



دائرة الخدمات العامة  
Public Services Department

# Getting Started with Ras Al Khaimah Public Services Department

[Supplier.rak.ae](https://Supplier.rak.ae)  
Powered by Coupa

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# What is Coupa Supplier Portal (CSP)?

Coupa Supplier Portal (CSP) is a cloud-based platform for buyers and suppliers to collaborate.

Suppliers can use it to view and acknowledge their purchase orders (POs), create and submit invoices and even manage their invites to bid, prepare, and submit proposal for all RFIs and RFQs/

The portal also allows suppliers to check the status of all their transactions and payments, without having to contact an AP department.

View the status of invoices and payments in real time

Quickly flip POs to invoices; ability to do partial invoicing

purchase orders (POs) and view how much has already been invoiced

Decrease paperwork and manual effort through new automated steps

Streamline invoice processing through electronic workflows

Receive invites to bid,

Submit your proposal for all RFIs/RFQs

Send comments to PSD in real time



# What does this mean for you as a supplier?

*Working with Ras Al Khaimah Public Services Department now means working together via the Coupa Supplier Portal.*

*Ras Al Khaimah Public Services Department wants to work with our suppliers to improve the way we do business with each other. Through Coupa, an industry-leading procure-to-pay system, we are able to optimize how we work with you from purchase to payment and everything in between.*

**Via your Coupa Supplier Portal, you will:**

- › Electronically receive Purchase Orders (POs) from *Ras Al Khaimah Public Services Department*
- › Be able to acknowledge receipt of POs & communicate with RAK-PSD through 'comments'
- › Create electronic invoices by 'flipping' the electronic PO
- › View the status of your orders, invoices and payment online, in real time.
- › Participate in sourcing events, Response in Public tenders in the CSP.

**Public Services Department will send an email link that will allow you to participate directly in a sourcing event.**

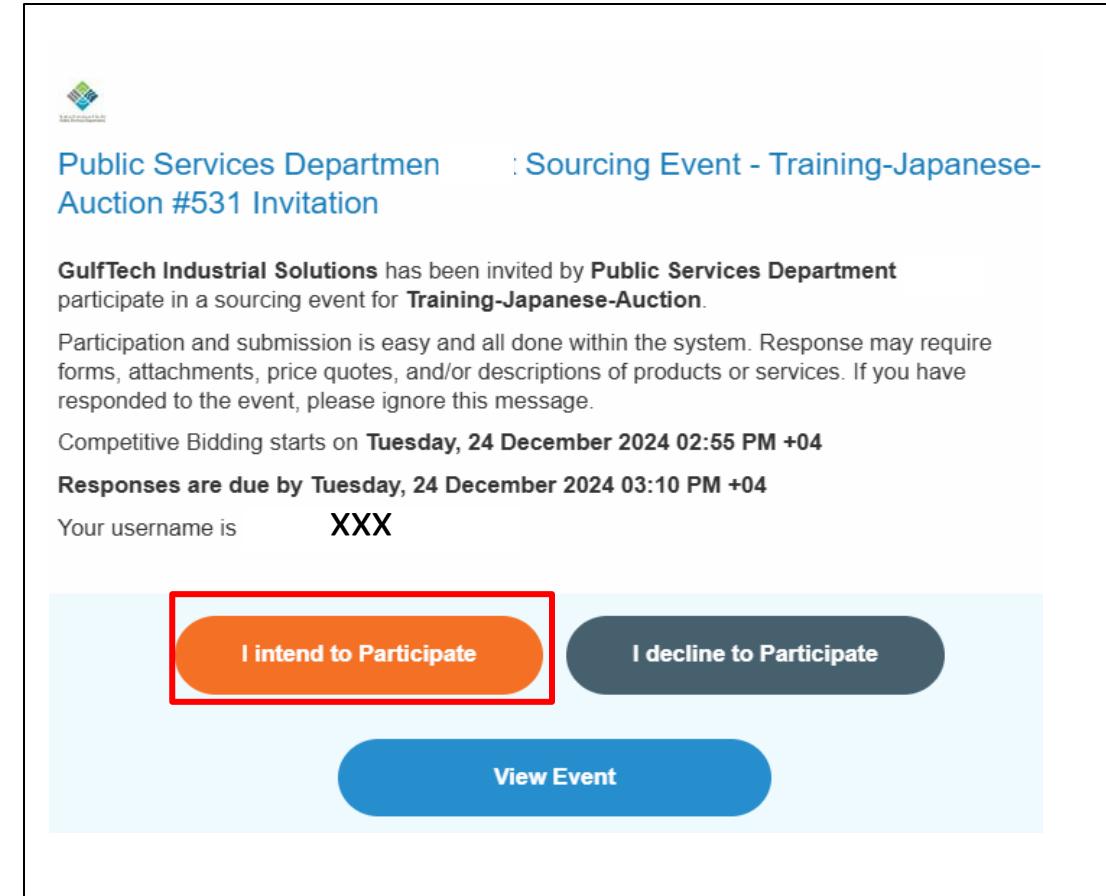


# Response to Japanese Reverse Auction



# Response to Japanese Reverse Auction

1. Click on I intend to participate (login page is open).
2. Enter username (mentioned in invitation email) and password.
3. Click on Sign in to login into sourcing response portal.



# Response to Japanese Reverse Auction

1. Sourcing response portal open.
2. Click on event number link ( event detail open).
3. Select I intend from dropdown and than press submit button.

## Note:

After clicking on submit button enter response button will be enabled

Welcome to your Sourcing Response Portal!

**Supplier** has been invited by **Public Services Department** to participate in a sourcing event for **Training-Japanese-Auction**. Participation and submission is easy and all done within the system. Response may require forms, attachments, price quotes, and/or descriptions of products or services. If you have responded to the event, please ignore this message.

All Sourcing Events

Event #	Event Name	Start Date	End Date	Status	Type	Responses

Time left in the current step **00 : 52**  
mins secs

Step 1

Event Info

**Supplier** has been invited by **Public Services Department Test** to participate in a sourcing event for **Training-Japanese-Auction**. Participation and submission is easy and all done within the system. Response may require forms, attachments, price quotes, and/or descriptions of products or services. If you have responded to the event, please ignore this message.

 Do you intend to participate in this event?

Indicate your intent to participate. Buyer will be notified of your intent.

Do you intend to participate?



# Response to Japanese Reverse Auction

You will receive an invitation via email (registered in supplier profile) containing username

1. In timeline section you will see event timeline e.g. event/bidding start and event end date detail
2. Click on enter response button (new window will open containing total price)

## Note:

After clicking on submit button enter response button will be enabled

Timeline

Dec 24	Pre-Bid Start (Start time may change based on approvals) 02:55 PM Asia/Dubai 0h : 0min	Dec 24	Bidding Start (Bidding time may change based on approvals) 02:55 PM Asia/Dubai 0h : 15min	Dec 24	Event End (End time may change based on approvals) 03:10 PM Asia/Dubai 00:00
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**Enter Response**

Time left in the current step 00 : 52 mins secs

Step 1

**Event Info**

Supplier has been invited by **Public Services Department** to participate in a sourcing event for **Training-Japanese-Auction**. Participation and submission is easy and all done within the system. Response may require forms, attachments, price quotes, and/or descriptions of products or services. If you have responded to the event, please ignore this message.

**Do you intend to participate in this event?**

Indicate your intent to participate. Buyer will be notified of your intent.

**Do you intend to participate?**  **Submit**



# Response to Japanese Reverse Auction

Supplier can participate in the event in each step, until the time is end.

- 1. To participate in the event, click on accept price button.**
- 2. When you accept the price, you will see current price accepted.**
- 3. If a supplier is not willing to accept the current price, he will see You did not agree to the prices and will be out from the event participations.**

Event Info My Response

Time left in the current step 00 : 16 mins secs Step 1

Items and Services

Items Not In Lots (2 items)

Bearing		110.00 AED	
Expected Quantity	Capacity	Price per Unit	Currency
1 Each	1	110.00	AED

Motor 50 HP 1800 RPM		210.00 AED	
Expected Quantity	Capacity	Price per Unit	Currency
1 Each	1	210.00	AED

Total 320.00 AED

History

Accept the current price to stay in the auction. **Accept Price**

Event Info My Response

Items and Services

Items Not In Lots (2 items)

Bearing		100.00 AED	
Expected Quantity	Capacity	Price per Unit	Currency
1 Each	1	100.00	AED

Motor 50 HP 1800 RPM		200.00 AED	
Expected Quantity	Capacity	Price per Unit	Currency
1 Each	1	200.00	AED

You did not agree to the price

Current price accepted



# Response to Japanese Reverse Auction

To participate in the event, click on accept price button.

## Note:

Follow the same step, if you want to participate in the event until the event is end.  
Supplier will be out from event participation if not accepting the current price.

Training-Japanese-Auction - Event #531 Bidding in Progress

Claim your profile to amplify trust with current and future customers. [GET STARTED](#)

Time left in the current step: 02 : 43 mins secs [Step 2](#)

[Event Info](#) [My Response](#)

[Items and Services](#)

**Items Not In Lots (2 items)**

			100.00 AED	Expected Quantity x Price per Unit
	Bearing			
Expected Quantity	Capacity	Price per Unit	Currency	
1 Each	1	100.00	AED	
	Motor 50 HP 1800 RPM		200.00 AED	Expected Quantity x Price per Unit
Expected Quantity	Capacity	Price per Unit	Currency	
1 Each	1	200.00	AED	

Accept the current price to stay in the auction. [Accept Price](#)

Current price accepted



# Additional Resources



وزارة الخدمات العامة  
Public Services Department

# Helpful Resources

To help you get up and running, we've put together several helpful resources that address some frequently asked questions.

- › [FAQs about CSP](#)
- › [Helpful Tutorial Videos](#) – Short tutorial videos to help get you started

**Note: Please contact Coupa directly for login issues or technical issues submitting an invoice:**

- Email: [supplier@coupa.com](mailto:supplier@coupa.com) or use the [Supplier Support Chat window](#)

