



Supplier Registration Guide

Mobily, Saudi Arabia

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The Online Supplier Registration Portal enables you to register your details with Mobily.

No special software aside from an up-to-date web browser is required to access the system. The Online Supplier Registration Portal reduces paperwork / fax / mail thereby promotes a green process.

This is a general training document for suppliers to demonstrate how to register with Mobily.

This document explains different screens and functionality of the registration form.

Registering in the System as Prospective Supplier:

The link for new supplier registration can be found on our website through the below URL:

<https://www.mobily.com.sa/wps/portal/web/personal/am-overview/vendors-management>

Type the above link in to the browser's URL field and press enter, then you may start registration process.

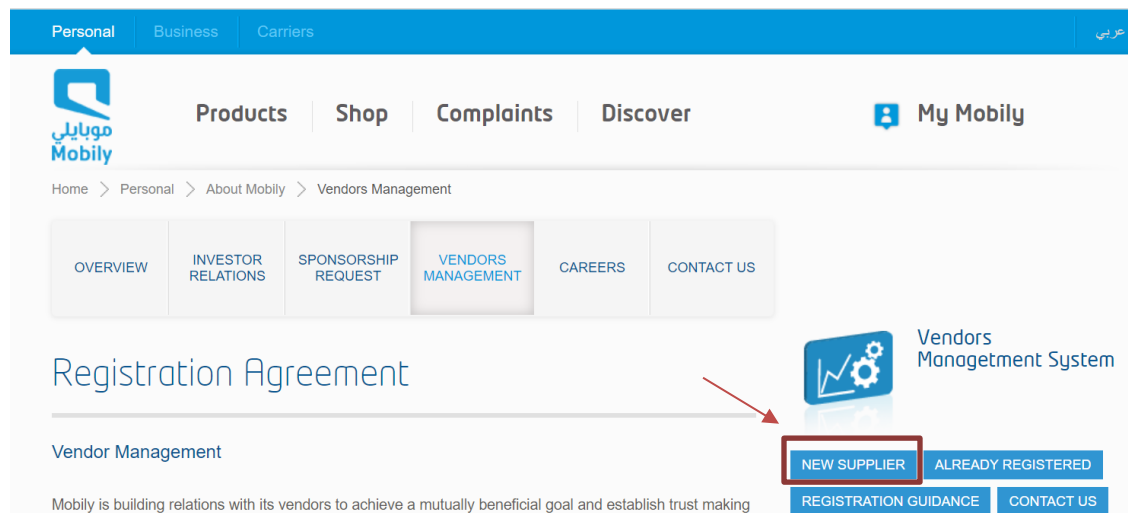


Figure 1: Mobily Website - Register Now

New Supplier, [Click Here](#)

Already Registered, [Click Here](#)

Registration Guidance, [Click Here](#)

System Requirements

Recommended Operating System:

Windows 8, Windows 10, Windows 11

** Please note that the Prospective Supplier Registration Portal may run with other Operating Systems, but the above are recommended Operating Systems. If you have specific questions, please contact the helpdesk. Do not try to register over mobile, as the user experience is not designed for Mobile devices.

Browser Requirements:

Internet Explorer 10 and above or any compatible Browser like Chrome, Firefox, Safari etc.

Pop-up Blocker:

Please ensure that your pop-up blocker is turned off and pop-ups are enabled for Mobily website and the Prospective Supplier Registration Portal at all times.

Microsoft Office:

Mobily recommends Microsoft 2010, 2011, 2013 and above, file formats for uploaded documents or suggested to have in Pdf

E-Mail Spam Filters:

Please ensure Mobily email address is enabled as a trusted sender.

Registering in the Prospective Supplier Registration Portal

First step is to register with Mobily using Online Supplier Registration form. You can only register your company/organization, if you have following documents available with you for attachment.

Following documents must be scanned (in JPEG / JPG / PDF format) and attach in attachment section.

<u>Local vendors (Saudi or subsidiary of a foreign vendor)</u> - Commercial Registration Certificate or SAGIA Certificate (if any) - Signed Letter containing the Authorized Persons to sign on behalf of the vendor with Chamber of Commerce attestation - Company profile and Financial Report of past 3 years - Chamber of commerce membership. - Certificate of social insurance (GOSI). - Certificate of work and workers (Saudization Certificate). - Zakat and income certificate. - Certificate of Small and Medium Enterprises (SMEs) if any . - Supplier code of Conduct acknowledgment . - VAT Registration Certificate (if any) . - All Valid licenses or permits as may be applicable to provided Goods and Service. - IBAN: bank account name should match vendor name in commercial registration. - Conflict of interest declaration. - Non-disclosure agreement	<u>foreign Company:</u> - Commercial Registration Certificate - Signed Letter containing the Authorized Persons to sign on behalf of the vendor (signed in the chamber of commerce or any official authority that certifies that the signature is authentic) - Supplier code of Conduct acknowledgment . - IBAN: bank account name should match vendor name in commercial registration. - Conflict of interest declaration - Non-disclosure agreement - Company profile and Financial Report of past 3 years
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To avoid any difficulty in filling up the document, please read the manual carefully and clarify your queries before you begin.

Registration Steps

You will see a registration link on our website.

- Click on the link and read the instructions on the registration page.
- Provide company basic information
- Provide company business classification details, address and product details
- Provide company Manager or Owners details
- Attach Supporting Documents
- Submit.

Note: Incomplete or incorrect Submission will not be processed.

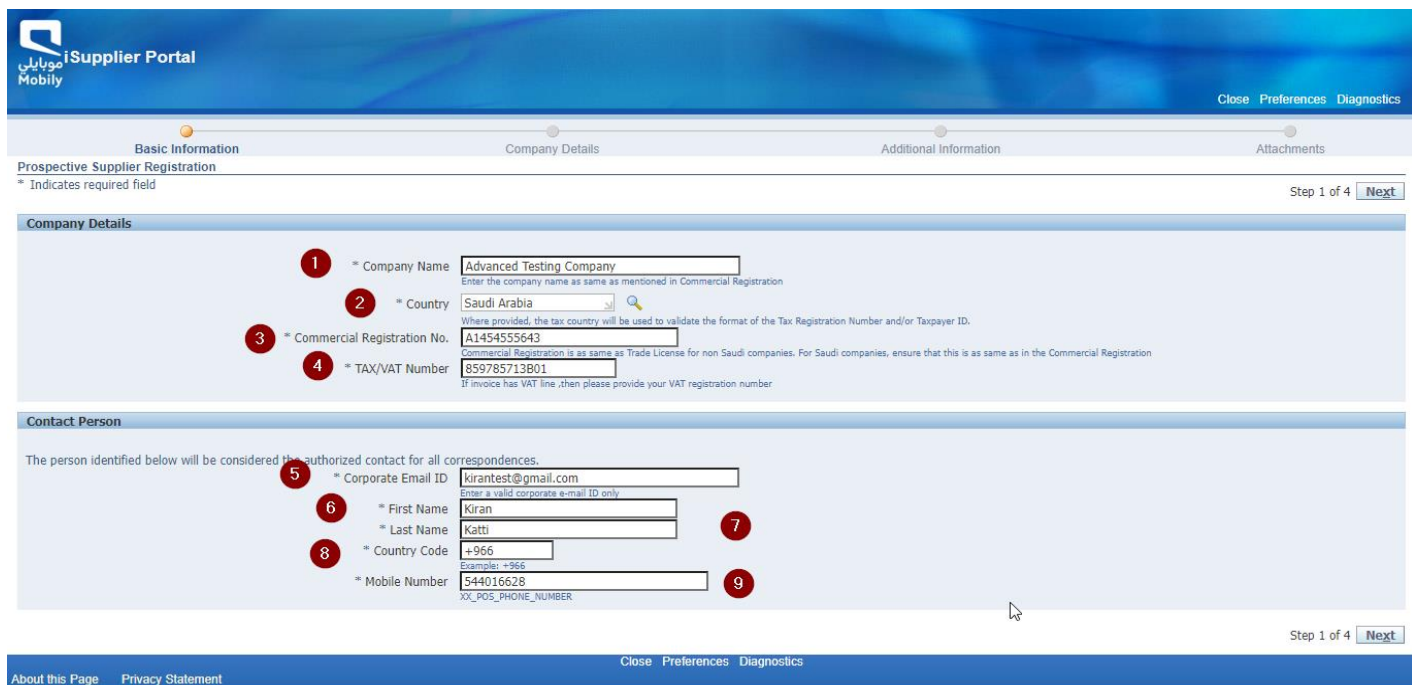
It will take around 20 minutes to complete the registration process. If you stay idle for a longer time, system will log your session out automatically. Do not forget to save your session regularly in order not to lose the data entered by clicking “save” button. An email will be sent with the link of the registration. You can continue the registration using the link

Note: The incomplete registration will be deleted after 60 days.

You must provide all valid information including your email address, so the system can send you updates about the registration request. Registration Form is divided in 4 sections. See Figure 2.

Mobily will review your application. If your application is approved, Mobily will inform you via email.

Basic information



Supplier Portal

Close Preferences Diagnostics

Basic Information Company Details Additional Information Attachments

Prospective Supplier Registration

* Indicates required field

Step 1 of 4 [Next](#)

Company Details

1 * Company Name
Enter the company name as same as mentioned in Commercial Registration

2 * Country [?](#)
Where provided, the tax country will be used to validate the format of the Tax Registration Number and/or Taxpayer ID.

3 * Commercial Registration No.
Commercial Registration is as same as Trade License for non Saudi companies. For Saudi companies, ensure that this is as same as in the Commercial Registration

4 * TAX/VAT Number
If invoice has VAT line, then please provide your VAT registration number

Contact Person

The person identified below will be considered the authorized contact for all correspondences.

5 * Corporate Email ID
Enter a valid corporate e-mail ID only

6 * First Name

7 * Last Name

8 * Country Code
Example: +966

9 * Mobile Number
XX_POS_PHONE_NUMBER

Step 1 of 4 [Next](#)

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Figure 2: Prospective Supplier Registration Page

In the Basic Information section you must add following fields,

Company Details		
①	Company Name	Enter official company name as mentioned in commercial registration/trade license.
②	Country (Tax Country)	Enter the tax country name.
③	Commercial Registration	Enter Commercial Registration number
④	TAX VAT Number	Enter your Tax and VAT number.
Contact Person		
⑤	Email	Enter your corporate email address only.
⑥	First Name	Enter your first name
⑦	Last Name	Enter your last name
⑧	Country Code	Enter your country code
⑨	Phone Number	Enter your active phone number

Click [Next](#) after entering above mandatory details.

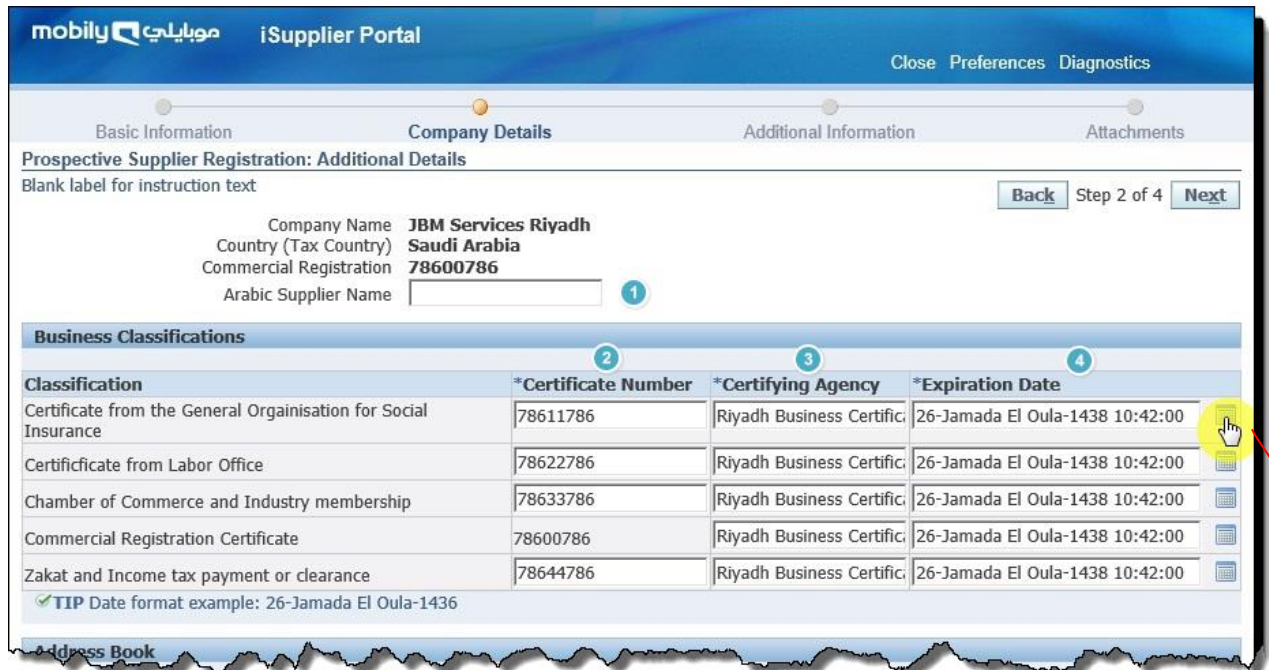
Company Details

Next section is Company Details. Here you must add Business Classification, Address Details, Authorized Contact Directory, and Product and Services.

Add Arabic Name of your company as mentioned in Figure 3 below.

①	Arabic Supplier Name	Enter official Arabic name of your company, if any, as per the CR
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Business Classifications



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Basic Information Company Details Additional Information Attachments

Prospective Supplier Registration: Additional Details
Blank label for instruction text

Back Step 2 of 4 Next

Company Name **JBM Services Riyadh**
Country (Tax Country) **Saudi Arabia**
Commercial Registration **78600786**
Arabic Supplier Name

Business Classifications

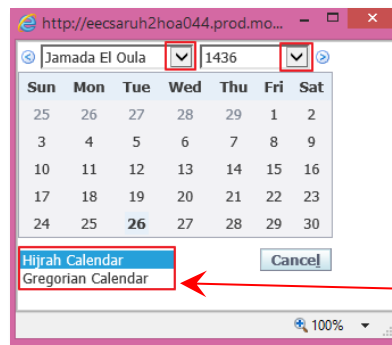
Classification	*Certificate Number	*Certifying Agency	*Expiration Date
Certificate from the General Organisation for Social Insurance	78611786	Riyadh Business Certific	26-Jamada El Oula-1438 10:42:00
Certificate from Labor Office	78622786	Riyadh Business Certific	26-Jamada El Oula-1438 10:42:00
Chamber of Commerce and Industry membership	78633786	Riyadh Business Certific	26-Jamada El Oula-1438 10:42:00
Commercial Registration Certificate	78600786	Riyadh Business Certific	26-Jamada El Oula-1438 10:42:00
Zakat and Income tax payment or clearance	78644786	Riyadh Business Certific	26-Jamada El Oula-1438 10:42:00

TIP Date format example: 26-Jamada El Oula-1436

Address Book

Figure 3: Company Details - Business Classifications

You may select the Expiration Date calendar while entering the date. Click on the calendar icon and it will open pop-up window for selection. See Figure 4 below.



http://eecsaruh2hoa044.prod.mo...

Jamada El Oula 1436

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Hijrah Calendar
Gregorian Calendar

Cancel

Select Calendar
Hijrah or Gregorian

Figure 4: Business Classifications – Calendar

Select the date, month and year from the calendar.

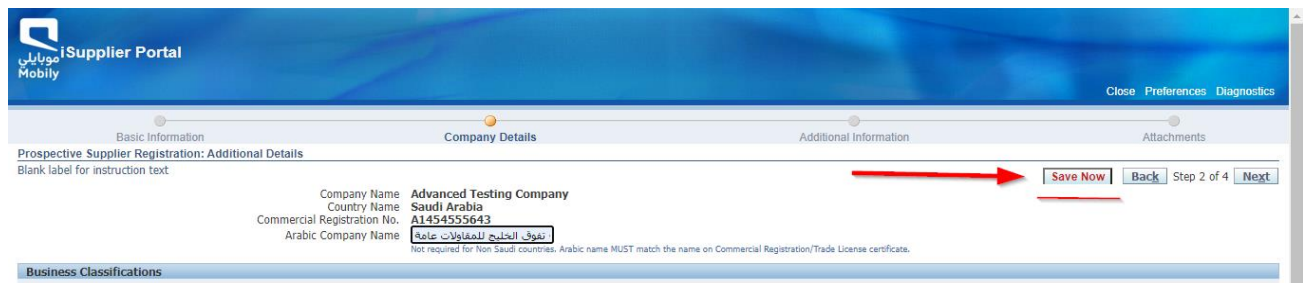
Provide Business Classifications in details. See Figure 3, provide all mandatory details:

2	Certification Number	Enter certification number
3	Certifying Agency	Enter name of the certifying agency for all above certificates
4	Expiration Date	Enter Expiration date of certificate. You can use calendar option to choose the date. Click on the Calendar icon and select the date. System will save date in Hijri format only.

Kindly provide proof of all these certifications as attachment in last section.

Save Button

You can click on the save button any time and save the entered data. An email will be sent to the email id registered in page1 and the link will also be shown.



Address Book

You can create your address book here. Multiple address are also allowed here.

Click **Create** Button to add address details in Address Book.

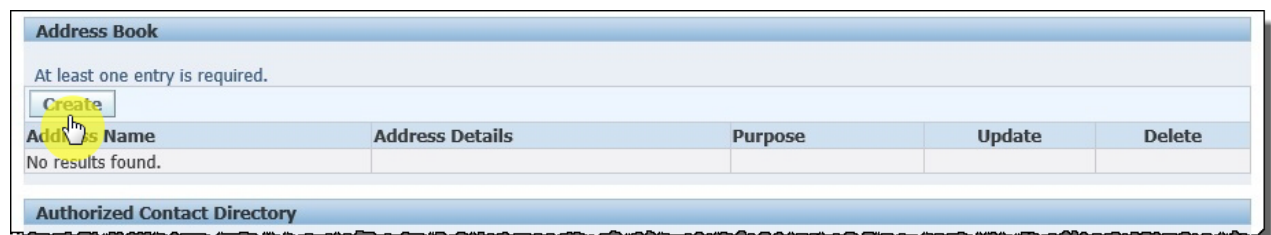


Figure 5: Create Address Book

You can add multiple address (Locations) in the Address book. See Figure 6. While creating your business address book, you must enter mandatory fields,

①	Address Name	Enter your address name, for example Branch name, Head Office, Warehouse, Service Station etc.
②	Address Line1	Enter Business Address. You can also use Address Line 2, Address Line 3 and Address Line 4 to provide complete details.
③	City/Town/Locality	Enter your city/town name
④	County	Provide County name. County name is not mandatory
⑤	State/Region	Enter State or Region name. You may also provide Province detail if applicable.
⑥	Postal Code	Provide postal code of the address
⑦	Phone / Fax Contact	Provide Phone country code, phone number, Fax area code and fax number
⑧	Email Address	Provide corporate email address of the address owner/manager.

Data entry fields starting with * are mandatory fields. See Figure 6 below.

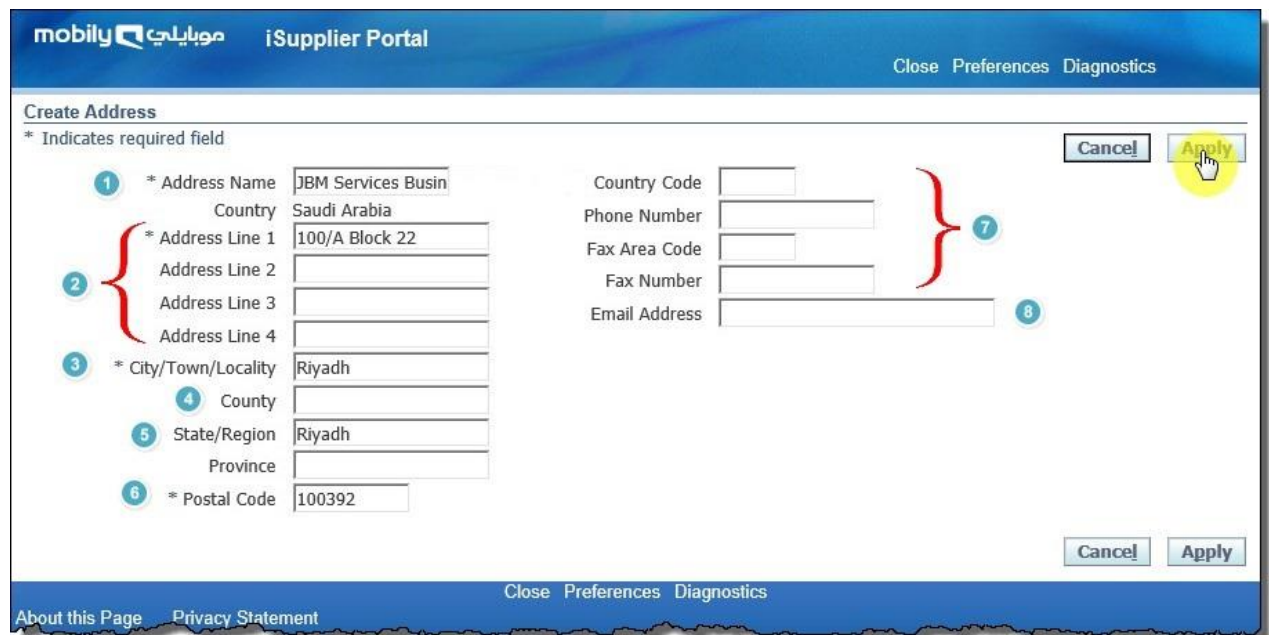


Figure 6: Address Entry

Click **Apply** button to save the information. You may also add another address using the same method.

Authorized Contact Directory

Scroll down to create authorized contact directory. People who wish to contact Mobily, must be added to the Contact Directory. Fields marked with * are mandatory fields.

Click **Create** to add contacts. See Figure 7.

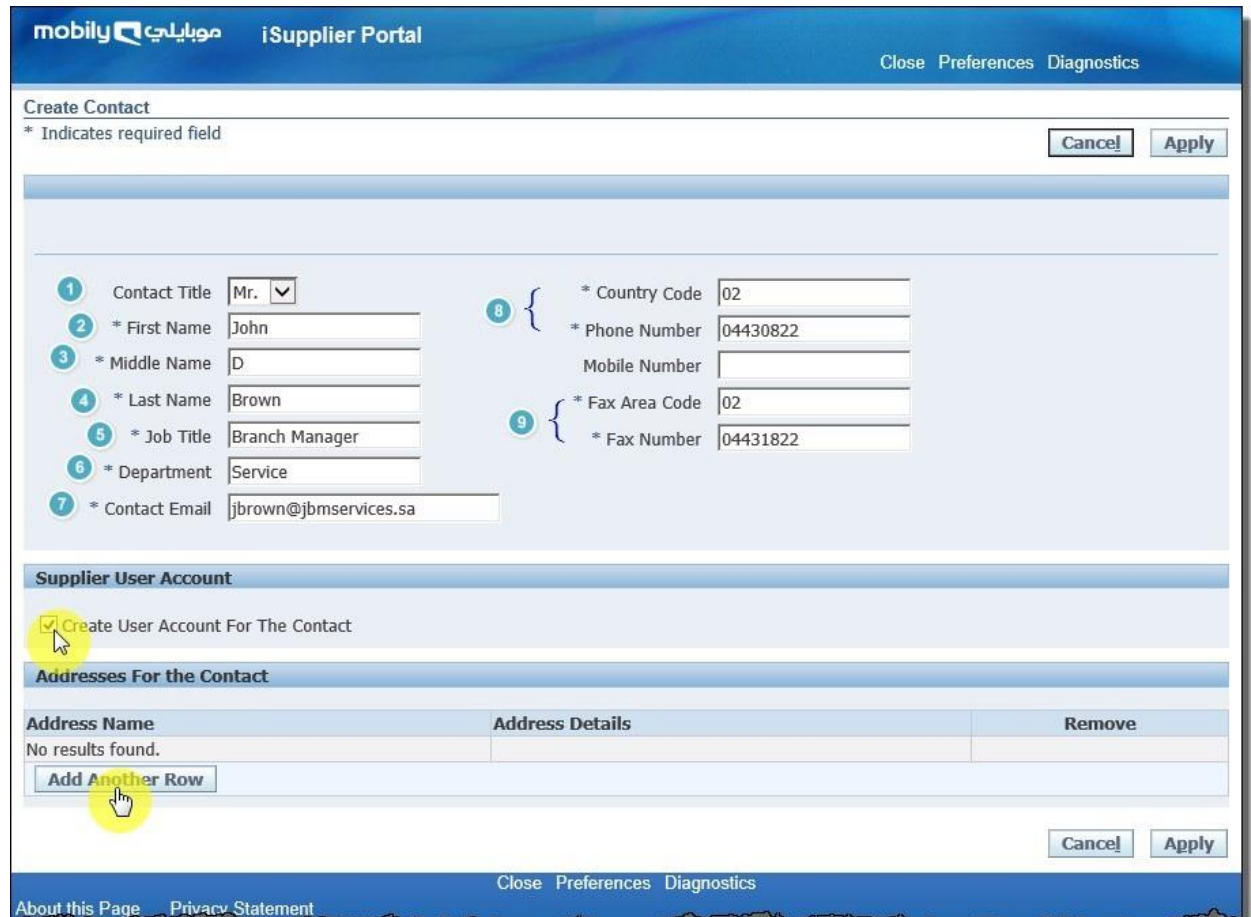


Authorized Contact Directory						
At least one entry is required.						
Create						
First Name	Last Name	Phone	Email	Requires User Account	Update	Delete
Jawad	Mohammad	02-04430944	jawadmohammad@jbmservices.sa	✓		

Products and Services

Figure 7: Authorized Contact Directory

Enter all mandatory information as shown in Figure 8 below.



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Create Contact
* Indicates required field Cancel! Apply

1 Contact Title
 2 * First Name
 3 * Middle Name
 4 * Last Name
 5 * Job Title
 6 * Department
 7 * Contact Email

8 { * Country Code
 * Phone Number
 Mobile Number
 9 { * Fax Area Code
 * Fax Number

Supplier User Account
☒ Create User Account For The Contact

Addresses For the Contact

Address Name	Address Details	Remove
No results found.		
Add Another Row		

Cancel! Apply

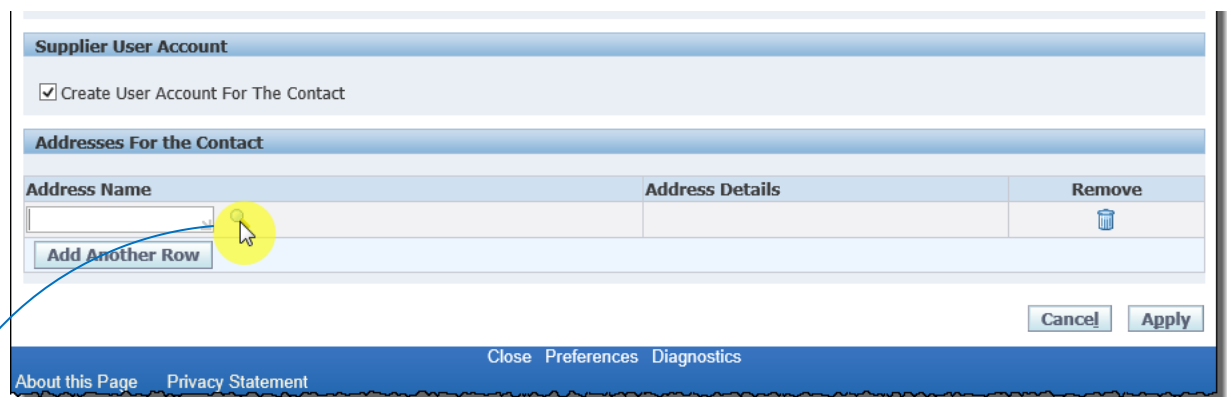
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Figure 8: Add Contact Person details

1	Contact Title	Select contact person's title from List
2	First Name	Enter contact person's first name
3	Middle Name	Enter contact person's middle name
4	Last Name	Enter contact person's last name
5	Job Title	Enter contact person's job title
6	Department	Enter the department name
7	Contact Email	Enter contact person's corporate email address
8	Phone details	Enter contact person's land line number and if available provide mobile number too
9	Fax details	Provide contact person's fax number

Click **Create User Account for the Contact** checkbox if you want to give this contact person access to RFQ and bidding.

Address for the contact provides facility to associate the address with contact. Click **Add Another Row** to assign address to this contact person. See Figure 9 below.



The screenshot shows a web form titled 'Supplier User Account'. It has a checkbox labeled 'Create User Account For The Contact'. Below this is a section titled 'Addresses For the Contact' which contains a table with columns 'Address Name', 'Address Details', and 'Remove'. The 'Add Another Row' button is highlighted with a yellow circle. A blue arrow originates from this button and points towards the 'Search' icon in the text block below.

Figure 9: Associate address with contact (step-1)

Click Search  icon. It will open a pop-up window. Click **Go** button.

Search and Select:

[Cancel](#) [Select](#)

Search

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By AddressName [Go](#)

Results

Select	Quick Select	AddressName	AddressDetails
		No search conducted.	

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[Cancel](#) [Select](#)

Figure 10: Associate address with contact (step-2)

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By AddressName [Go](#)

Results

Select	Quick Select	AddressName	AddressDetails
☒		Head Office	1002 JBM House, Riyadh 23223 SA

[About this Page](#)

[Cancel](#) [Select](#)

Select address from the list

Figure 11: Associate address with contact (step-3)

Select the Address from the list and click **Select** button.

The address will get associated with the user as shown in Figure 12 below.

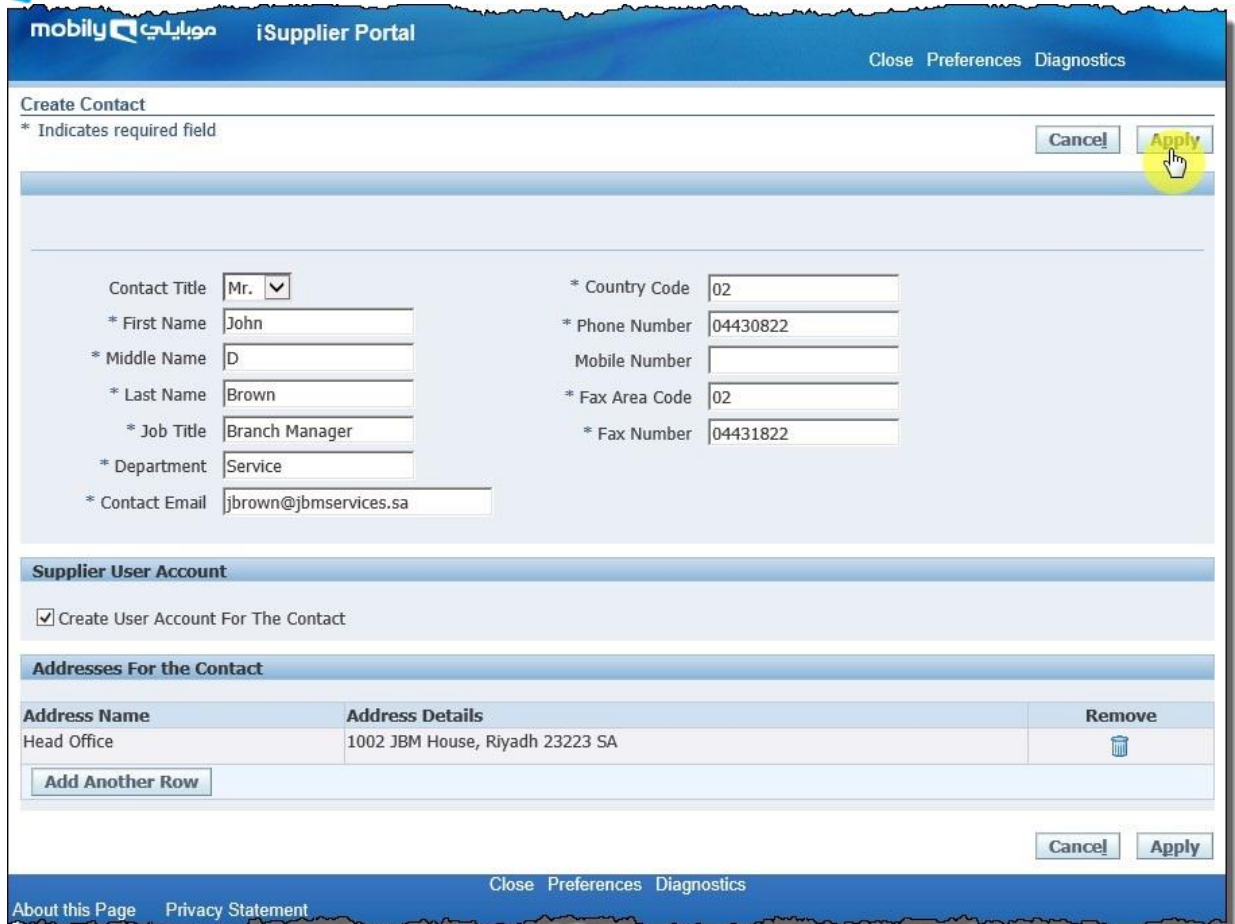


Figure 12: Contact created and assigned to address

Click **Apply** button to save the information. You may also add multiple authorized contacts using the same method.

Products and Services

Scroll down to Products and Services section. Mobily has define product and service category sets that we use to categorize our supply base. You can browse the list of goods and services and select all those that apply to your business. Click **Create** button as shown in Figure 13 below.

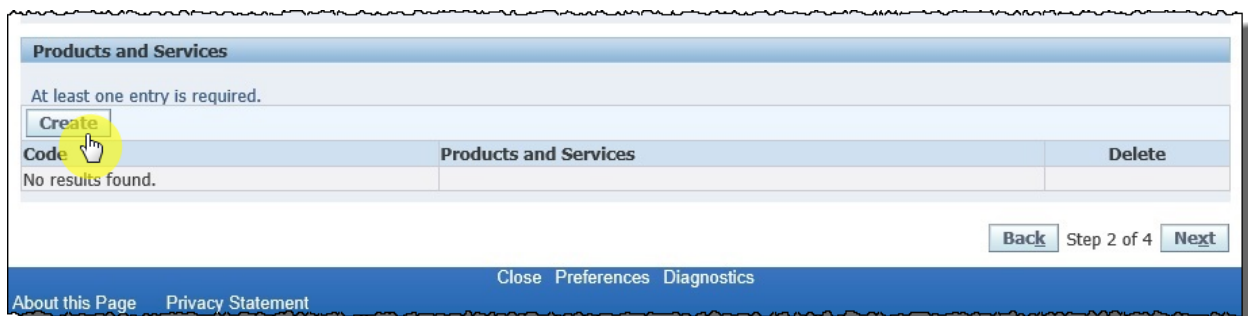
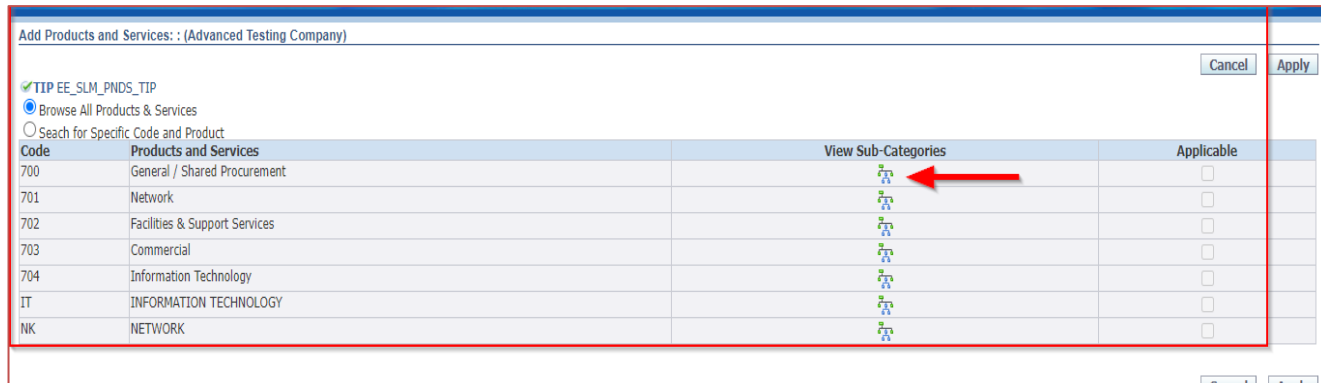


Figure 13: Add Products and Services

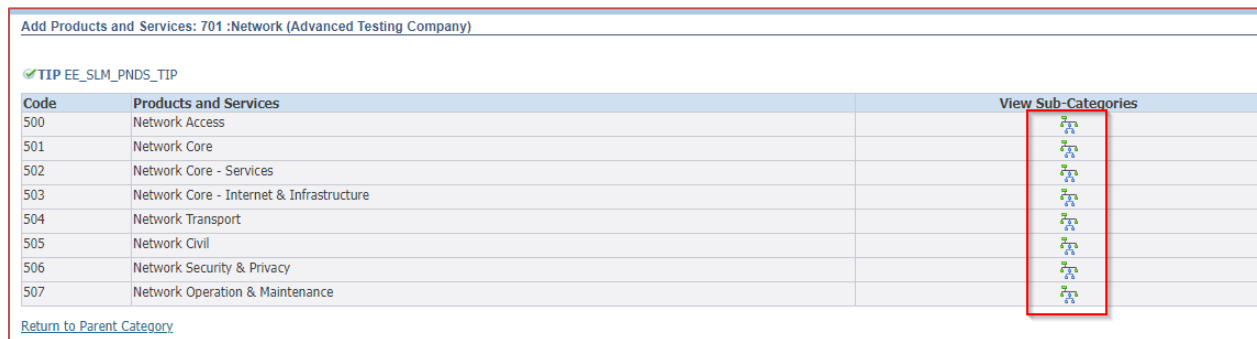
Select Product(s) and Service(s) and Click **Apply**.

The Category is a 3 level selection.

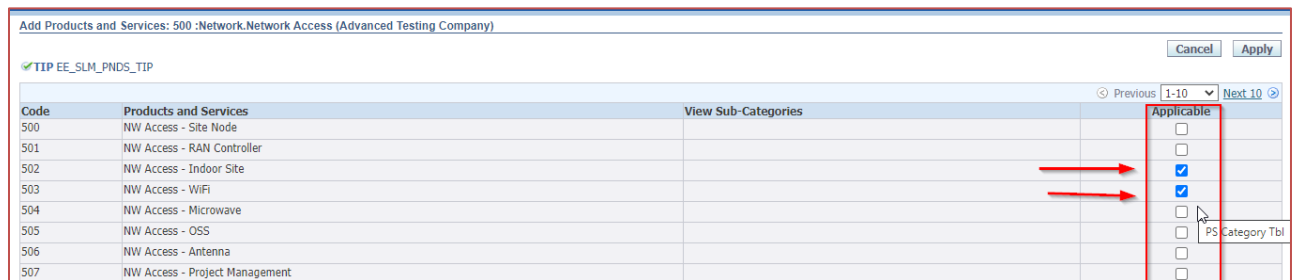


Code	Products and Services	View Sub-Categories	Applicable
700	General / Shared Procurement		☐
701	Network		☐
702	Facilities & Support Services		☐
703	Commercial		☐
704	Information Technology		☐
IT	INFORMATION TECHNOLOGY		☐
NK	NETWORK		☐

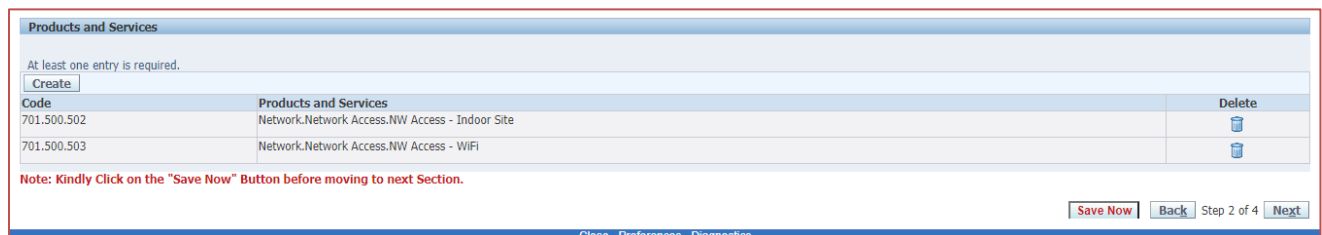
Figure 14: Select& Apply Products and Services



Code	Products and Services	View Sub-Categories	Applicable
500	Network Access		☐
501	Network Core		☐
502	Network Core - Services		☐
503	Network Core - Internet & Infrastructure		☐
504	Network Transport		☐
505	Network Civil		☐
506	Network Security & Privacy		☐
507	Network Operation & Maintenance		☐



Code	Products and Services	View Sub-Categories	Applicable
500	NW Access - Site Node		☐
501	NW Access - RAN Controller		☒
502	NW Access - Indoor Site		☒
503	NW Access - WiFi		☐
504	NW Access - Microwave		☐
505	NW Access - OSS		☐
506	NW Access - Antenna		☐
507	NW Access - Project Management		☐



Code	Products and Services	Delete
701.500.502	Network.Network Access.NW Access - Indoor Site	
701.500.503	Network.Network Access.NW Access - WiFi	

Once you done adding information in Company Details section, your form will look like Figure 15 below. Now, click **Next** button to enter Additional Details.

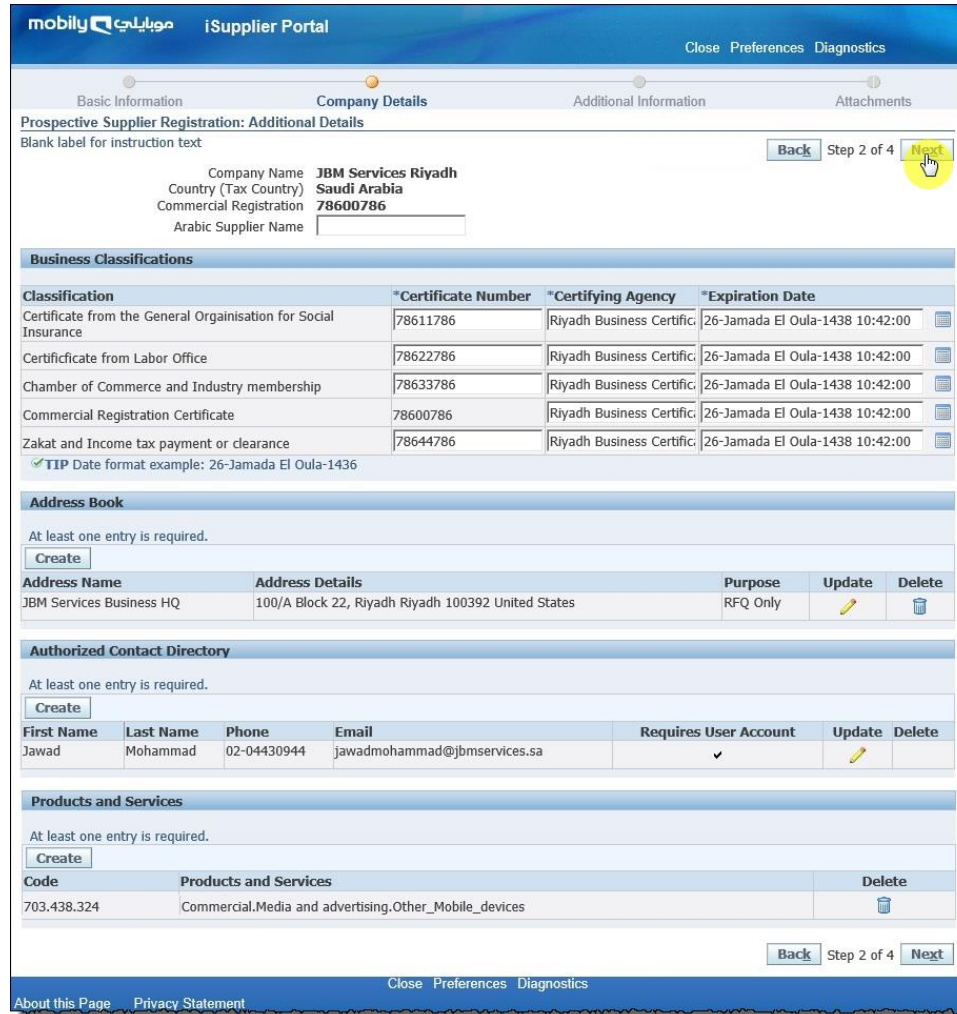


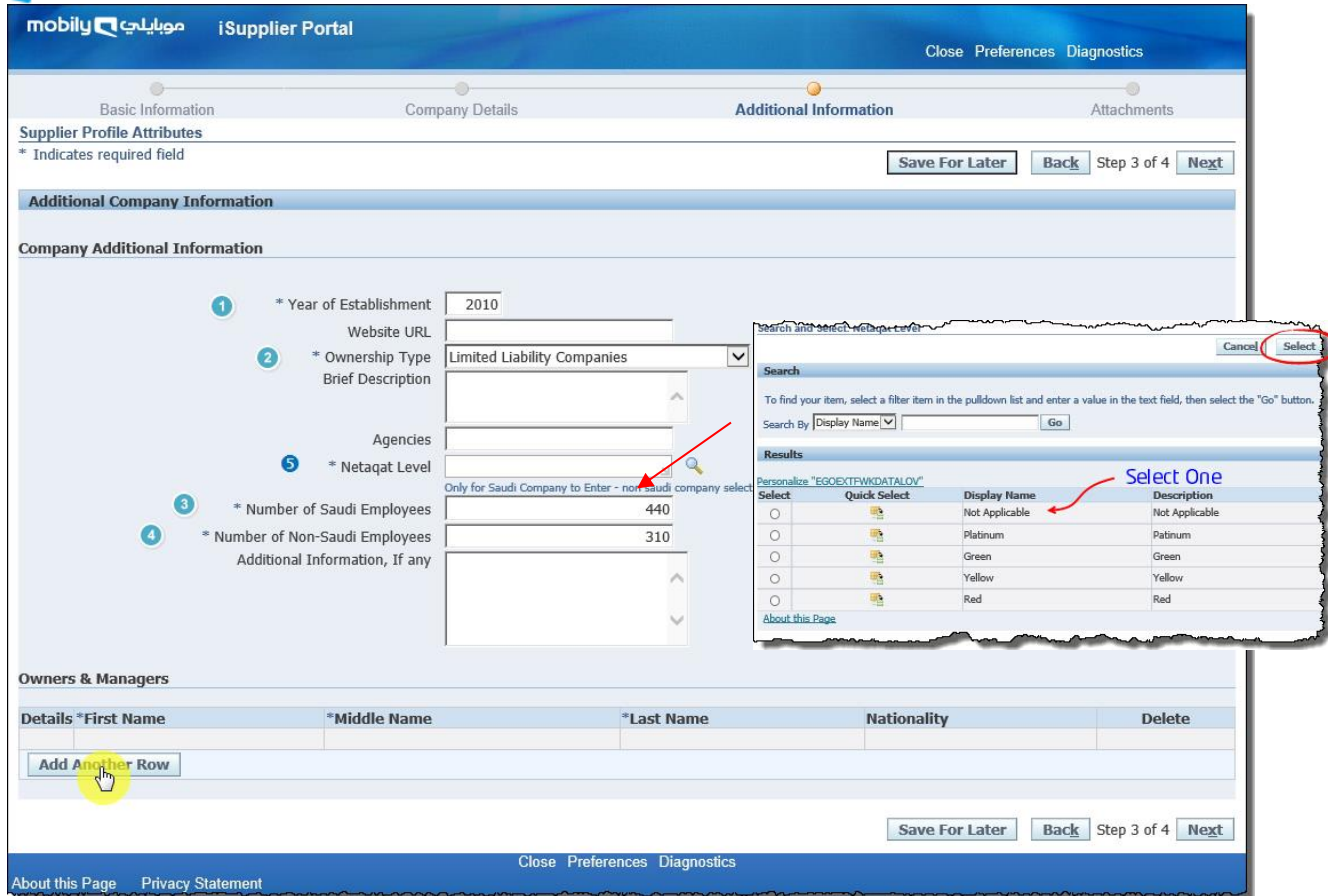
Figure 15: Complete Company Details Section

Additional Information

Additional Information section is 3rd section of the Registration form. Here fields starts with * sign are mandatory fields.

Enter following mandatory details;

①	Year of establishment	Enter the year that you established the company
②	Ownership Type	Select ownership type from list
③	Number of Saudi Employees	How many Saudi National employees?
④	Number of Non-Saudi Employees	How many Non-Saudi National employees?
⑤	Netaqat Level	Select on from the list



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Basic Information Company Details **Additional Information** Attachments

Supplier Profile Attributes

* Indicates required field

Save For Later Back Step 3 of 4 Next

Additional Company Information

Company Additional Information

1 * Year of Establishment 2010

Website URL

2 * Ownership Type Limited Liability Companies

Brief Description

Agencies

5 * Netaqat Level

Only for Saudi Company to Enter - non-saudi company select

3 * Number of Saudi Employees 440

4 * Number of Non-Saudi Employees 310

Additional Information, If any

Search and Select - Netaqat Level

Search

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By Display Name Go

Results

Personalize "EGOE:XTFW:DATA:LOV"

Select	Quick Select	Display Name	Description
☐		Not Applicable	Not Applicable
☐		Platinum	Platinum
☐		Green	Green
☐		Yellow	Yellow
☐		Red	Red

About this Page

Owners & Managers

Details	*First Name	*Middle Name	*Last Name	Nationality	Delete

Add Another Row

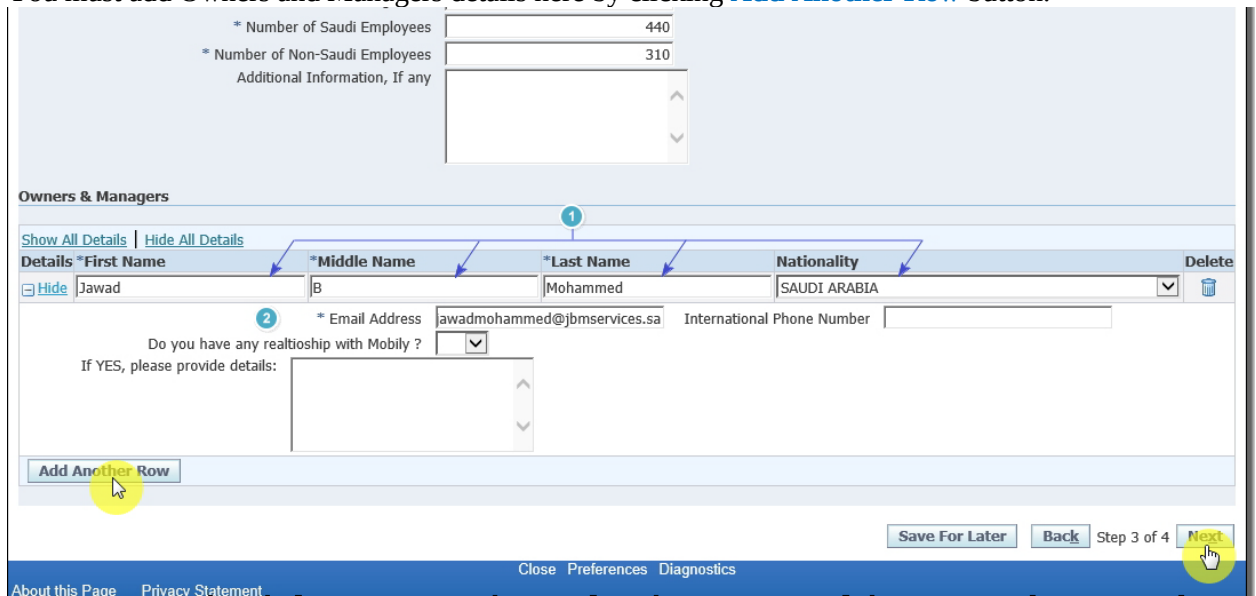
Save For Later Back Step 3 of 4 Next

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Figure 16: Additional Company Information

It is always good to provide non-mandatory fields like website URL, brief description of your company, agencies and if any additional information available.

You must add Owners and Managers details here by clicking **Add Another Row** button.



* Number of Saudi Employees 440

* Number of Non-Saudi Employees 310

Additional Information, If any

Owners & Managers

Show All Details Hide All Details

Details	*First Name	*Middle Name	*Last Name	Nationality	Delete
Hide	Jawad	B	Mohammed	SAUDI ARABIA	

2 * Email Address jawadmohammed@jbmservices.sa International Phone Number

Do you have any relationship with Mobily? ☐

If YES, please provide details:

Add Another Row

Save For Later Back Step 3 of 4 Next

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Figure 17: Add Owners and Managers Information

Enter all mandatory fields (*) of owners and managers in respective fields. Enter below details. Special attention is required for any manager or owner that does have interest in Mobily. Such information has to be reflected on the ERP to avoid legal implication.

①	First Name	Provide owner/manager's first name
	Middle Name	Provide owner/manager's middle name
	Last Name	Provide owner/manager's last name
	Nationality	Provide owner/manager's Nationality
②	Email address	Provide owner/manager's corporate email

You can provide multiple names as well, by clicking add another row button again.

Once done adding Owners and Managers information, click **Next** to move on the last section of the Registration Portal.

Attachments

Attachment is 4th section of the registration form and it allows you to add supporting documents for your application.

Attach PDF/JPEG/JPG/Doc files only. Do NOT attach any hand written documents.

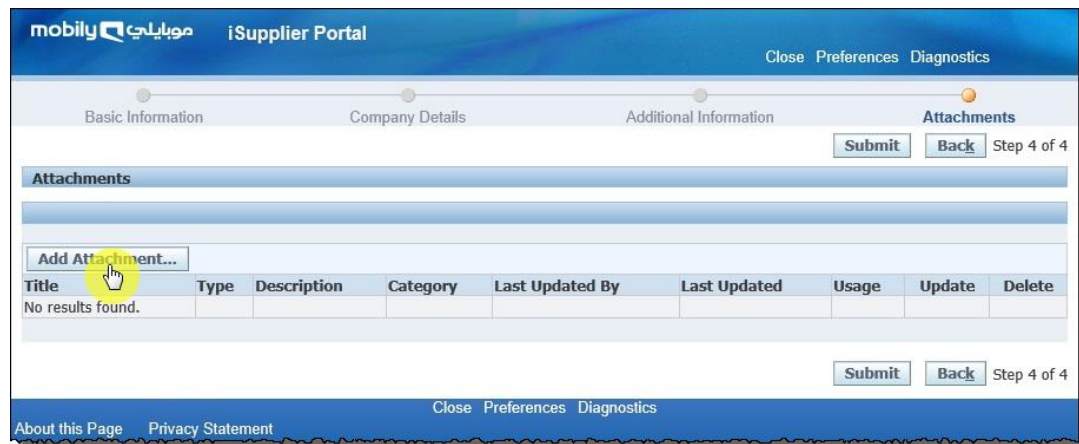
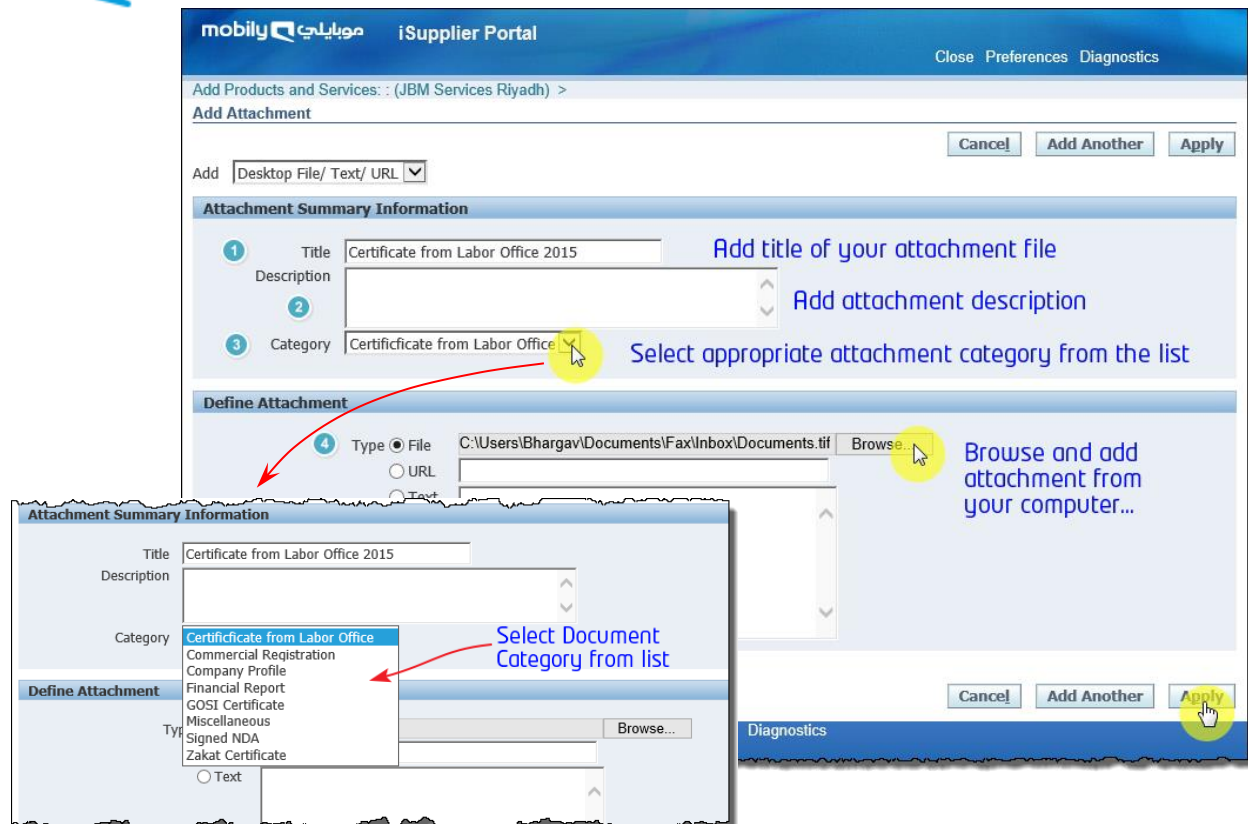


Figure 18: Add Attachments...

Click **Add Attachments...** button to add supportive documents to the application.



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Add Products and Services: : (JBM Services Riyadh) >

Add Attachment Cancel Add Another Apply

Add Desktop File/ Text/ URL

Attachment Summary Information

1 Title Certificate from Labor Office 2015 Add title of your attachment file

2 Description Add attachment description

3 Category Certificate from Labor Office Select appropriate attachment category from the list

Define Attachment

4 Type File C:\Users\Bhargav\Documents\Fax\Inbox\Documents.tif Browse... Browse and add attachment from your computer...

URL

Text

Attachment Summary Information

Title Certificate from Labor Office 2015

Description

Category Certificate from Labor Office Commercial Registration Company Profile Financial Report GOSI Certificate Miscellaneous Signed NDA Zakat Certificate

Define Attachment

Type File URL Text

Browse...

Cancel Add Another Apply

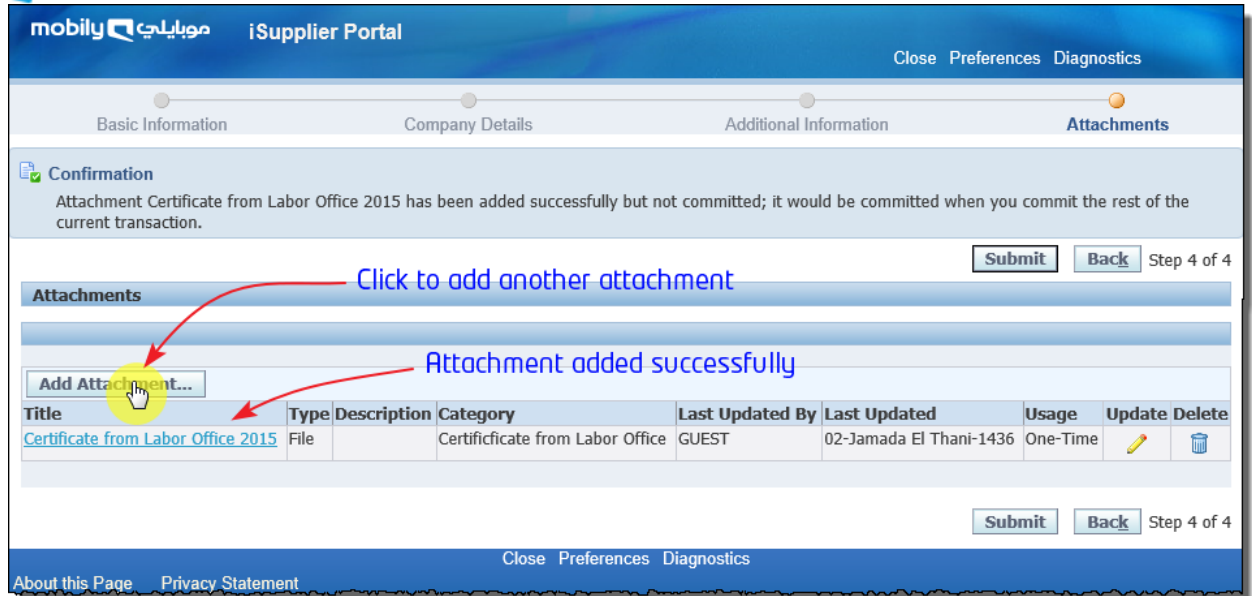
Diagnostics

Figure 19: Add Attachment with details

See Figure 19 and add details accordingly.

Here Title, Category and Attachment Type: File fields are mandatory fields.

1	Title	Add meaningful title for the attachment file
2	Description	Enter document brief description.
3	Category	Select the document Category from the list.
4	Attachment Type: File	Browse your computer and select the file that match with Title and document Category



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Basic Information Company Details Additional Information **Attachments**

☒ **Confirmation**
Attachment Certificate from Labor Office 2015 has been added successfully but not committed; it would be committed when you commit the rest of the current transaction.

Step 4 of 4

Attachments

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
Certificate from Labor Office 2015	File		Certificate from Labor Office	GUEST	02-Jamada El Thani-1436	One-Time	Update	Delete

Step 4 of 4

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Figure 20: Attachments added

Select attachment category from list for each attachment. Categories in list are:

- Certificate from Labor Office
- Commercial Registration Certificate
- Chamber of Commerce and Industry membership
- Company Profile and Audited Financial Report of Past 3 Years if available.
- Company Bank Account Details through Authorized Bank letter Stamped & Signed
- Certificate from the General Organization of Social Insurance (GOSI)
- Miscellaneous
- Signed NDA
- Zakat Certificate
- VAT Certificate

The page will allow you to add multiple attachments. If you are adding item from File, click **Browse...** button to select and attach it you're your Computer.

Click **Apply** or click **AddAnother** button to add multiple attachments.

mobily **موبايلي** **iSupplier Portal** Close Preferences Diagnostics

Basic Information Company Details Additional Information **Attachments**

Confirmation
Attachment Certificate from the General Organization for Social Insurance has been added successfully but not committed; it would be committed when you commit the rest of the current transaction.

Submit **Back** Step 4 of 4

Attachments

Add Attachment...

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
Certificate from the General Organization for Social Insurance	File		Miscellaneous	GUEST	02-Jamada El Thani-1436	One-Time		
Chamber of commerce and industry membership	File		Miscellaneous	GUEST	02-Jamada El Thani-1436	One-Time		
Zakat Certificate	File	Zakat Certificate renewed last year June 2014	Zakat Certificate	GUEST	02-Jamada El Thani-1436	One-Time		
Financial Report 2012, 2013 and 2014	File	Last 3 years of finance details in PDF	Financial Report	GUEST	02-Jamada El Thani-1436	One-Time		
Company Profile document	File	Company profile in word format	Company Profile	GUEST	02-Jamada El Thani-1436	One-Time		
Commercial Registration Certificate	File	Commercial Registration 1998 scan copy	Commercial Registration	GUEST	02-Jamada El Thani-1436	One-Time		
Certificate from Labor Office 2015	File		Certificate from Labor Office	GUEST	02-Jamada El Thani-1436	One-Time		

Attach all related document under respective category.

Submit **Back** Step 4 of 4

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Figure 21: Review attachments list before final submit

You may update attachments after adding them by clicking the update icon,  as well as delete incorrect attachments using the delete icon. 

Review all the attachments before submitting the application.

Submit Application

You may submit the application once all mandatory details are filled. Your application will be received by Mobily Supplier Evaluation Committee for approval process. You will receive an email containing a URL, you may use this URL to monitor the status of the application.

Click **Submit** button to complete the registration process.



Supplier Portal Close Preferences Diagnostics

Basic Information Company Details Additional Information **Attachments**

Confirmation
Attachment Certificate from the General Organization for Social Insurance has been added successfully but not committed; it would be committed when you commit the rest of the current transaction.

Click the Submit button after reviewing application **Submit** **Back** Step 4 of 4

Attachments

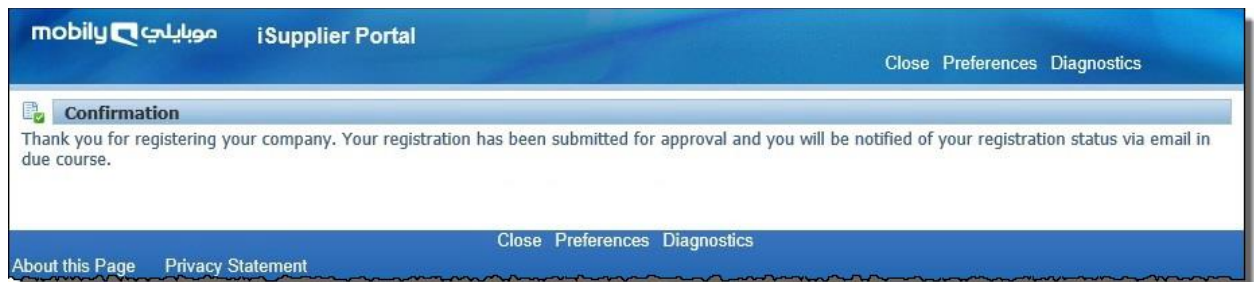
Add Attachment...

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
Certificate from the General Organization for Social Insurance	File		Miscellaneous	GUEST	02-Jamada El Thani-1436	One-Time		
Chamber of commerce and industry membership	File		Miscellaneous	GUEST	02-Jamada El Thani-1436	One-Time		
Zakat Certificate	File	Zakat Certificate renewed last year June 2014	Zakat Certificate	GUEST	02-Jamada El Thani-1436	One-Time		
Financial Report 2012, 2013 and 2014	File	Last 3 years of finance details in PDF	Financial Report	GUEST	02-Jamada El Thani-1436	One-Time		
Company Profile document	File	Company profile in word format	Company Profile	GUEST	02-Jamada El Thani-1436	One-Time		
Commercial Registration Certificate	File	Commercial Registration 1998 scan copy	Commercial Registration	GUEST	02-Jamada El Thani-1436	One-Time		
Certificate from Labor Office 2015	File		Certificate from Labor Office	GUEST	02-Jamada El Thani-1436	One-Time		

Submit **Back** Step 4 of 4

Close Preferences Diagnostics

Figure 22: Submit the Application to Mobily



mobily موبيلي iSupplier Portal Close Preferences Diagnostics

Confirmation
Thank you for registering your company. Your registration has been submitted for approval and you will be notified of your registration status via email in due course.

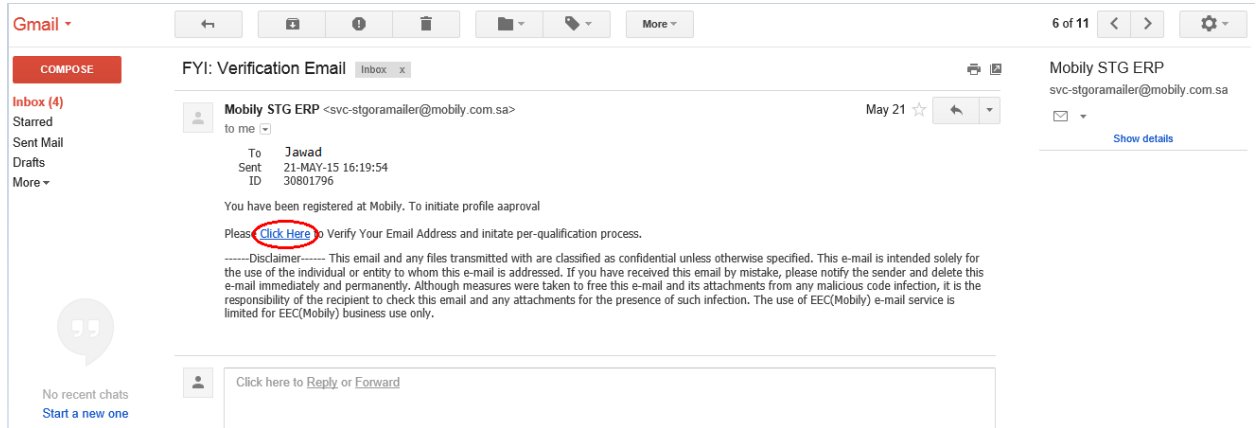
Close Preferences Diagnostics

About this Page Privacy Statement

Figure 23: Submission Confirmation



After submission, you will receive an email to verify your provided email address during registration.



After the verification Mobily receive your application, the supplier evaluation committee will take decision of approval on the application. In case any further information required from you, you will receive email requesting further details. After adding those details, you can re-submit the application.

Please note, the submission of a completed response does not guarantee future business or tender opportunities with Mobily.

In case your profile is rejected, Mobily will provide you the reason of rejection so you can correct and submit the application again in future.

Policies

- Vendor shall comply with Mobily Code of Conduct.
- All documents must be valid and verified
- All documents must be scan of original copy
- In case the license is in progress then submit a proof of scanned original copy.

For any support needed during registrations or for any other issue you may send queries directly to Vendors Relations VendorsRelations@mobily.com.sa, or can contact on Extn.: +966560313628 and +966 560314330