

FREQUENTLY ASKED QUESTIONS (FAQ's)

1. How to register at T4EDU?

- Simply visit the site at: <http://procurement.t4edu.com>

2. Can we present the documents manually?

- No. All documents should be uploaded in the Portal

3. How I can retrieve my password?

- You can retrieve your password by visiting the Login Page and click "Forgot my Password". Password will be sent to the registered email

4. What are the required documents to be uploaded for new supplier registration?

- **For any Local Company below certificates are required:**
 - o Commercial Certificate (CR)
 - o GOSI certificate
 - o ZAKAT Certificate
 - o Saudization Certificate
 - o Article of Association (AOA) – *for Company only. For Establishment, not required*
 - o Chamber of Commerce Certificate
 - o VAT Certificate
- **For any Foreign Company below certificates are required: (all documents should be authenticated by the Saudi Embassy in respective country)**
 - o Business License/ Commercial Certificate/ Business permit
 - o Article of Association (AOA)
 - o Power of Attorney (POA) – if you have branches/offices or representative in KSA

5. We are Establishment and we don't have Article of Association (for local company only)?

- Article of Association (AOA) is required for company only. For Establishment, you can upload the Commercial Certificate (CR) under AOA field in the registration form.

6. Which government entity I should select when issuing the Saudization Certificate (for local company only)?

- You can select Ministry of Education (MOE) entity.

7. What are other certificates I can upload in the system (for local company only)?

- Aside from the 6 certificates required in pre-qualification requirements, you can upload Article of association and any license certificates issued as per business services offered (IT, Media, Training, Construction, SAGIA,)

8. We are a foreign company and we have branches/offices in Saudi Arabia?

- You have the option to register either with the local or foreign entity.

9. Who can register as T4edu supplier?

- Any supplier can submit registration request as long as they have met the pre-qualification requirements

10. How will I know that my registration is approved?

- Upon submission of registration request, you will receive a confirmation in your registered email with 10 business days.

11. How I can participate in any tender publish in the website?

- You need to create an account in order to express your interest by clicking "LIKE" in any tender related to your business services
- For registered vendor, you will receive an invitation in your registered email for the tender related to your business services

12. What are the most common reasons for rejection of new or renewal of Supplier Registration?

- Any Suppliers who has relatives working at T4EDU are not allowed to submit registration request.
- Any suppliers who failed to meet the pre-qualification requirements is subject for rejection.

13. Why my payment is on-hold?

- Your payment will be on-hold if the registration request has not been confirmed yet or failed to update the expired certificates.