IPEME
INSTITUTO PARA A PROMOÇÃO DAS PEQUENAS E MÉDIAS EMPRESAS

MOZAMBIQUE MSME's DATABASE

PLATFORM USER MANUAL

2021

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INTRODUCTION

This document aims to show the platform user how to use the MSME Database, made available by **IPEME – Institute for the Promotion of Small and Medium Enterprises**, which is referred to in abbreviation as **IPEME-DB**.

The system as a whole offers as its main functionality the Promotion and Management of Business Opportunities, through:

- Exhibition of products and services;
- Promotion of business communication between MSME's; and
- Access to opportunities offered by the extractive industry market in Mozambique.

These forms of usability described above can be better interpreted based on the sections described in this manual, where you can understand processes such as:

- Registration of a new company;
- Platform approval criteria;
- Deletion, Consultation / Modification of the registration performed;
- Update of user data; and
- Query the history of operations carried out on the platform.

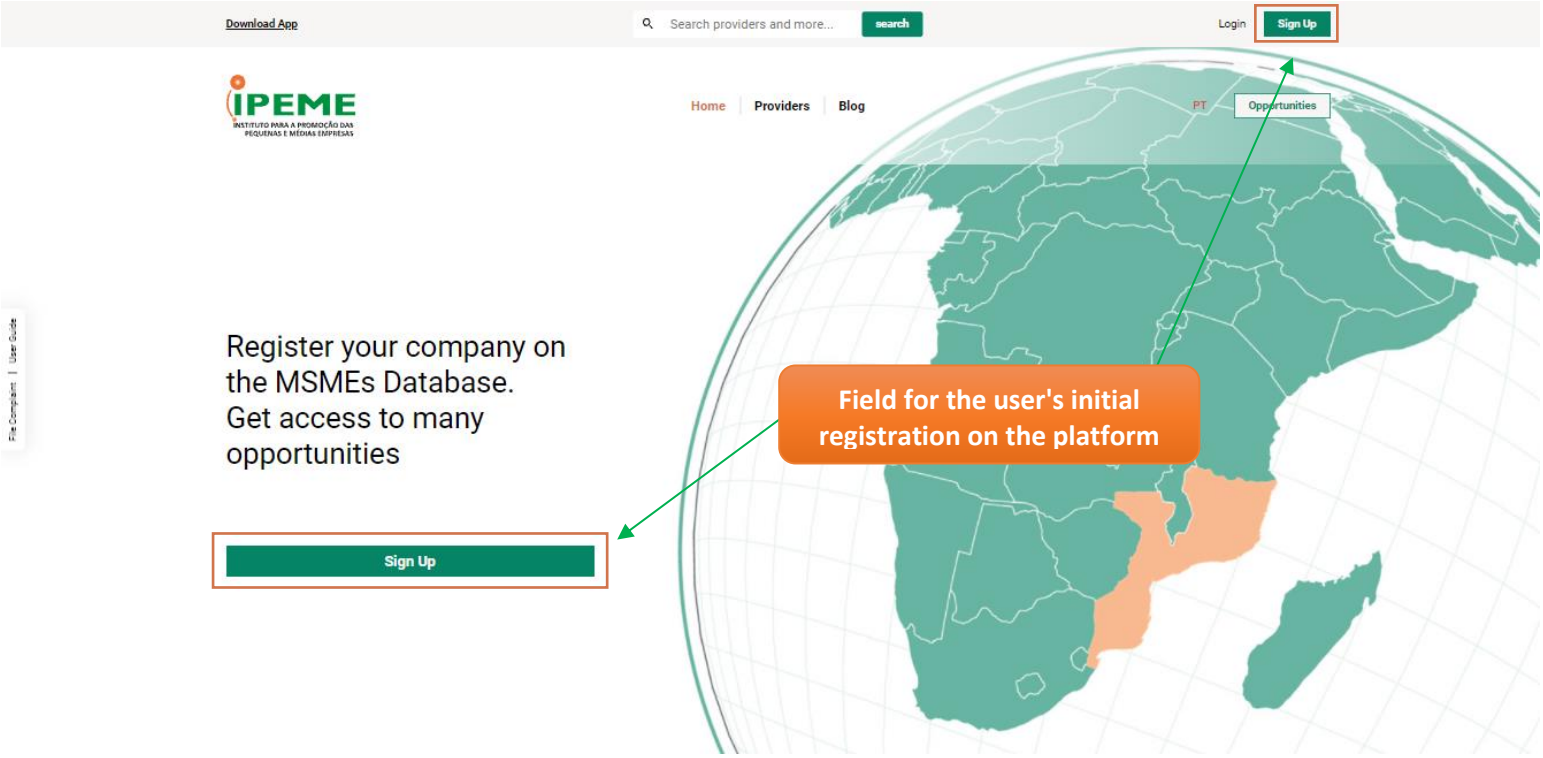
This manual may be modified as the system undergoes updates and improvement increments so that the user can reap the best experience.

ACCESS TO MSME's DATABASE

The Platform User is a user of the system that is created through the registration process available via the Web or USSD, and aims to ensure that Micro, Small and Medium Enterprises, both national and international, can register on the data offered by IPEME and start to have access to a management environment and access to business opportunities between them.

Platform User Registration via Web

To register in the MSME's database, the platform user must access the registration screen, using the **Sign Up** buttons, as shown in the figure below:

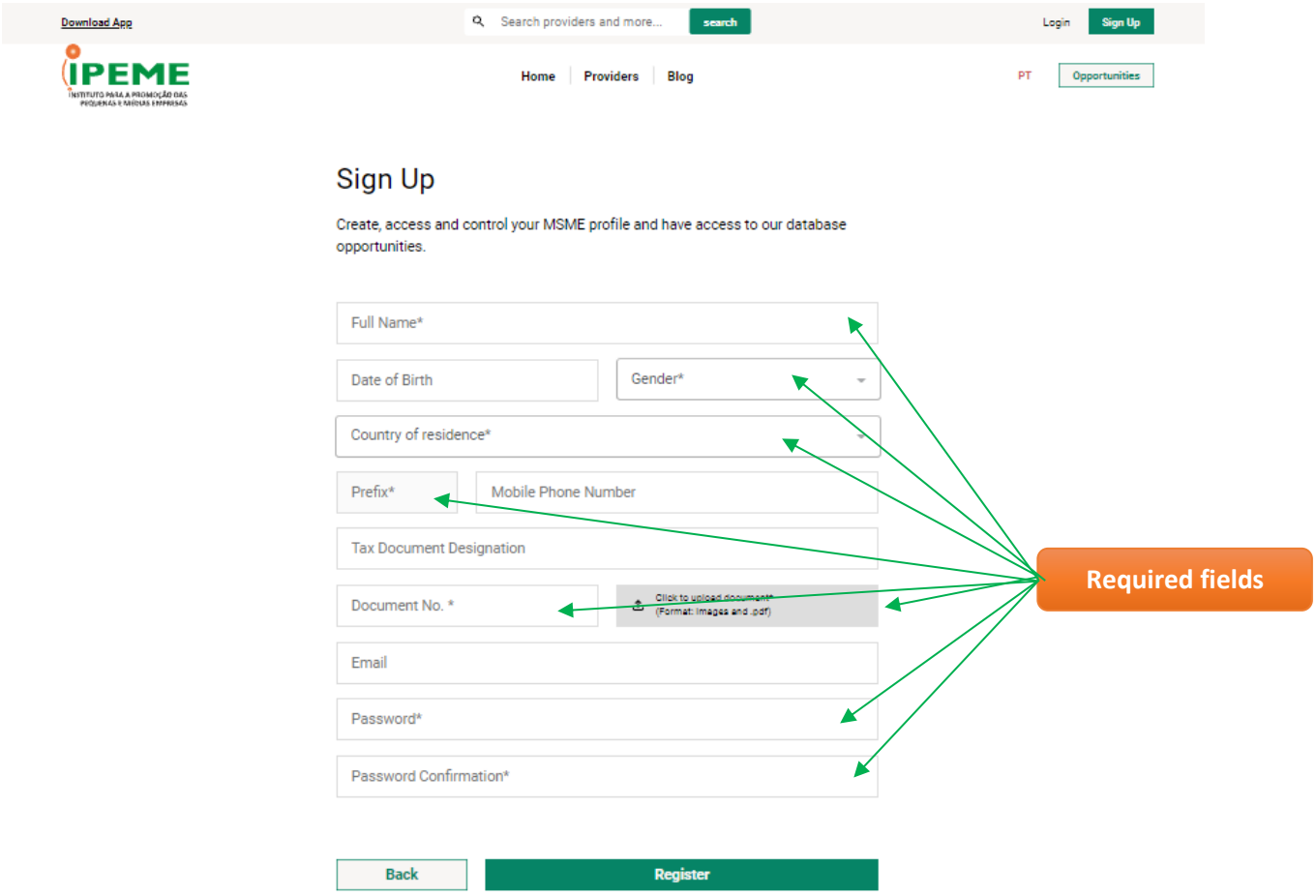


Once you click on one of the buttons illustrated above, the system will display the registration screen, where the user must fill in the following data:

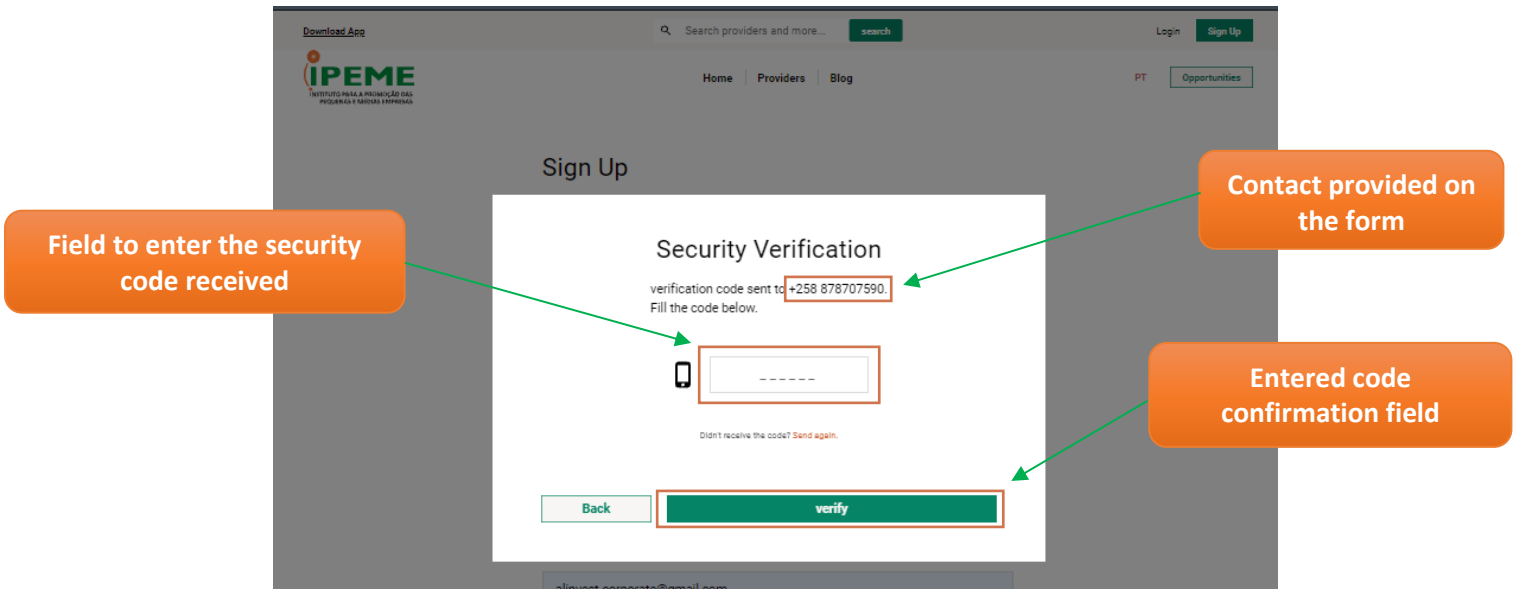
a) Full name;
b) Genre;
c) Country of residence;
d) Telephone;
e) Type of Tax Document;
f) Tax Document Number;
g) Upload Tax Document;
h) Email; and

i) Password.

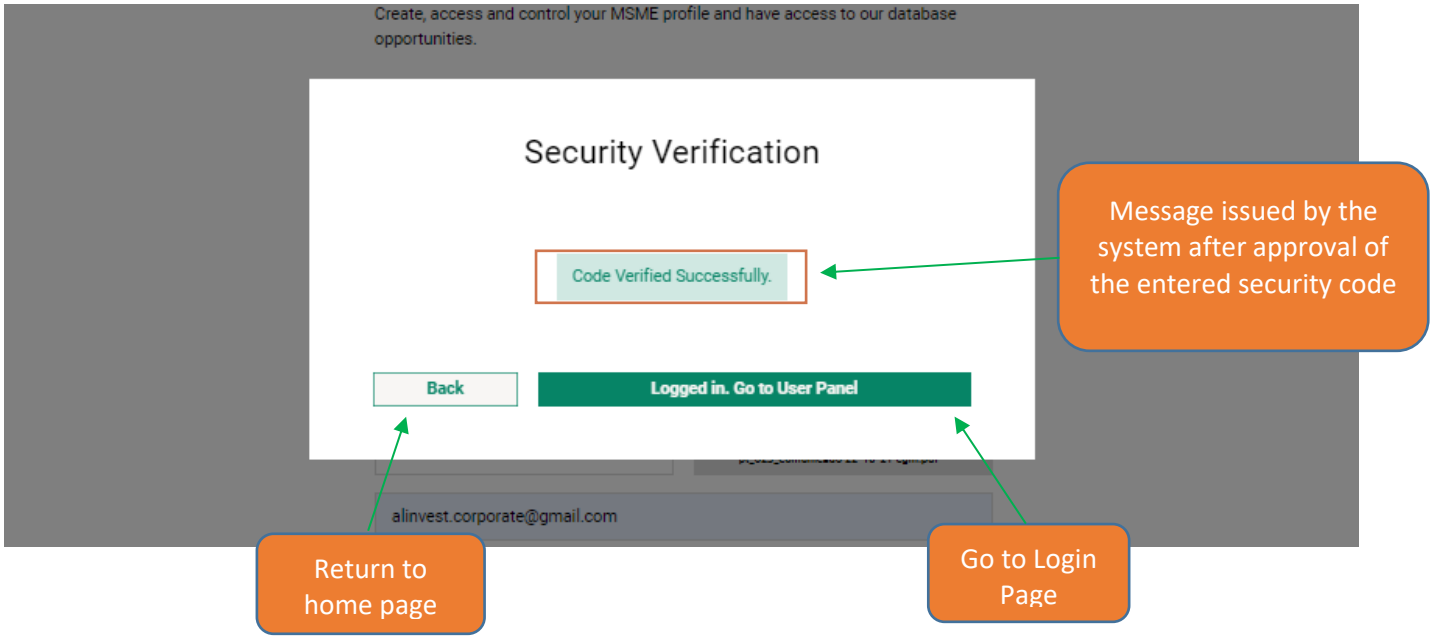
Note: Fields marked with an asterisk (*) are mandatory.



After duly filling in all fields, or the mandatory ones that are duly marked with an asterisk (*), the system will send an SMS message to the number provided with a verification code, which must be entered in the system for registration to take place. The screen to be checked in this process is as follows:

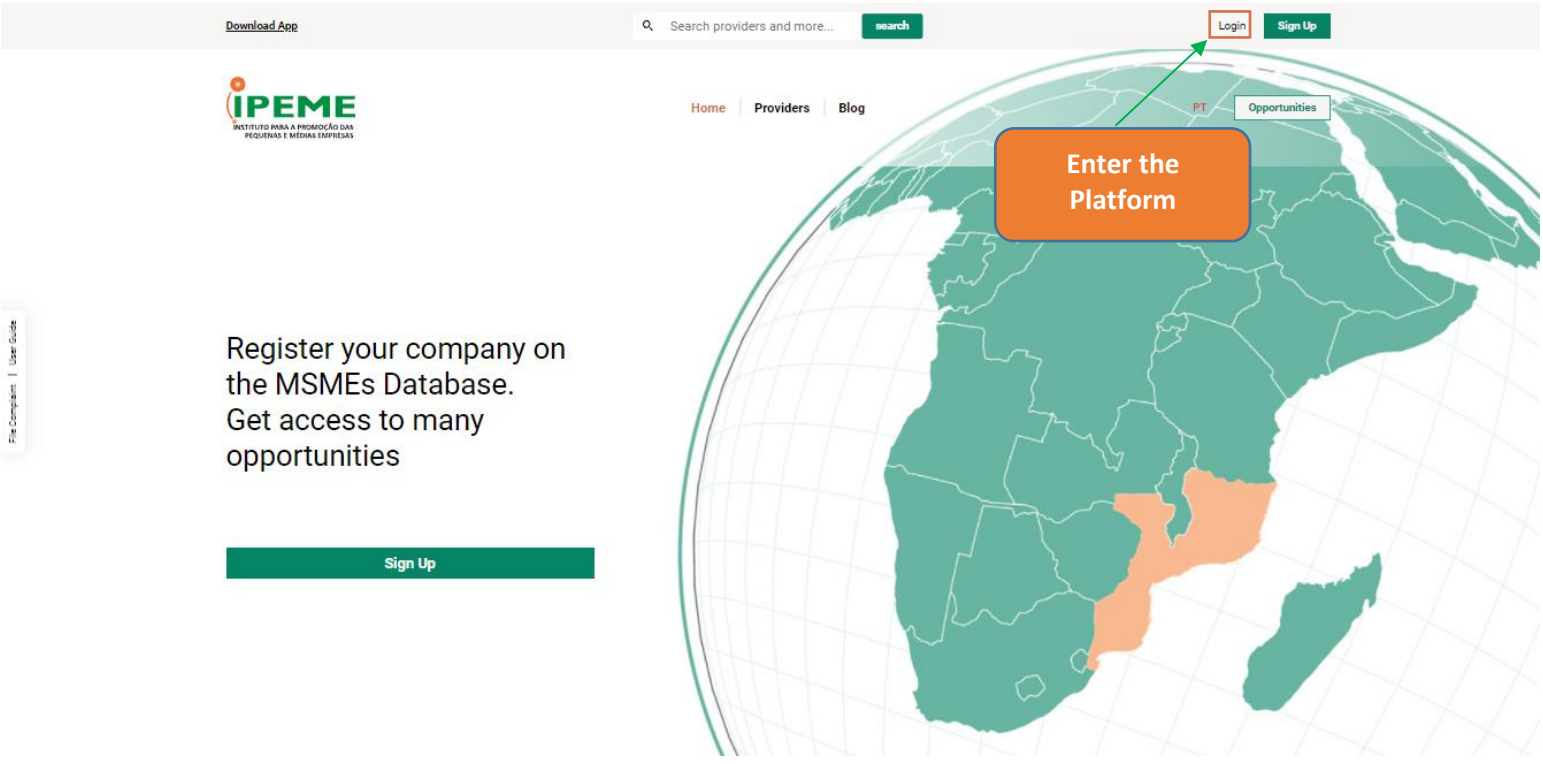


Once the code received via SMS is inserted, the system will display a success message, with two buttons, where you can go back to the initial screen or go to the login screen.



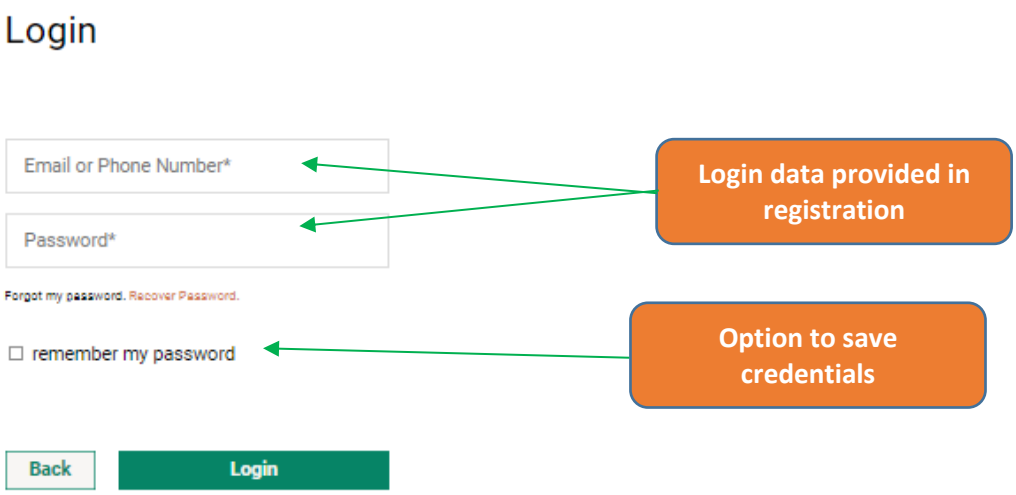
Enter the MSME's Database

To enter the MSME's database after registration, simply access the Login screen by clicking on the **Login** button, as shown in the figure below:



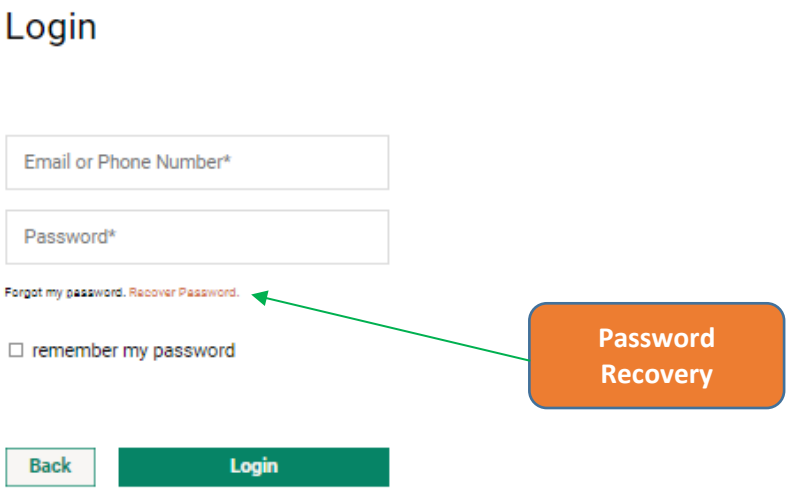
After clicking on the entry link for the platform, the system will display a screen with empty fields where the user must fill in the data of e-mail / telephone number and password, used in the registration process.

In this same screen, you will have the option, if you wish to keep your credentials registered in the login field, the functionality that allows you to remember them and in the following sessions you will not need to enter them again.

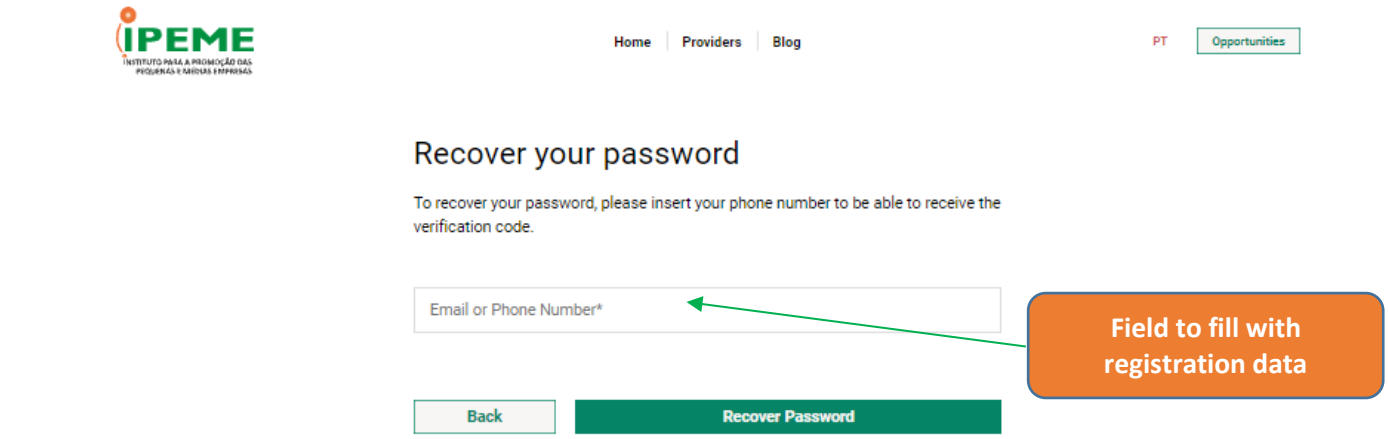


Password recovery

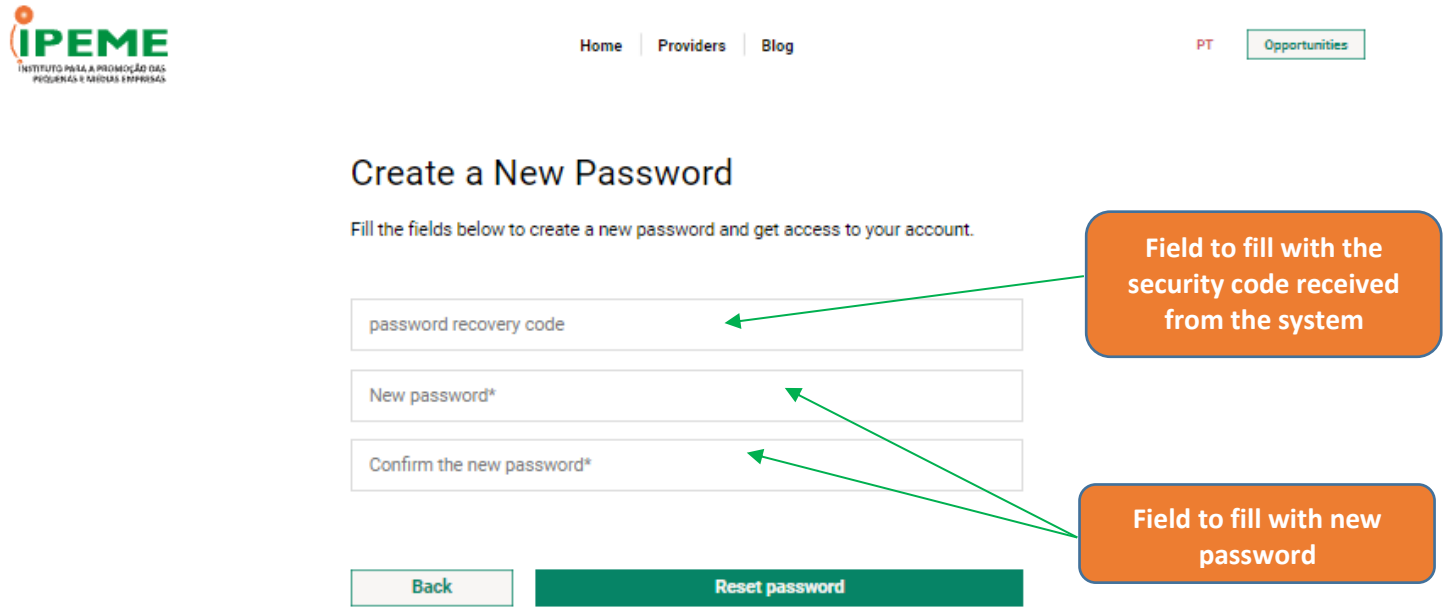
If you forget your login data, the system allows you to request password recovery via the link **Recover Password**, as illustrated below:



By clicking on the link, the system will go to the password recovery screen where the user must provide the email or telephone number used in the registration process to receive the verification code that will be used to reset the password, as illustrated below:

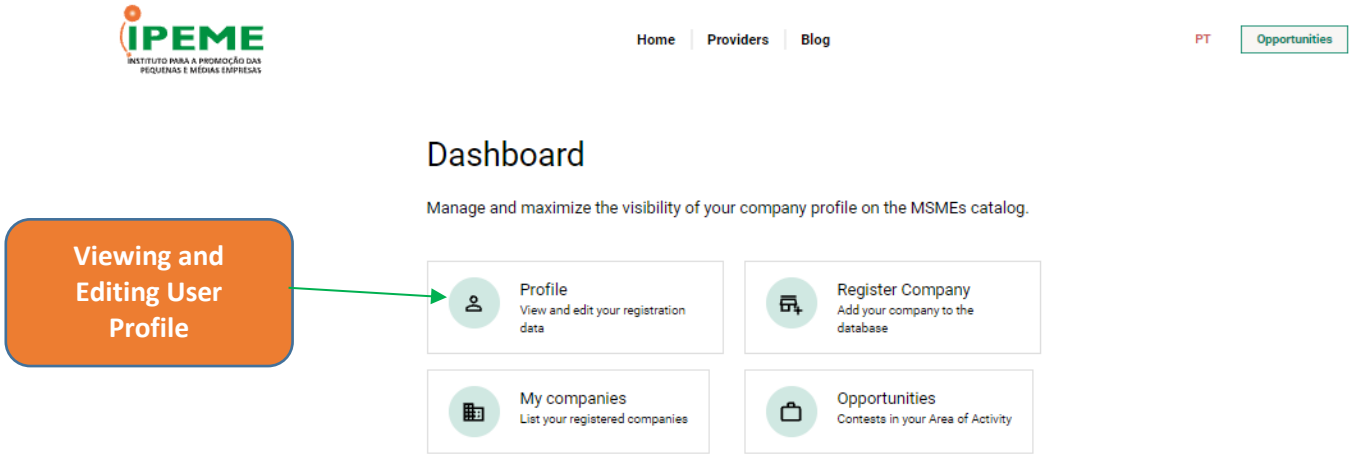


Once the password recovery form is submitted, the system will display the screen below, to create the new password, after verifying the security verification code sent to the recovery method used (e-mail or cell phone):

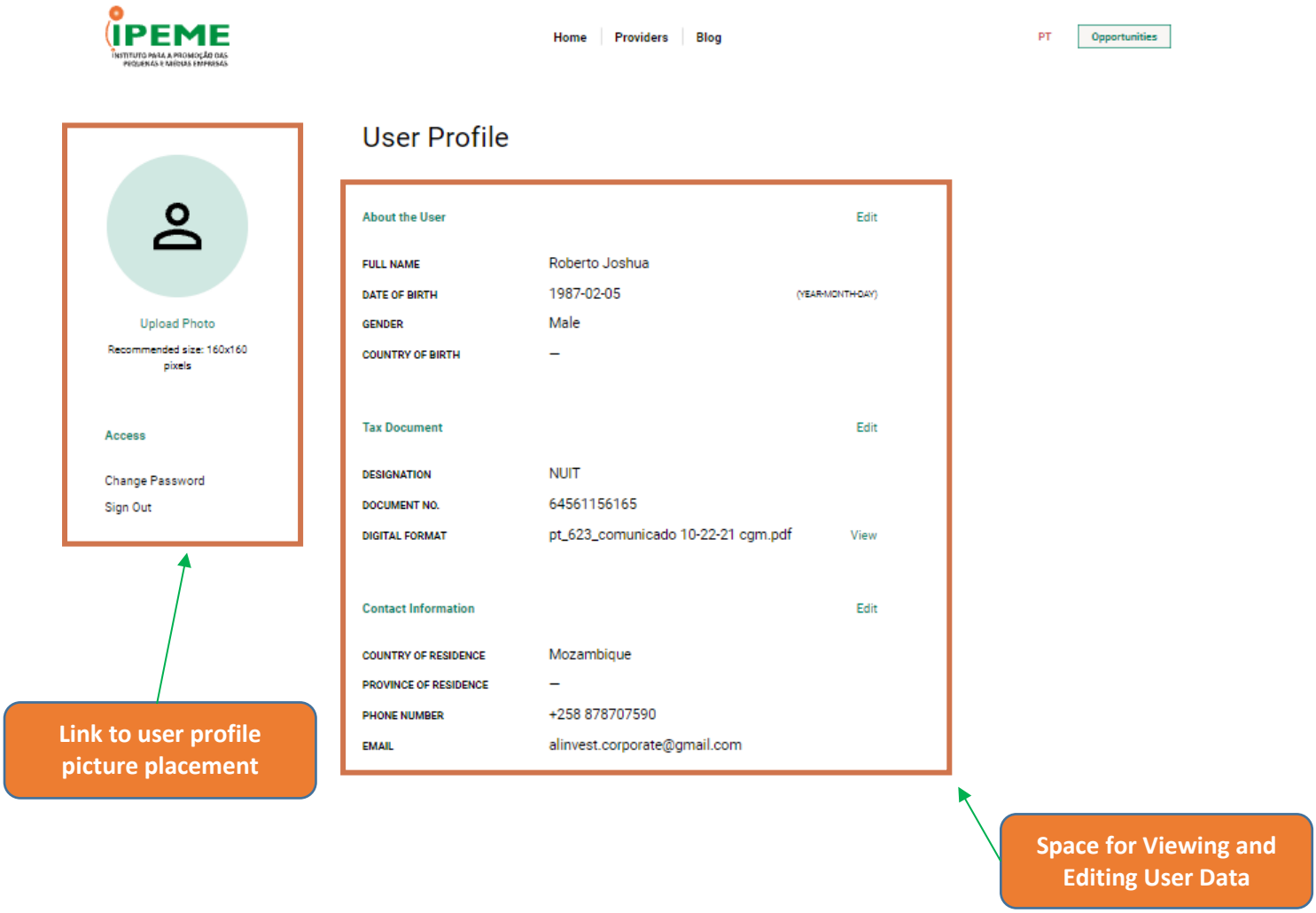


Viewing and Editing User Profile

To view or edit the user's profile data, simply login and in the User Panel access the user profile by clicking on the Profile access field, as illustrated below:



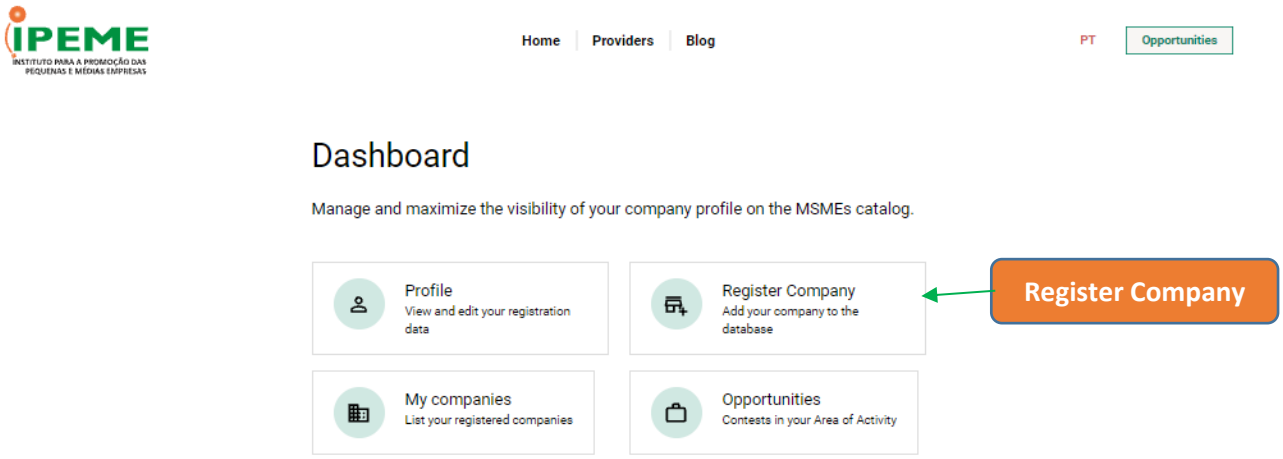
Below you can see the illustration of the screen for viewing and editing profile data where, apart from the data, you can also upload the profile photo.



COMPANY MANAGEMENT IN THE MSME'S DATABASE

Register Company

To register a company in the MSME's Database, simply login and access the menu in the User Panel **Register Company**:

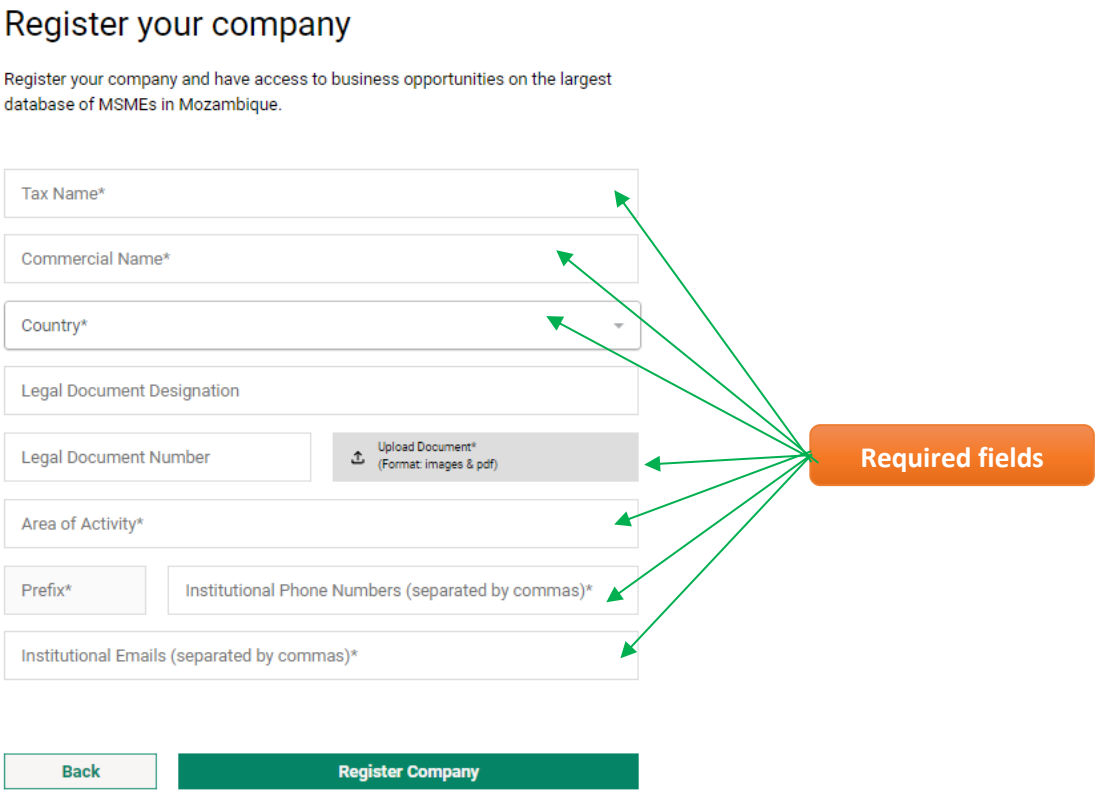


When accessing the company registration field, the user will have access to a screen with a form where it will be necessary to fill in the following data:

a) Tax Name;
b) Commercial name;
c) Legal Designation;
d) Legal Document Number;
e) Upload Legal Document;
f) Institutional Phones (separated by a comma);
g) Institutional emails (separated by a comma); and
h) Parents.

For the cases of Mozambican companies, the following should be indicated:

- Province;
- District;
- Type of Economic Activity;
- License number;
- License upload;
- Annual Business Volume; and
- Legal Status.



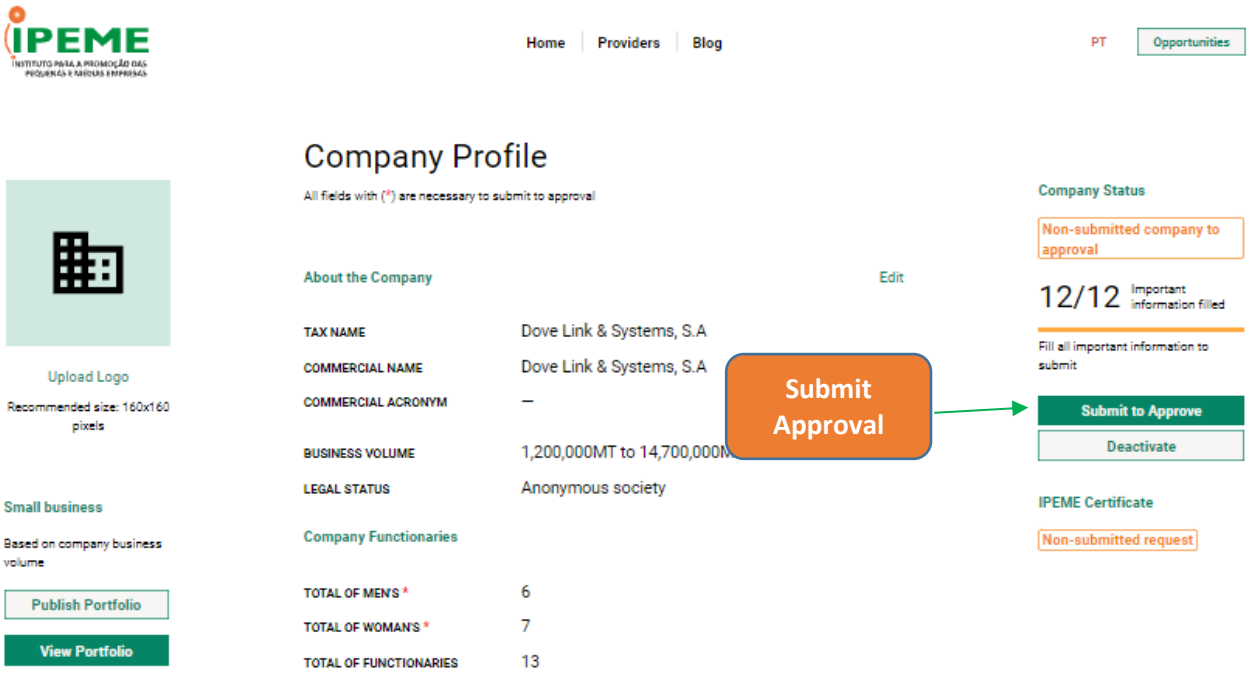
After duly filling in all fields, or the mandatory ones that are duly marked with an asterisk (*), the system redirects to a company profile screen, where the company administrator has the possibility to:

a) Edit Company Profile;
b) Publish Portfolio;
c) Submit the Company for Approval;
d) Deactivate the company;
e) Request IPEME Certificate;
f) Add/Remove administrator;
g) Upload Logo.

Submit Company for Approval

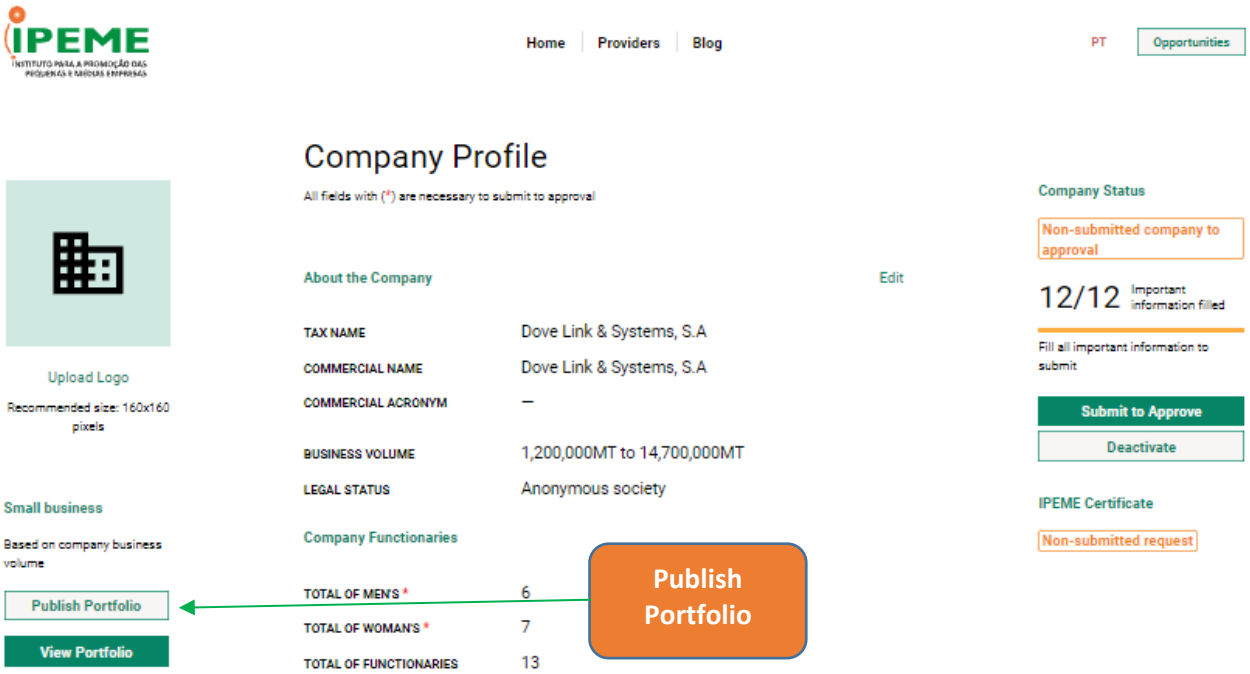
To submit a company for approval, it is necessary that all fields marked with an asterisk (*) are properly filled in so that the button for submitting approval is enabled.

note: Only approved companies can compete or create opportunities.

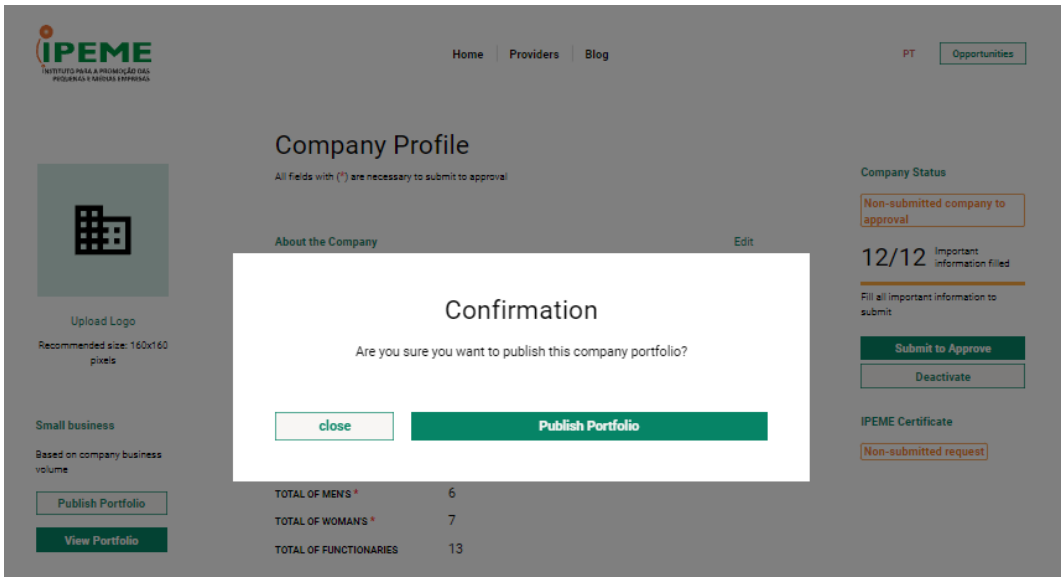


Publish Portfolio

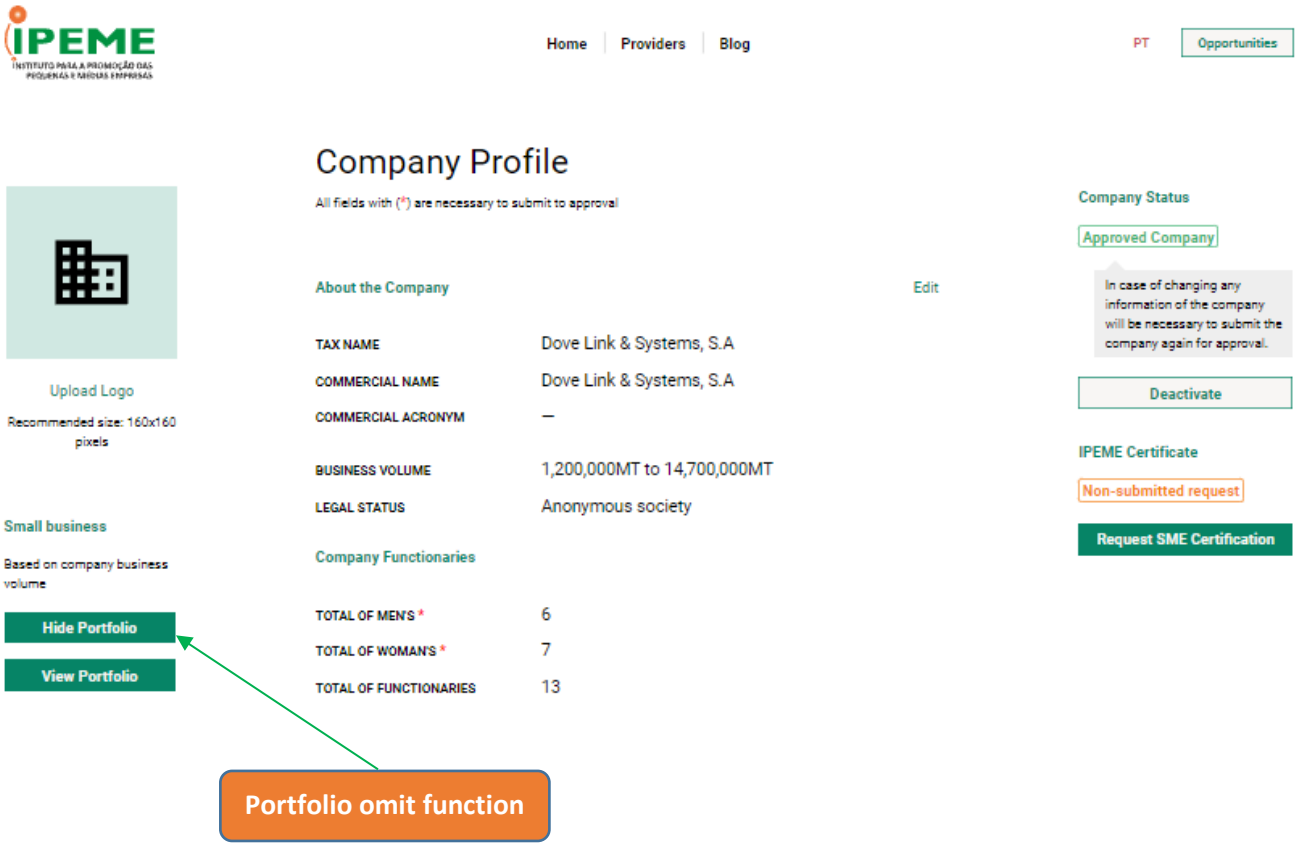
Once the company submitted for approval is validated, it will be able to publish its Portfolio so that other companies and/or users can have access to more information about its business, as illustrated below:



Clicking on the Publish Portfolio button, on the Company Profile screen, the system redirects to the confirmation screen, where the user must inform if he really wants to publish the company:

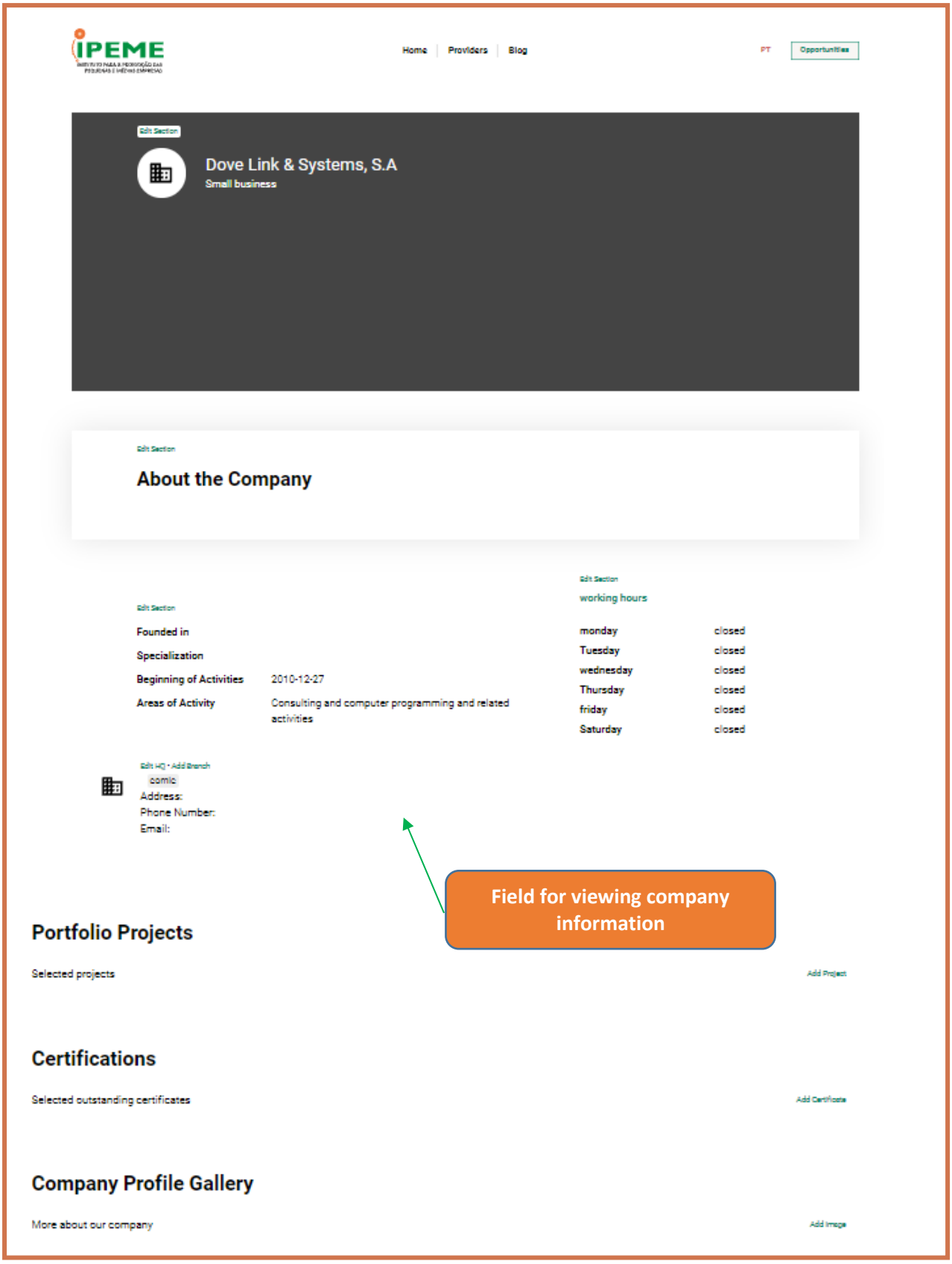


After publishing the Company's Portfolio, the user will also be able to omit it if he does not want it to be available to the public for some reason. This function is visible in the following part of the company profile:



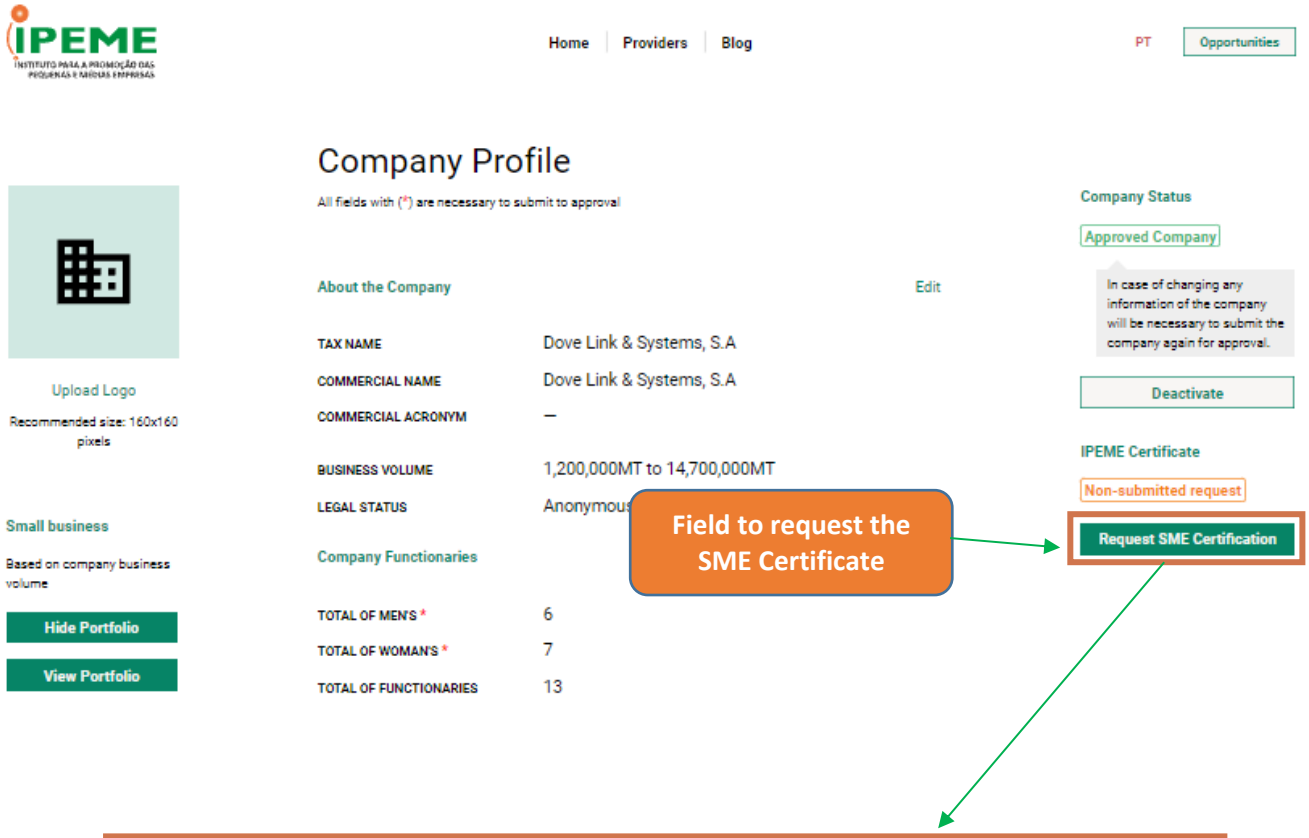
View Portfolio

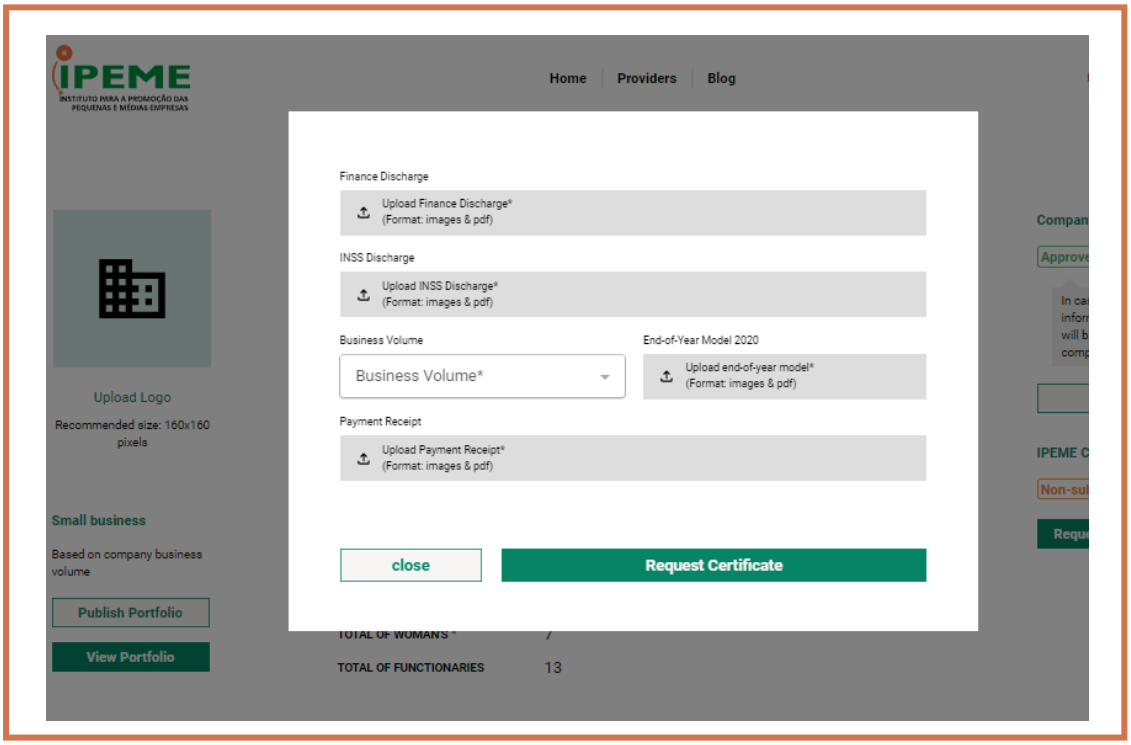
Allows you to view and edit Company Portfolio data that other platform users have access to.



Request IPEME Certificate

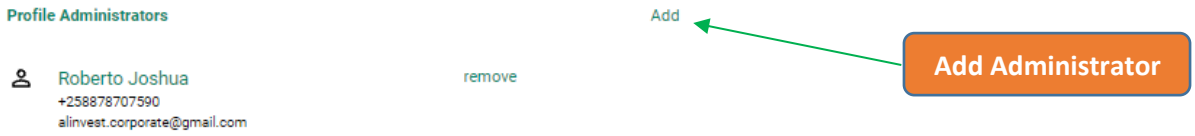
The IPEME certificate is one of the quality requirements that the platform offers and is associated with some opportunities that depend on it. This certificate can only be requested and authorized from previously approved companies. The following is an illustration of requesting a certificate:



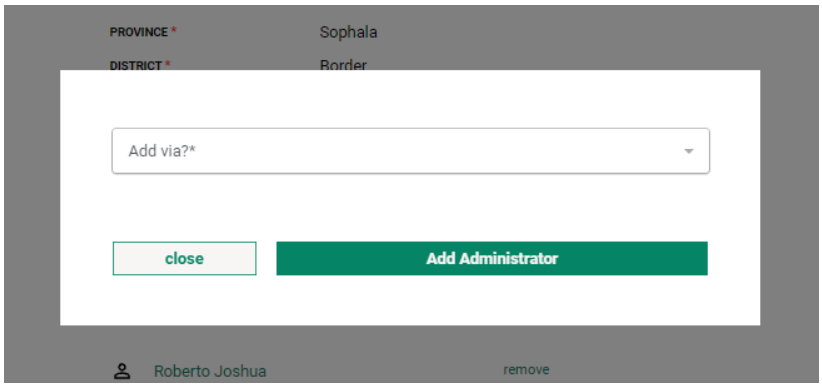


Add / Remove Administrator

To add administrators of a given company, the user must indicate the registration data of another user registered on the platform. Without this other user being inserted on the platform, it will not be possible to add him to the company.

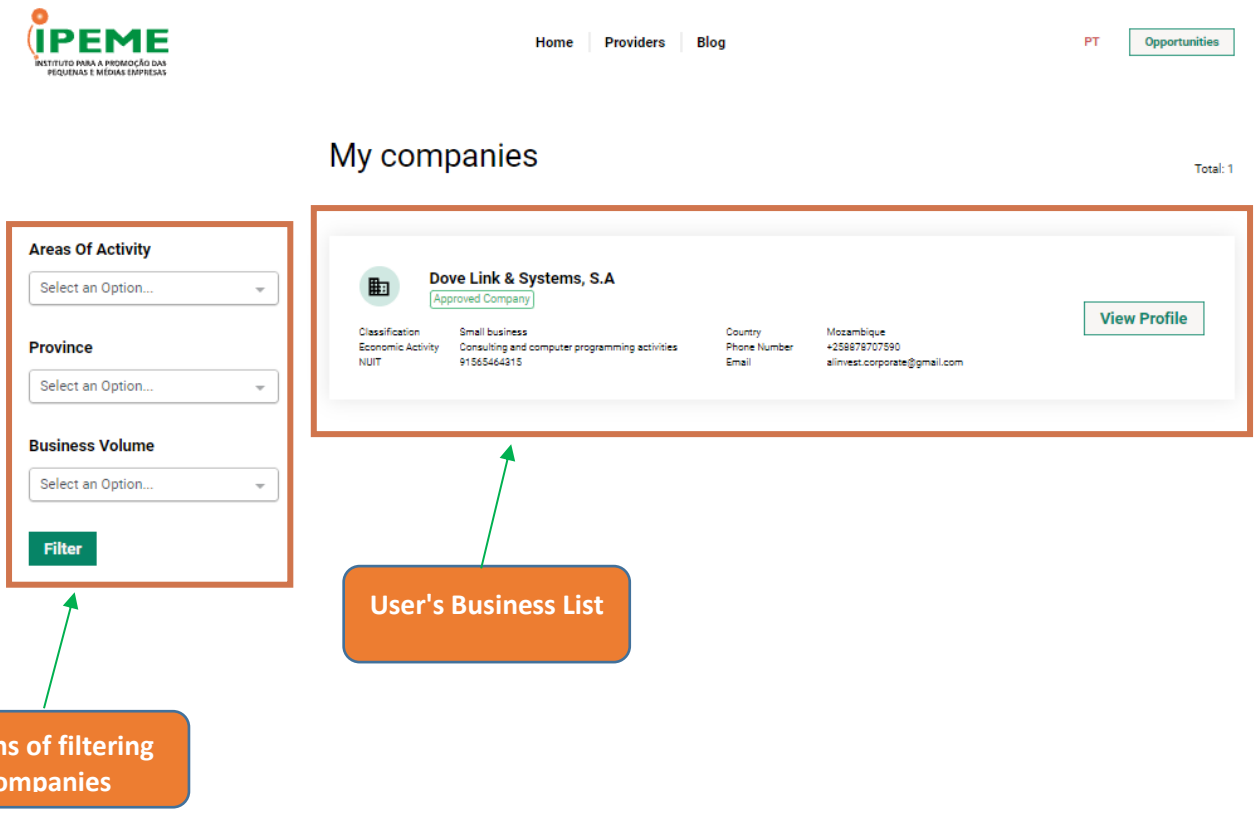


By clicking on the Add Administrator button, the system displays a screen where you can indicate the intended user, via email or telephone number previously registered in the system.



My Companies

It allows the user to manage their companies, having the possibility to search by Area of Activity, Province and Business Volume.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Home
Providers
Blog
PT
Opportunities
My companies
Total: 1
Areas Of Activity
Select an Option...
Province
Select an Option...
Business Volume
Select an Option...
Filter
Dove Link & Systems, S.A
Approved Company
Classification
Small business
Economic Activity
Consulting and computer programming activities
NUIT
91565464315
Country
Mozambique
Phone Number
+259878707590
Email
alinvest.corporate@gmail.com
View Profile
User's Business List
Means of filtering companies

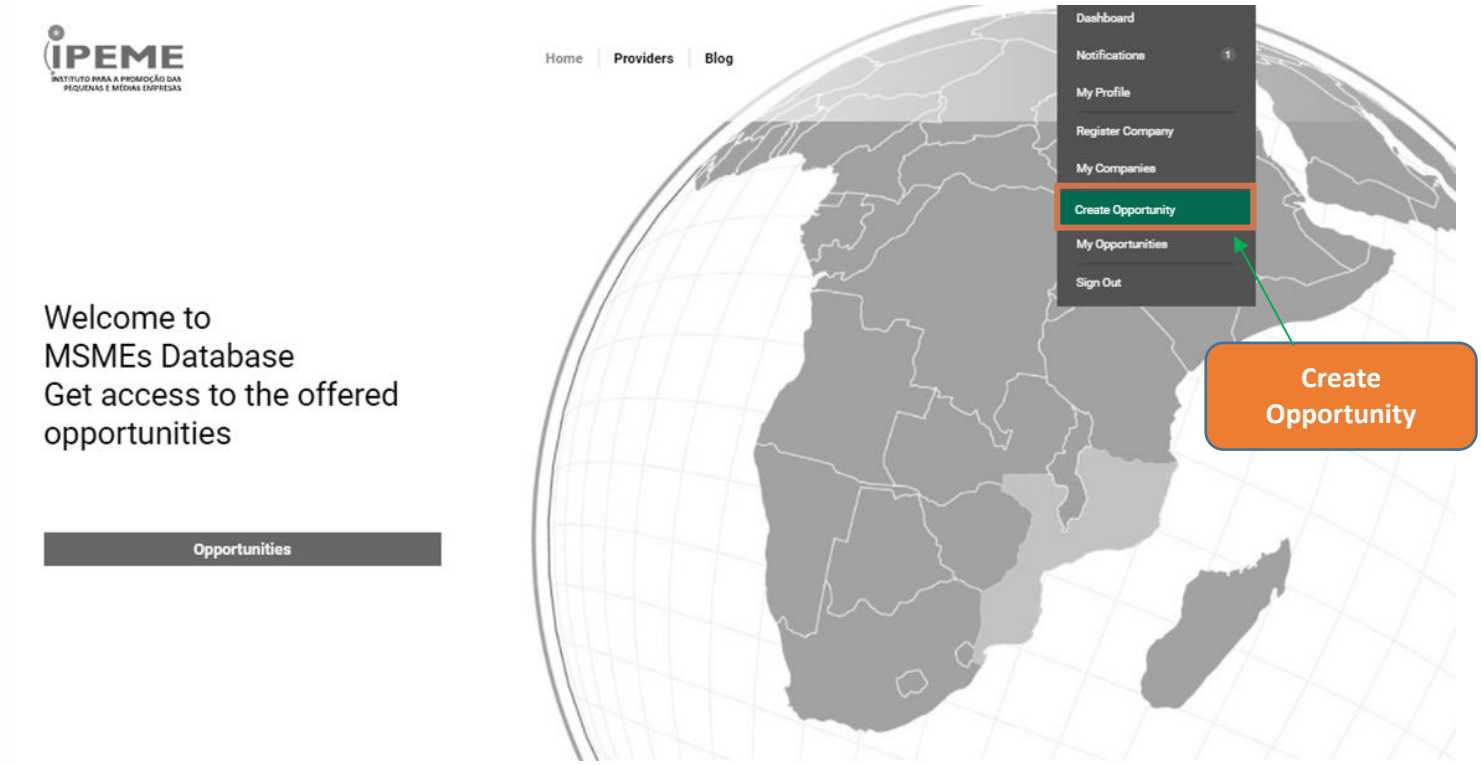
OPPORTUNITY MANAGEMENT IN MSME's DATABASE

The presentation of opportunities on the platform is governed by some conditions, namely:

- Whoever creates the opportunity may not be able to apply for it;
- The opportunity expiration date must not be less than the date of publication;
- Expired opportunities can no longer receive applications, and disappear from the listings;
- You cannot change the expiration date of an opportunity;
- When deleting an opportunity, companies that have already submitted proposals are notified;
- It is only possible to edit an opportunity that does not have any competitor yet, in case there is any competitor, it is necessary to cancel the opportunity and create a new one;
- You cannot view details of an application for a given opportunity before its expiration.

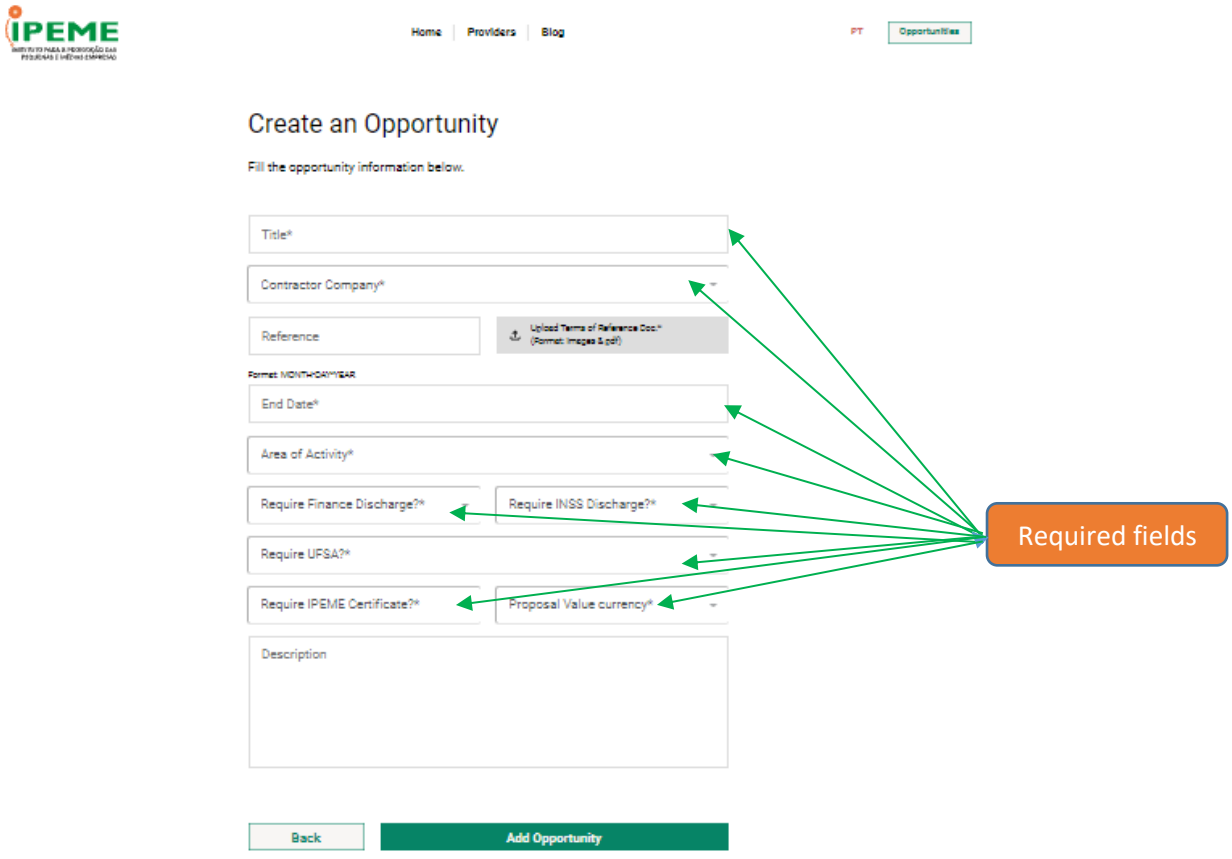
Create Opportunity

To create an opportunity in the MSME's database, simply access the menu and access the link **Create Opportunity**.

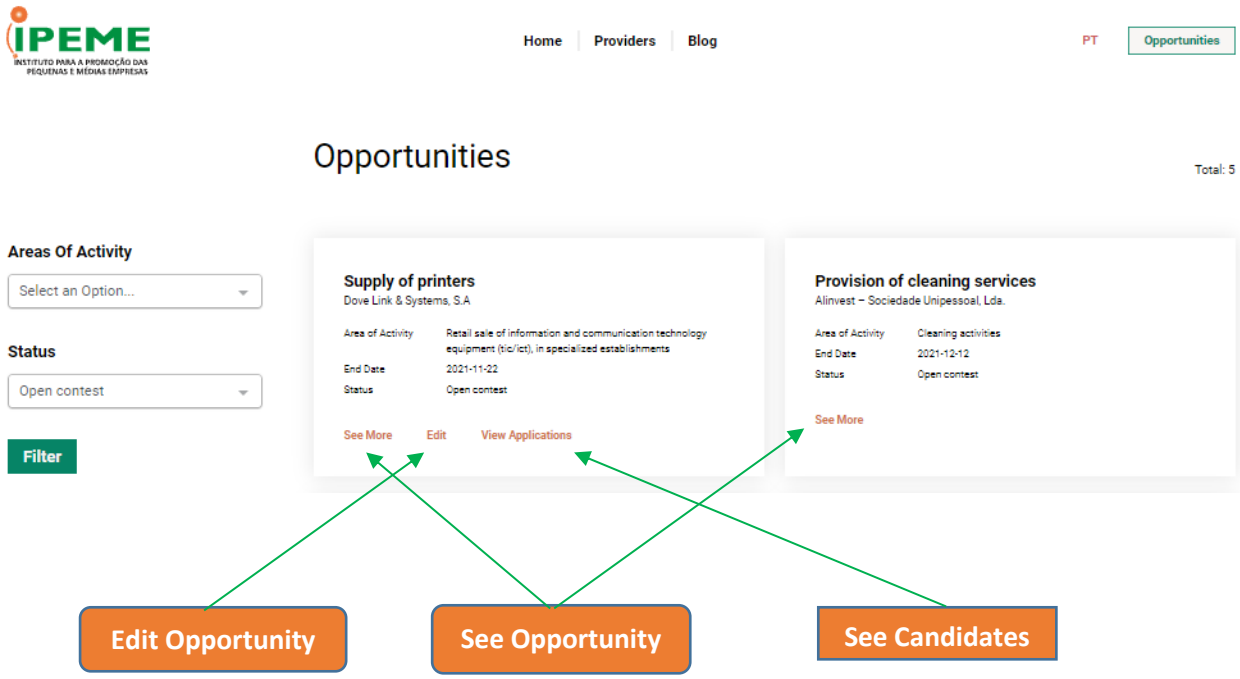


The system will display the screen for creating the Opportunities with empty fields where you must fill in the following data:

a) Opportunity title;
b) Contracting Company;
c) Reference;
d) Upload Terms of Reference;
e) Expiration date;
f) Area;
g) Demand Discharge of Finances;
h) Display INSS Discharge;
i) Require UFSA;
j) Require IPEME Certificate;
k) Currency of Bid Value; and
l) A brief description of the opportunity.

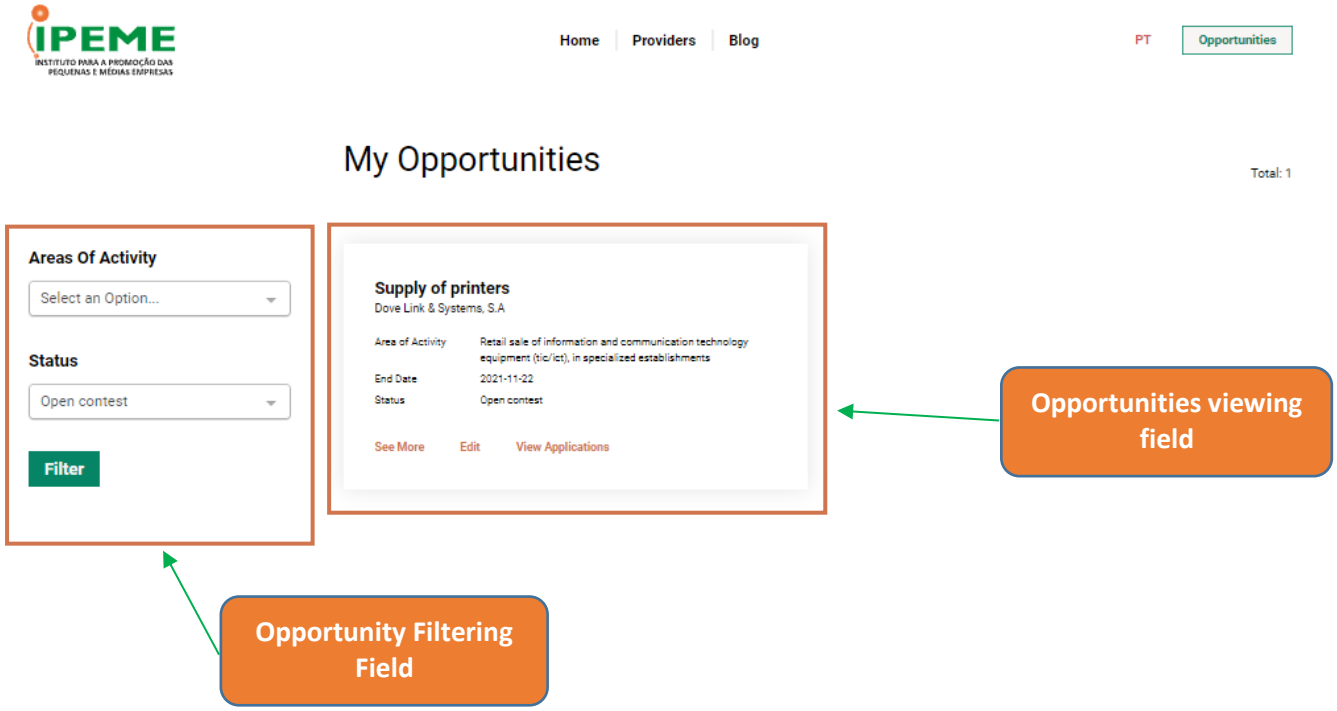


After properly filling in all fields, or the mandatory ones that are properly marked with an asterisk (*), the system redirects the opportunities screen where you can view the opportunity, Edit the Opportunity and See Candidates



My Opportunities

Allows the user to manage their opportunities, with the possibility of Searching by Area of Activity and State.

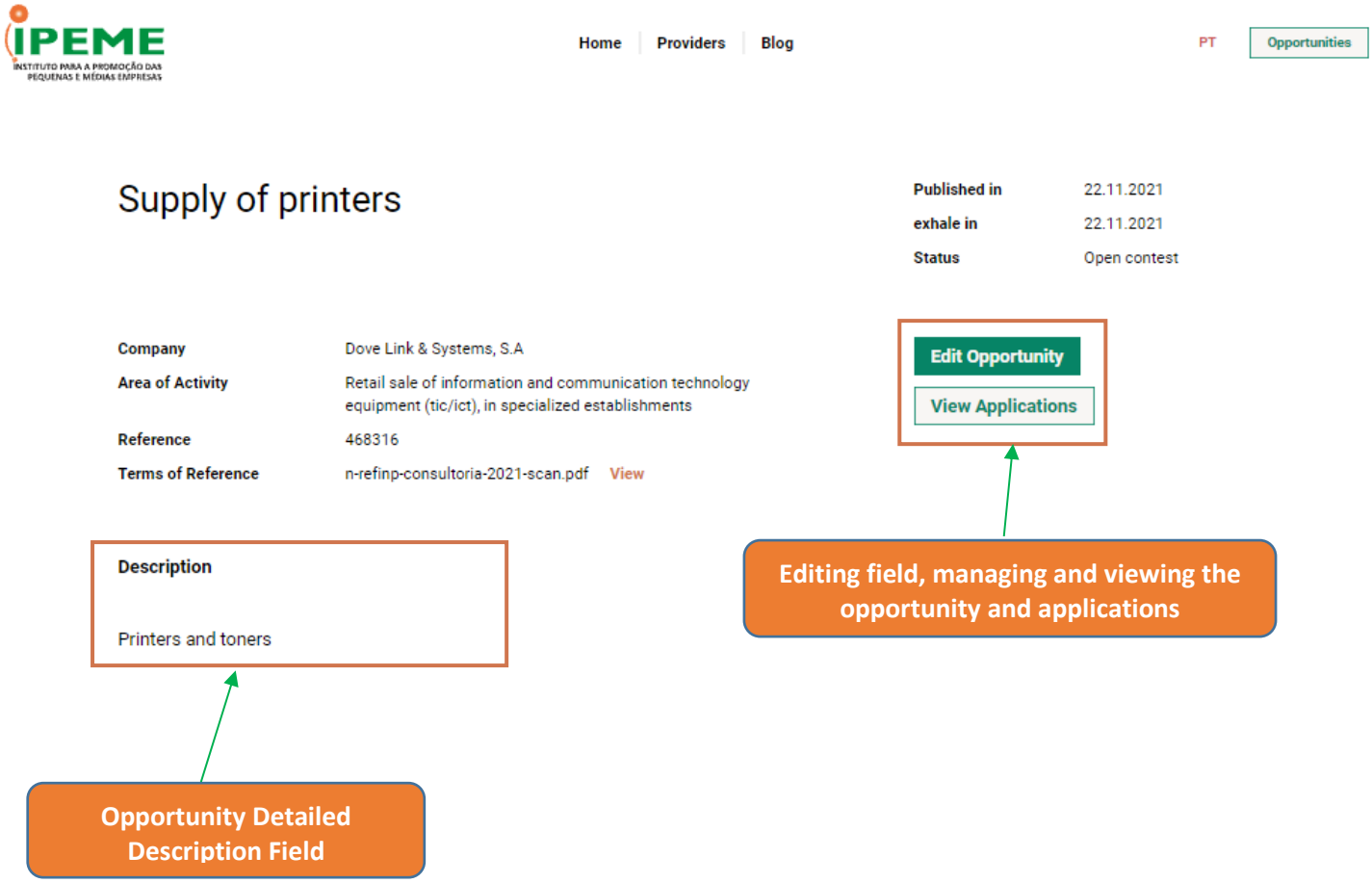


See Opportunity

This field allows the user to manage the opportunities published by him in detail, as far as:

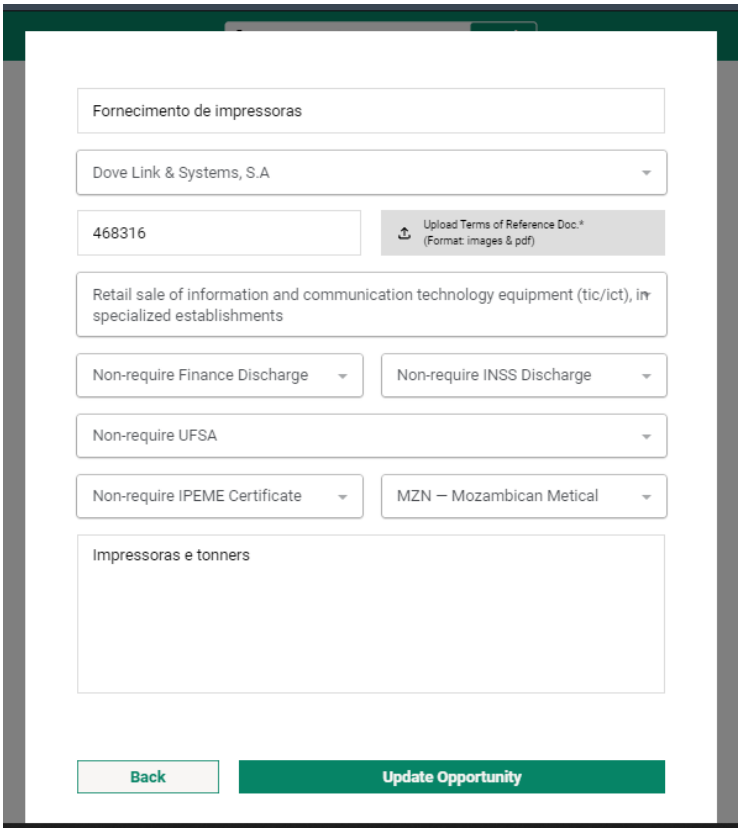
- Creation date;
- Expiration date;
- Detailed description of the contest / opportunity;
- Management / visualization of applications made by other users; and
- Editing of published information.

These points can be seen in the following illustration:



Edit Opportunity

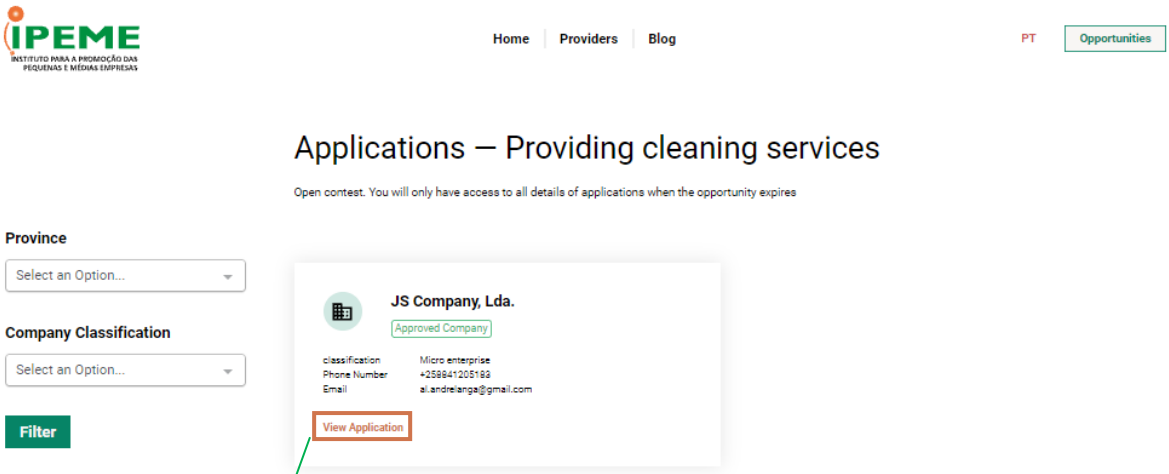
In this field, the user has the possibility to edit the information placed about the published opportunity, as we can see below:



See Candidates

In this field, the user has the possibility to follow the process of applications submitted during the period in which the opportunity is open in the system, but with the limitation that the user who published the opportunity cannot see the details of the applications before the date stipulated for the end of the contest.

The space for viewing these applications is illustrated below: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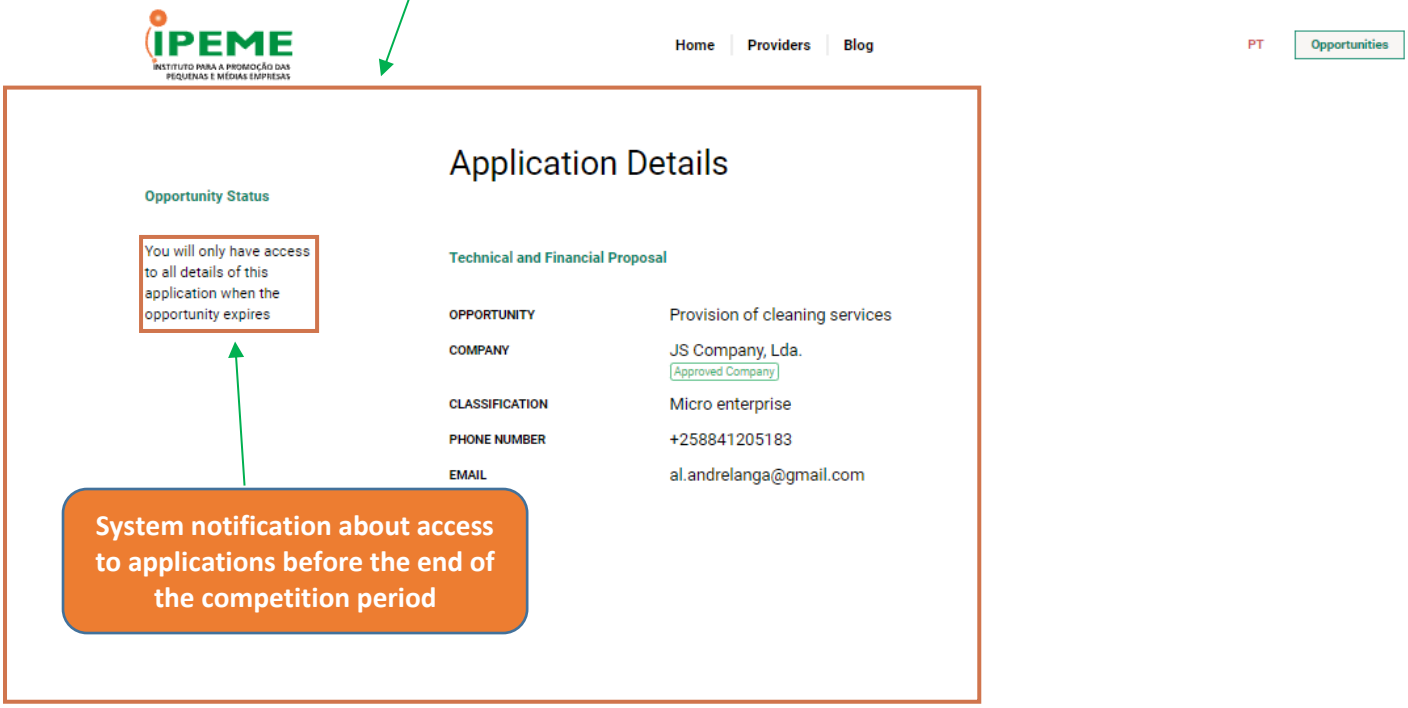
Home
Providers
Blog
PT
Opportunities
Applications — Providing cleaning services
Open contest. You will only have access to all details of applications when the opportunity expires
Province
Select an Option...
Company Classification
Select an Option...
Filter
JS Company, Lda.
Approved Company
classification Micro enterprise
Phone Number +258841205183
Email al.andrelanga@gmail.com
View Application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Home
Providers
Blog
PT
Opportunities
Application Details
Opportunity Status
You will only have access to all details of this application when the opportunity expires
Technical and Financial Proposal
OPPORTUNITY Provision of cleaning services
COMPANY JS Company, Lda.
Approved Company
CLASSIFICATION Micro enterprise
PHONE NUMBER +258841205183
EMAIL al.andrelanga@gmail.com
System notification about access to applications before the end of the competition period