If the Due diligence is still valid then certificate issuing process will be conducted

Vendor - Raise Request for Agent Renewal

Request Type: CHANGE OF AGENTSHIP

Request ID:

Renewal Type: * CHANGE AGENT / MANUFACTURER

Certificate Category: * Service

Certificate Type: * Change Agent

Commercial Registration Number: * MRJTEST

Service provider: SANYO

Vendor Comments:
Test Change of Agentship

Please attach the below list of Mandatory Documents:

- 1).Agency certificate issued by the Oman Ministry of commerce and industries
- 2).Agreement between new local agent and principal
- 3).A copy of termination letter issue to the old local agent
- 4).Valid JSRS certificate
- 5).Local agent Commercial registration

Attachments:

File Name	File Type
Rabitah Pending Items.xlsx	application/vnd.openxmlformats-officedocument.sprea

RCA0000002 Request ID has been submitted successfully. You can track the status on Track Status Link.

Vendor - Raise Request for Agent Renewal

Request Type: CHANGE OF AGENTSHIP

4. Manufacturer/Principal without local representative

Manufacturer/Principal shall request PDO certificate submitting the following documents:

1. Manufacturing permit
2. Municipality certificate
3. Valid JSRS certificate
4. Commercial registration
5. PDO old certificate (optional)

In such type we follow the same steps as showcased before in [Section 2](#).

5. Track Request

Step 1:- Click on Master Data Manager Tab

Step 2:- Expand the Company tree and Click on Track Request

Step 3:- Click on request number to open the details of request. Status tracker

The screenshot displays the Master Data Manager application interface. At the top, a navigation bar includes tabs for 'CLM Supplier', 'Qualification Expert', 'Employee Administrator', 'Master Data Manager', 'Supplier Order Collaboration', 'RFX and Tenders', 'Document Store', and 'Upcoming Tenders'. The 'Master Data Manager' tab is highlighted with a red box. Below this, a breadcrumb trail reads 'Master Data Manager > Supplier Data Maintenance > Company > Track Request'. On the left, a tree view under 'Supplier Data Maintenance' shows 'Company' expanded, with 'Track Request' selected and highlighted by a red box. The main content area shows 'Active Queries' with a query titled 'Vendor Request Track - Vendor Request Tracking Query (1)'. Below this, a table displays the query results:

Request ID	Request Type	Renewal Type
RDD0000003	AGENT/MANUFACTURER RENEWAL	CERTIFICATE RENEWAL

Tips:

- To ensure all the columns in the track request are visible in one screen , follow below steps
- Step 1 : Click on filter button shown in below image
- Step 2 : Change the display columns from 5 to "15" and click Apply
- Step 3 : Click OK
- Now all the columns will be visible in same scroll eliminating horizontal scrolling.

Active Queries

Vendor Request Track **Vendor Request Tracking Query (2)**

Vendor Request Track - Vendor Request Tracking Query

Settings

View: [Standard View] Save Save as... Delete Properties...

Display Print Version

Displayed Rows: 5

Displayed Columns: Number of **15**

Table Design: Standard

Grid Lines: All

Hierarchy Define...

Make it 15 and click Apply and then Ok . This will

OK Cancel **Apply** Reset

View: [Standard View] Print Version Export...

Request ID	Request Type	Renewal Type	Request Submission Date	Certificate Category	Certificate Type	Process Completion Date	Processing start date	Status	Vendor ID	Vendor Name	Manufacturer Name	PDO Comments
RCA0000002	CHANGE OF AGENTSHIP	CHANGE AGENT / MANUFACTURER	03.03.2019	Service	Change Agent			SENT TO PDO	000102176	LOAY INTERNATIONAL LLC	SANYO	
RDD0000003	AGENT/MANUFACTURER RENEWAL	CERTIFICATE RENEWAL	03.03.2019	Product	Renewal			SENT TO PDO	000102176	LOAY INTERNATIONAL LLC	SAMSUNG ELECTRONICS CO. LTD	