



ANP-ESSC PORTAL USER MANUAL





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#### Introduction

Welcome to the ESSC Project User Manual. This manual is designed to guide users through the functionality and features of the ESSC platform. It provides step-by-step instructions for using each module effectively and troubleshooting common issues.

### **Purpose of the ESSC Platform**

The ESSC platform will help foster collaboration among key stakeholders, including the Government of Timor-Leste (GoTL), oil and gas operators, and both local and international suppliers and vendors, to efficiently seek and provide goods and services within the oil and gas industry.

For oil and gas operators, the platform streamlines the process of identifying potential vendors or suppliers that meet industry standards. It ensures thorough background screening and profiling to verify suitability and compliance.

For stakeholders, the platform provides a straightforward approach to identifying and assessing gaps in the technical and financial capabilities of local suppliers and vendors relative to industry requirements. It enables tracking and monitoring of development progress among participating suppliers while supporting capacity-building initiatives to help them meet industry standards.

For local and international suppliers, the platform provides easy access to critical information about procurement opportunities in the oil and gas sector, enhancing their ability to participate actively and contribute to the industry's growth.

#### **Audience**

This manual is intended for all users of the ESSC platform, including ANP-Regulators, Suppliers, Operators and other stakeholders.



#### **Overview of Modules**

The ESSC platform is composed of the following modules:

- **Supplier Management:** This module hosts the business registration system, facilitating the registration of local and international enterprises, including consultants, to become verified and qualify for participation in oil and gas industry business opportunities.
- Goods and Services Catalogue: This module serves as an e-commerce center, enabling suppliers to publish goods and services catalogues for assessment by all Stakeholders within the ESSC portal.
- **E-procurement and Contract Management:** This module facilitates the entire bidding process, encompassing procurement planning, expressions of interest, announcements (requests for proposals and tenders), bid evaluation, and contract awarding. Additionally, it will enable contract management, allowing ANP and oil operators to track the status of their contracts, including those of subcontractors.
- **Information Centre:** This module serves as a content management system, providing an online information hub that delivers updates on news, activities, publications, marketing materials, photo galleries, posts, and advertisements.
- **Intranet:** This module serves as a tool to facilitate document management and collaboration among all Regulator users and their Stakeholders within the portal.



## **Module Descriptions and User Guides**

#### **Goods and Services Module**

The Goods and Services module serves as the Market Place for the Suppliers and Operators within the ESSC Portal. It ensures transparency, consistency, and accessibility in how goods and services are listed and matched with suppliers.

### **Key Functions:**

### • Category Definition and Management:

Maintains standardised categories and subcategories of goods and services. This includes technical descriptions.

### • Supplier Association:

Links suppliers to the categories for which they are qualified, based on profiles created during registration and background screening in the Supplier Management Module.

### Search and Discovery:

Allows operators and regulators to easily search for goods and services and identify potential vendors who meet industry standards.

#### Gap Analysis Support:

Helps stakeholders assess gaps between local suppliers' capabilities and industry requirements, highlighting areas for development and capacity-building.

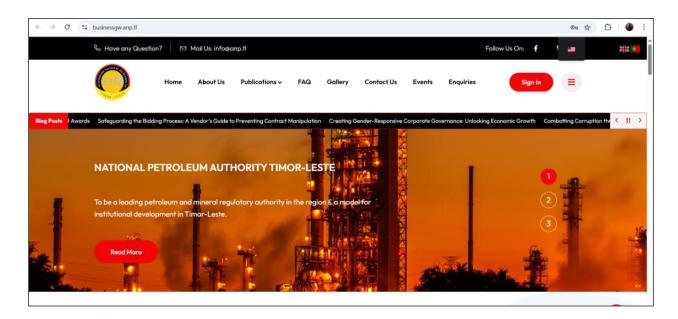
#### Dynamic Updates:

Supports continuous updates to categories, allowing for the inclusion of emerging technologies or industry-specific needs.



#### How to Use the Goods and Services Module

Either as a Verified Supplier or an Operator, the process of using the Goods and Services module is the same. On your browser, click on the business gateway URL: <a href="https://businessgw.anp.tl/">https://businessgw.anp.tl/</a>



At the top right corner, where the '**Sign In**' button is located, click on the button to be redirected to the login page.

Once the page is opened, enter your login credentials, and click on the login button.

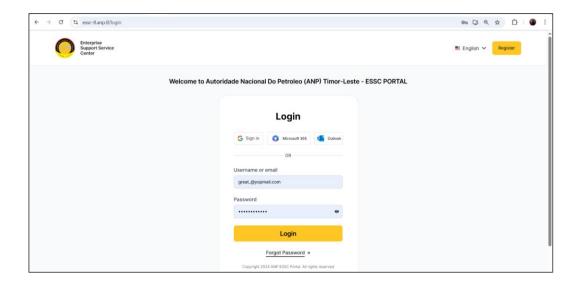
You can also login with your g-mail or outlook email account (provided you signed up using those channels.

For regulator users, kindly enter your staff email and password and click on the Microsoft 365 on the login page to login with your staff email.

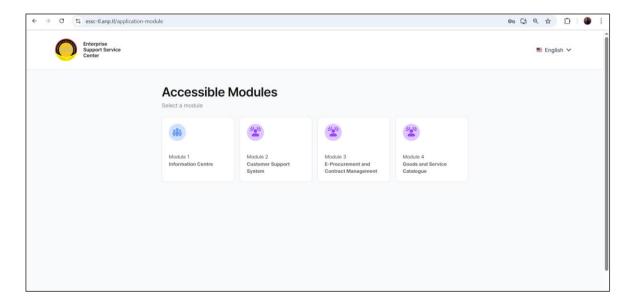
Kindly contact the ANP Admin to make sure your account has been profiled.

If you having any issues accessing the portal, kindly check steps on how to sign up on the portal in the sign section of the Supplier Management User Manual.





Upon successful login, you will be redirected to the accessible modules screens (depending on your access rights) will as displayed below.



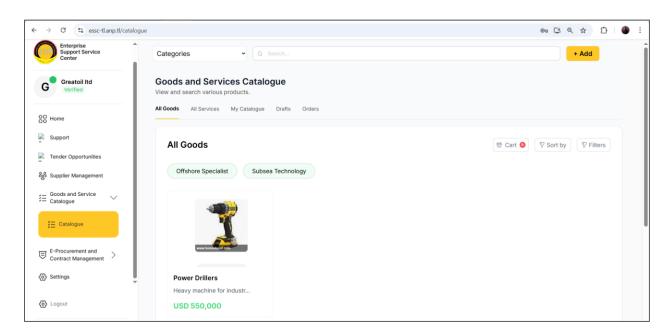
Click on the 'Goods and Services Catalogue' button from the list of accessible modules to access this module.



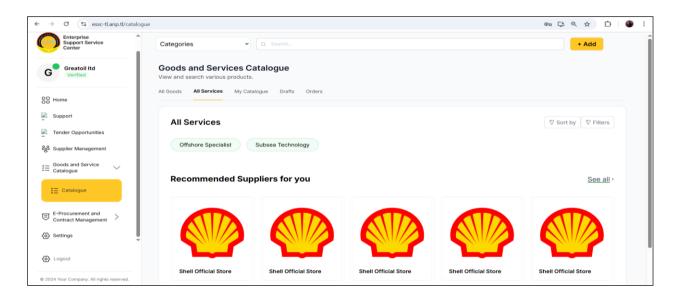
## **Goods and Services Catalogue**

On the Goods and Services Catalogue module, you will be able to see tabs for All Goods, All Services, My Catalogue, Drafts, and Orders.

The **All Goods** tab is used to access list of all the Products that have been profiled under the Goods category.

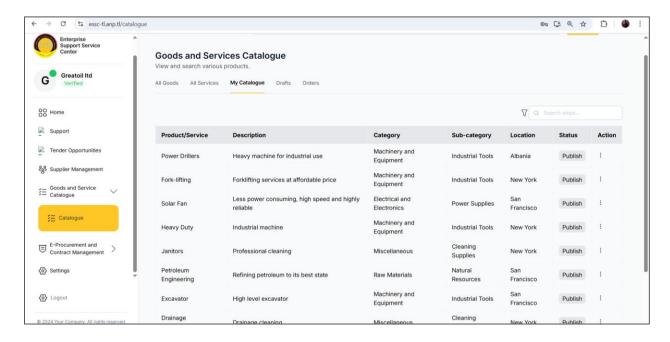


The **All Services** tab is used to access the list of all the Products that have been profiled on the portal as Services by the Supplier/Operator.





The **My Catalogue** tab is used to access all the Goods and Services items profiled by the Supplier/Operator and published. And you can see the description, category, sub-category, location and status of that item.



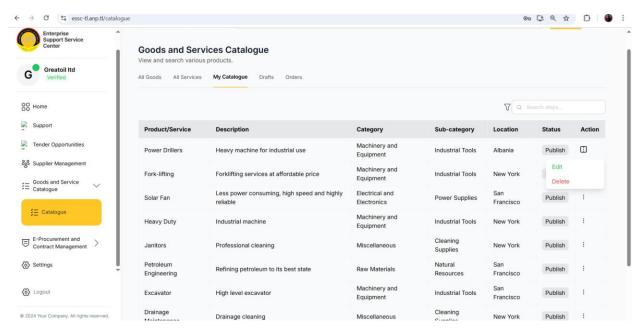
To edit any of the record(s) on this page, click on the three dots under the action menu and select "Edit" from the drop-down menu list to edit the current record.

To delete any of the record(s) on this page, click on the three dots under the action menu and select "Delete" from the drop-down menu list to delete the current record.

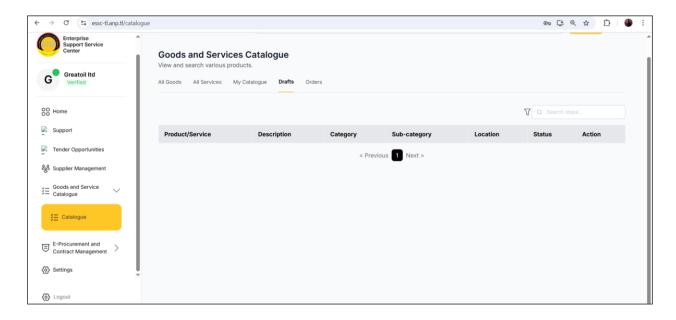
**Note**: You cannot delete any record(s) that has been used in an order.

See the below image for illustration on the above processes.





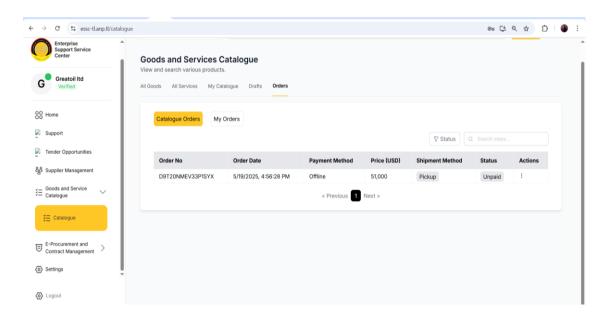
The **Draft** tab is used to managing all the Goods and Services that has been profiled by the Supplier/Operator but are not yet published.





The **Orders** tab is used for managing Customers' orders for goods/services. It has two tags namely **Catalogue Orders** and **My Orders**.

- The Catalogue Orders tag is used for managing Orders placed by your Customers for your own goods/services
- My Orders is used for managing your purchases from other Suppliers/Operator within the portal.



## **Catalogue Orders**

There are five (5) columns on this page each is used to display information regarding an order.

Below is the list of these columns;

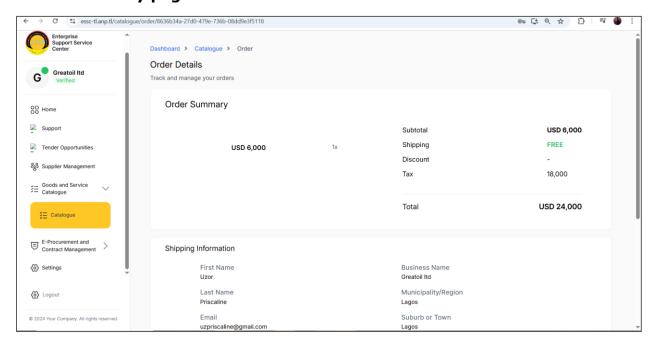
Order No, Order date, Payment Method, Price (USD), Shipment method and Status.

You can filter/search for any record using any of the above column names.

To view details of any order, click on the three dots under the Actions menu and select "**View**". This will display the summary of the order as shown below.



### **Order Summary page**



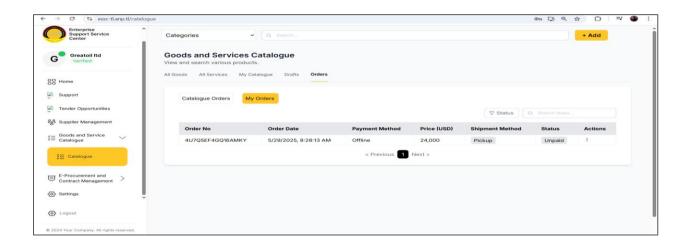
## **My Orders**

There are five (5) columns on this page each is used to display information regarding an order.

Below is the list of these columns;

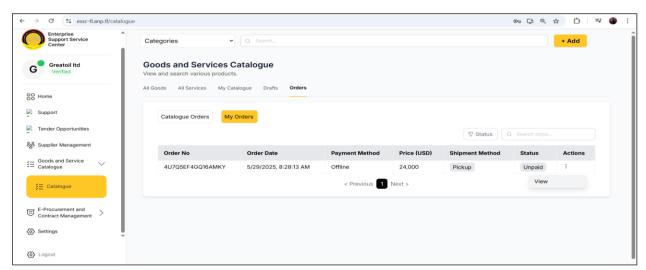
Order No, Order date, Payment Method, Price (USD), Shipment method and Status.

You can filter/search for any record using any of the above column names.

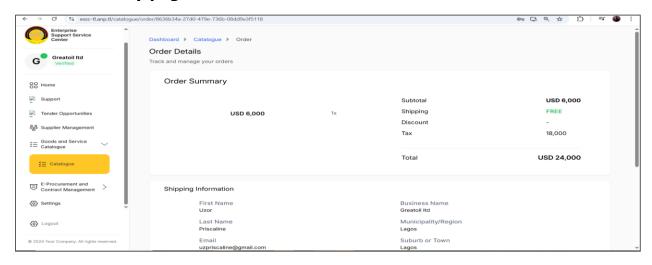




To view details of any order, click on the three dots under the Actions menu and select "**View**". This will display the summary of the order as shown below.



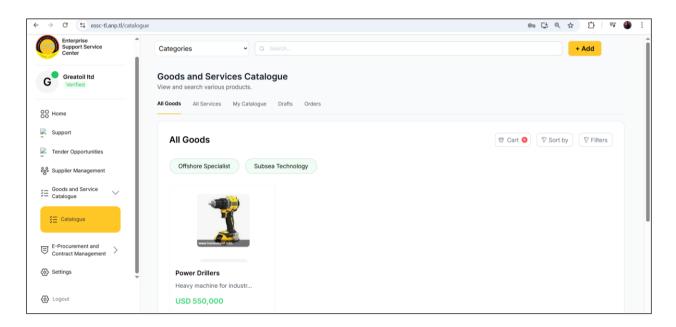
#### **Order Summary page**



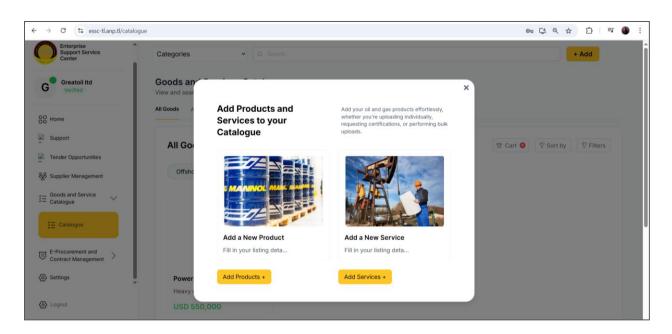


# **How to Add Good(s) Or Service(s)**

On the Goods and Services Catalogue Dashboard, on the top right corner, there is a '**+Add**' button. Click on the button.



You will be asked to select the option you want to use. The Add Products or Add Services.





### **Steps for Adding a Product**

To list a new product in the ESSC portal, follow these simple steps:

#### **Step 1: Product Information**

### 1. Add Image or Video

- Click the "+ Add Image or Video" button.
- Upload a clear image or video of the product (JPEG, JPG, PNG, or MP4).
- Note: The first image will serve as the cover image.
- Max file size: 10MB
- **Image dimensions:** Between 400×400 and 1500×1500 pixels
- Avoid using watermarked images.

#### 2. Title of Good or Product

- Enter a clear and concise name for the product or service you are offering.
- This will be visible in your company's product catalogue.

### 3. Category

 Select the appropriate category from the dropdown menu that best describes the type of product/service.

### 4. Sub-category

- Choose the most specific sub-category that applies to the product.
- Helps in better classification and discoverability.

#### 5. Location

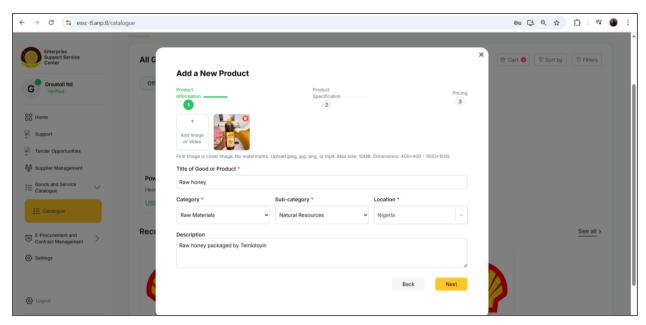
- o Indicate where the product is available or manufactured.
- This can help buyers or partners understand geographic availability.

#### 6. **Description**

- o Provide a brief but detailed description of the product.
- Include key features, use cases, certifications, or standards if applicable.

© Once all fields are filled, click the "Next" button to proceed to Product Specification (Step 2).





### **Step 2: Product Specification**

Fill in the detailed specifications of your product to help buyers understand exactly what you're offering.

### Required Fields

#### 1. Brand

Enter the official brand name of the product.

#### 2. Serial Number

o Provide the unique identifier or serial number for the product.

#### 3. Certification

 Select the relevant certification from the dropdown (e.g., ISO, SON, etc.).

#### 4. Model

o Enter the model ID or number assigned by the manufacturer.

#### 5. **Production Country**

Choose the country where the product is manufactured.

### 6. Product Line

State the product line, range, or sub-brand.

### 7. Size/Dimensions

 $\circ$  Specify the dimensions in centimeters (L  $\times$  W  $\times$  H).

#### 8. Warranty Duration (Years)

Select how many years of warranty the product carries.

#### 9. Warranty Type



 Choose the type of warranty available (e.g., Manufacturer, Limited, None).

## 10. Product Availability

State the number of units currently available.

#### 11. **Distribution Mechanisms**

 Choose how the product will be distributed (e.g., direct, retail, B2B).

### 12. **Tags**

 Add at least one relevant tag (e.g., Electronics, Tools, Industrial) to improve search visibility.

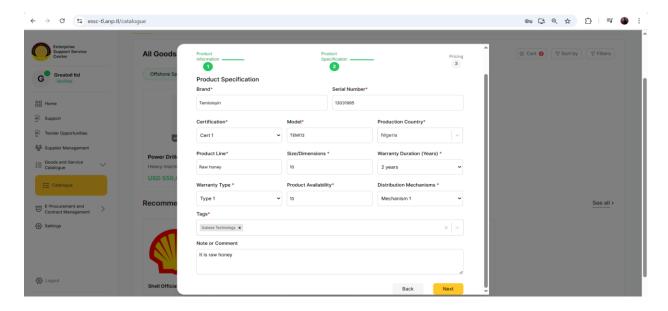
### 13. **Note or Comment** (optional)

 Add any extra notes or comments about the product, such as delivery timelines or usage advice.

© After completing all required fields, click the "Next" button to proceed to the next tab.

## Step 3: Pricing

In this section, you'll enter the pricing details of your product.



### **Required Fields**

#### 1. Global Price (USD)

- o Enter the product's global (international) price before tax.
- o This helps in benchmarking or comparing prices across countries.

#### 2. Sale Price (USD)



- o Enter the price at which you're offering the product on the platform.
- This should reflect any discounts or market adjustments.

#### 3. VAT Inclusion Checkbox

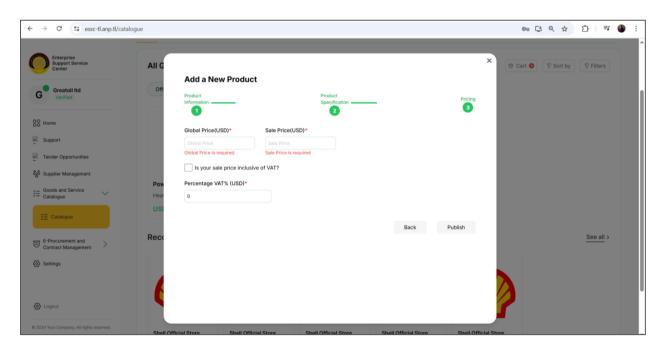
- Check the box if your sale price includes VAT.
- Leave it unchecked if VAT will be calculated separately.

## 4. Percentage VAT% (USD)

- Enter the VAT percentage (e.g., 7.5%).
- o This field is required even if the VAT is 0%.

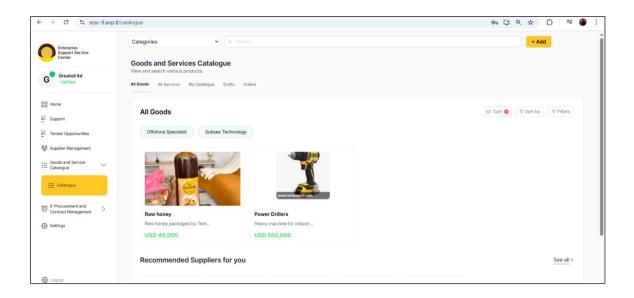
#### **Publishing**

- Once all fields are filled in correctly, click the "Publish" button to submit the product to your catalogue.
- If needed, use the "Back" button to revise any previous step.



Once published, the item will be displayed on the dashboard, allowing you to view it.

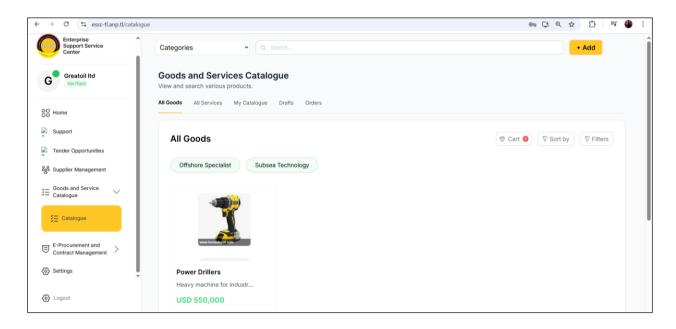




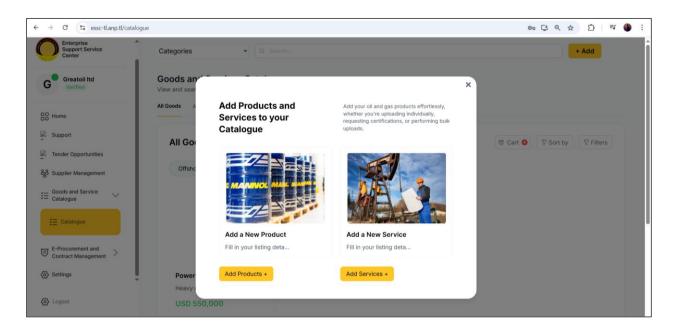


### **How to Add Services**

On the Goods and Services Catalogue page, on the top right corner, there is a **'+Add'** button. Click on the button.



You will be asked to select the option you want to use. The Add Products or Add Services.





### **Step 1: Service Information**

The service creation process is divided into three main steps, with Step 1 focusing on basic service information.

### **Required Fields**

#### Service Title

- **Field**: "Title of Service/Consulting\*" (Required)
- Instructions: Enter a clear, descriptive name for your service

### Service Image/Media

- Upload Options: Image or Video
- Supported Formats: JPEG, JPG, PNG, or MP4
- File Size Limit: Maximum 10MB
- **Dimensions**: 400×400 to 1500×1500 pixels recommended
- Notes:
  - First image serves as the cover image
  - No watermarks allowed
  - High-quality images improve service visibility

#### Category Selection

- **Field**: "Category\*" (Required)
- **Action**: Select from the dropdown menu

#### Sub-category Selection

- **Field**: "Sub-category\*" (Required)
- Action: Select appropriate sub-category based on main category selection

#### Location

- **Field**: "Location\*" (Required)
- Selection: Choose from dropdown list of available locations

#### Service Description

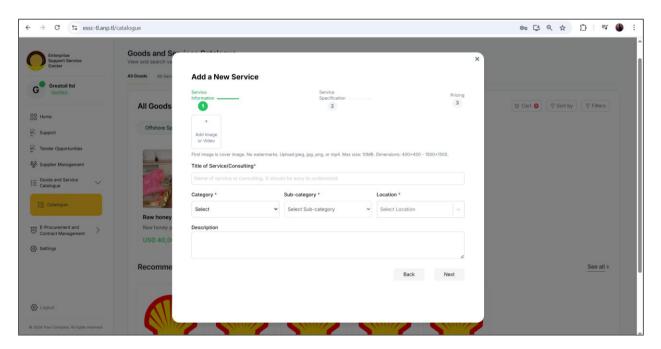
- **Field**: "Description" (Optional but recommended)
- Guidelines:
  - Include key features and benefits
  - Specify what's included in the service
  - Mention any prerequisites or requirements
  - Use clear, professional language
  - Be comprehensive but concise



### **Next Steps**

After completing Step 1, you will proceed to:

- **Step 2**: Service Specification (detailed service parameters)
- **Step 3**: Pricing (cost structure and pricing details)



### **Step 2: Service Specification**

After completing the basic information, you'll move to Step 2 where you provide detailed service specifications.

#### **Required Fields**

Service Details

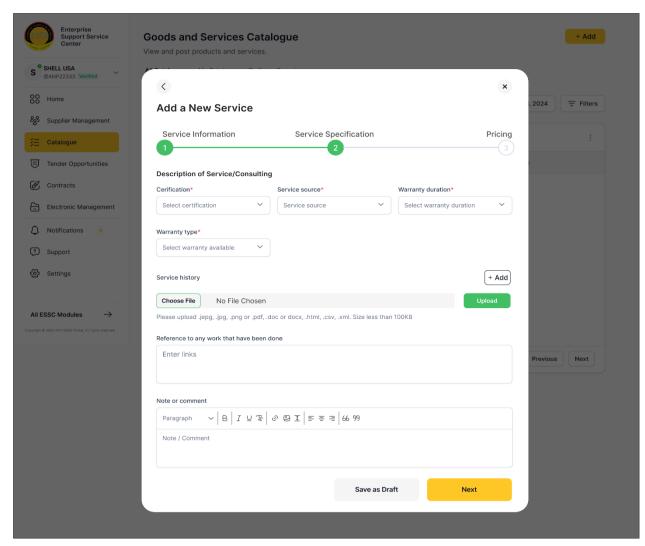
- **Certification**: Select what certifications your service has
- **Service Source**: Choose where your service comes from
- **Warranty Duration**: Pick how long your warranty lasts
- Warranty Type: Select what type of warranty you offer

### **Optional Fields**

Service History

- File Upload: Add documents about your past work
- Supported Files: .jpeg, .jpg, .png, .pdf, .doc, .docx, .html, .csv, .xml
- File Size: Must be less than 100KB
- Click "Choose File" then "Upload"





#### Work References

Purpose: Add links to previous work you've done

Format: Enter website links or URLs

## Notes/Comments

Rich Text Editor: Add any extra details about your service

• **Formatting**: You can make text bold, italic, add bullet points, etc.

Content: Include anything else customers should know

### **Navigation**

Save as Draft: Save your work without publishing

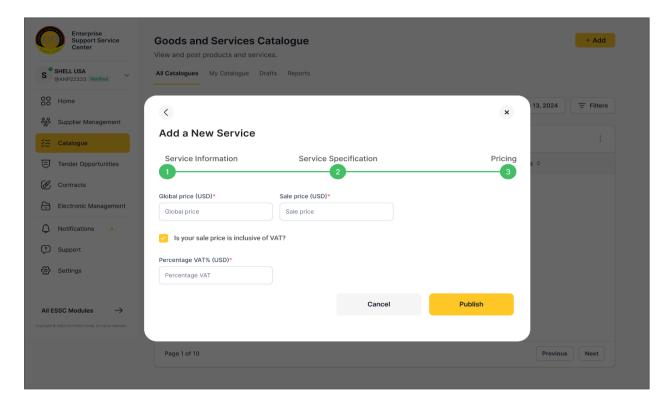
Previous: Go back to Step 1

Next: Continue to Step 3 (Pricing)



### Step 3: Pricing

The final step is setting your service prices. All prices are in USD.



#### **Required Fields**

#### Price Information

- Global Price (USD): Enter your regular service price
- Sale Price (USD): Enter your discounted price (if any)

#### VAT Settings

- **VAT Inclusion**: Check the box if your sale price includes VAT
- VAT Percentage: Enter the VAT rate (required if VAT is included)

#### **Final Actions**

- Cancel: Exit without saving your service
- Publish: Make your service live on the platform



## The Marketplace

The Marketplace is where users can see goods and services posted by other users on the application.

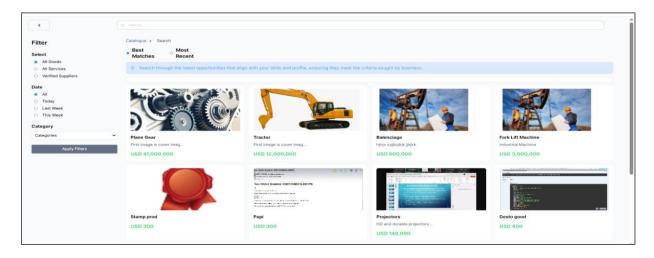
To access the Marketplace, log in to the ESSC portal. Once you are logged in, below the Goods and Services Catalogue, you will find the Marketplace.



Click on it to see different Goods and Services offered on the application.

You can filter by All Goods, All services or Verified Suppliers'. You can also filter by date.

Once vendors post any Goods or services they want the general users to patronize, it will be published here.

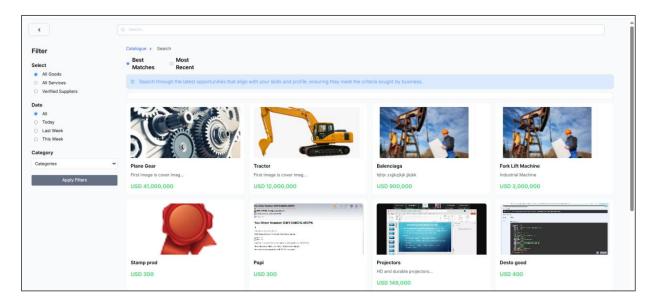


You can click on any of the goods and services to see more details about the product or service.

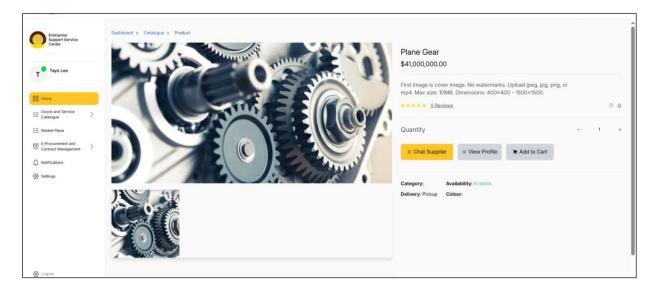


## **How to Order for Goods Using The Marketplace**

Once you are on the Marketplace page, hover on any item you would want to place an order for

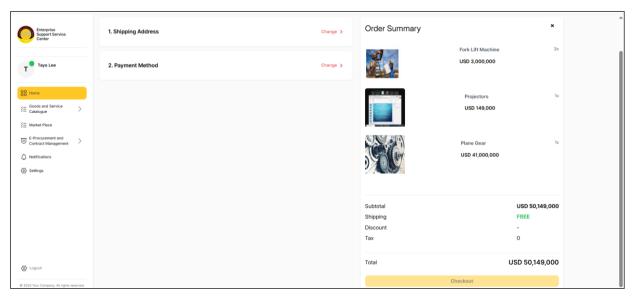


The details of the order will be displayed and you can chat with the supplier, view profile of the supplier or add the product to cart.

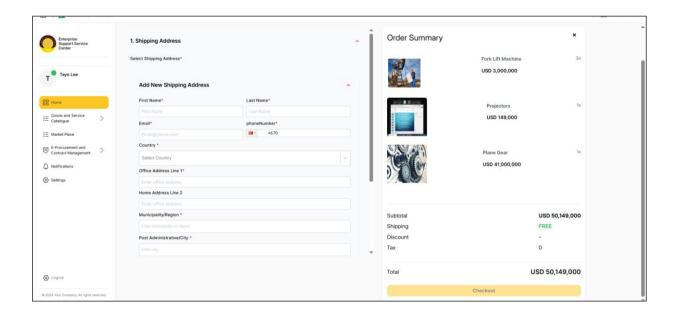


You can add as many products you want to the order and you will see the details of your purchase.

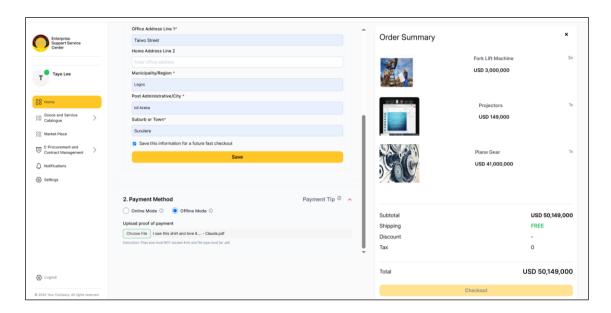




Click on proceed to add the shipping address and your payment method.







Once you are done with the all the above processes, click on the "Checkout" button to close the order.

This action will close the present order and your will receive an email to confirm your order.

To read more, visit this link: <a href="https://businessgw.anp.tl/good-and-service-catalog/">https://businessgw.anp.tl/good-and-service-catalog/</a> on the information center.