



MOZAMBIQUE MSME's DATABASE

PLATFORM USER MANUAL

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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.

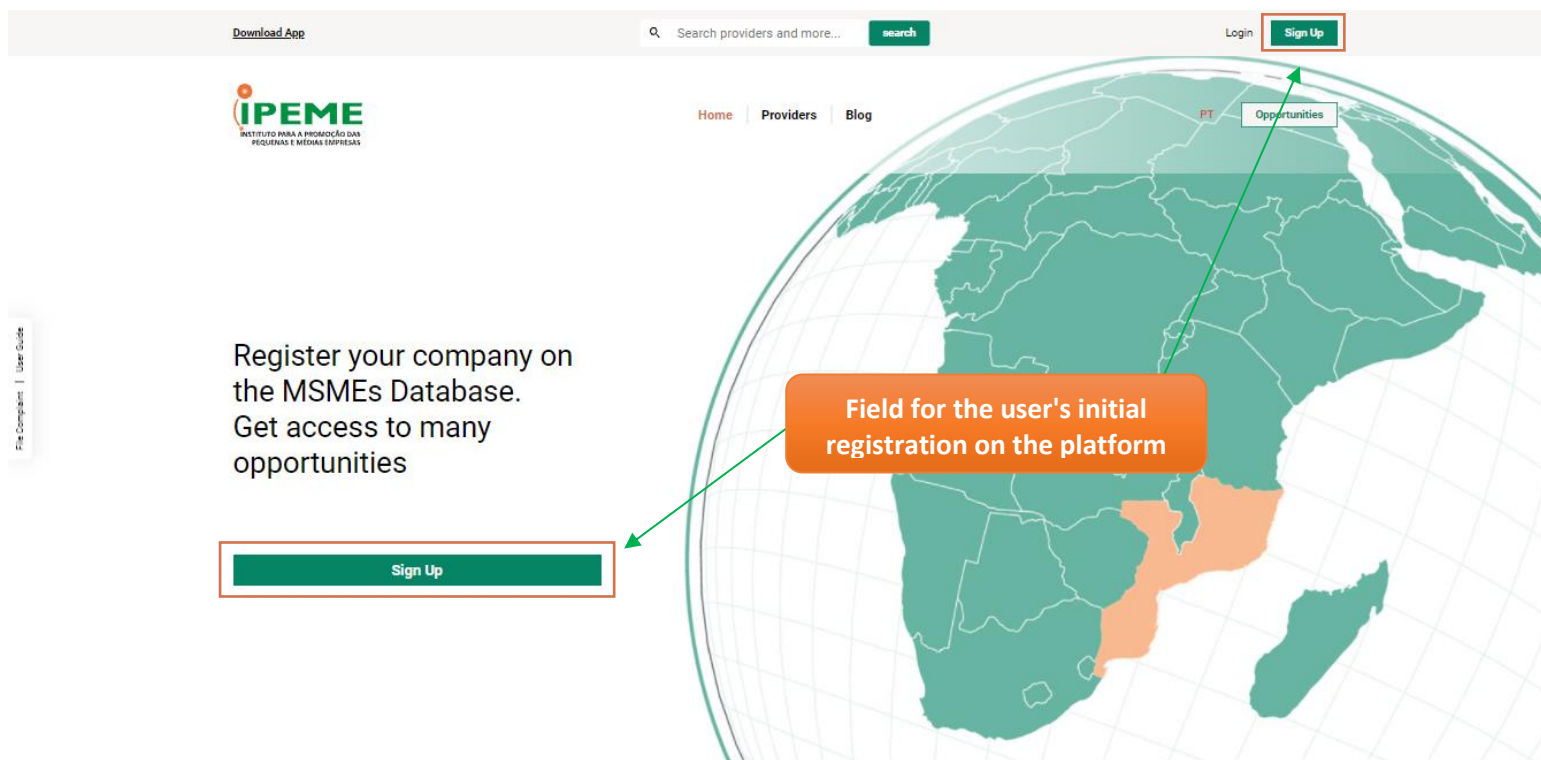
This manual may be modified as the system undergoes updates and improvement increments so that the user can reap the best experience.

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:

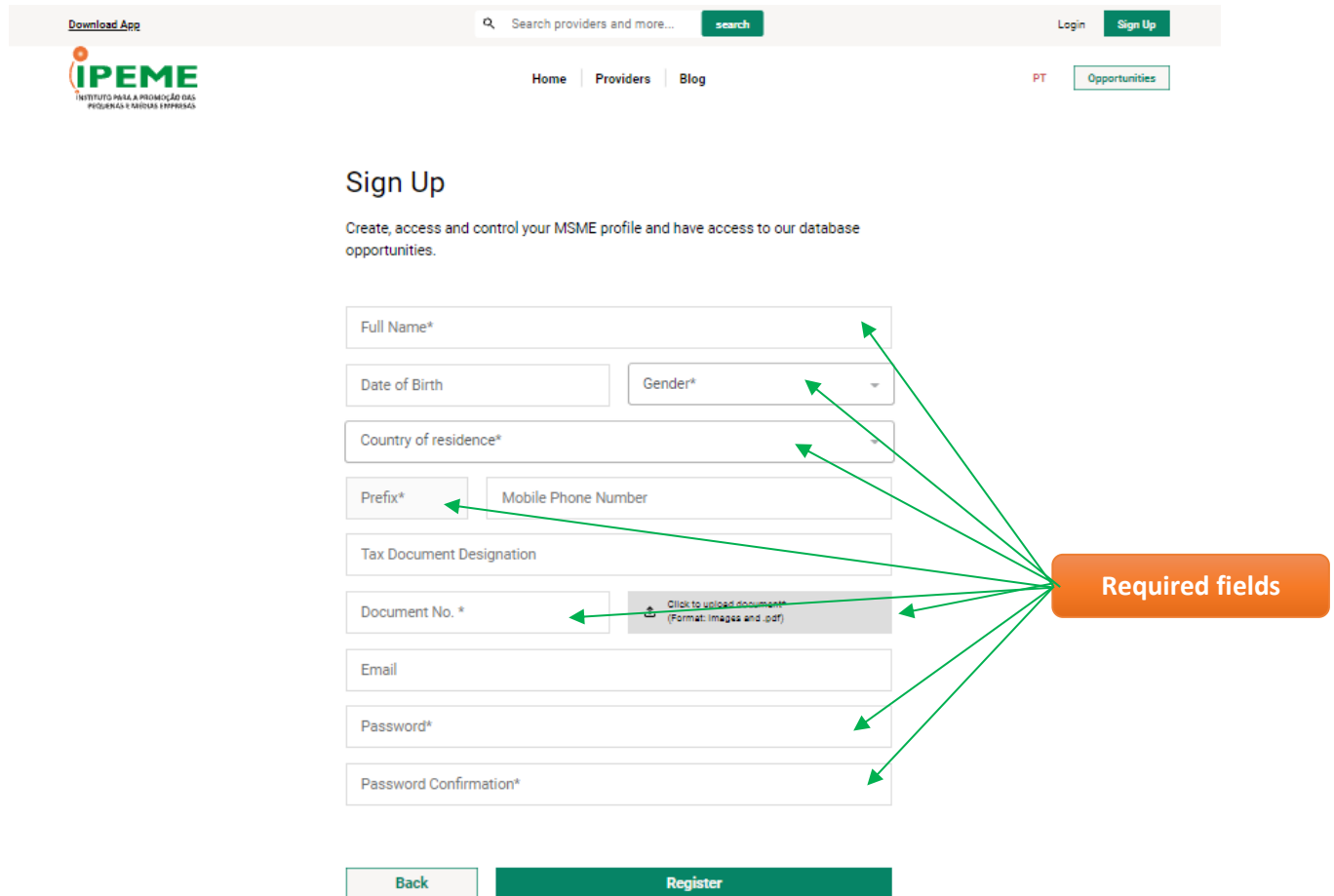


Once you click on one of the buttons illustrated above, the system will display the registration screen, where the user must fill in the following data:

- Full name;
- Genre;
- Country of residence;
- Telephone;
- Type of Tax Document;
- Tax Document Number;
- Upload Tax Document;
- Email; and

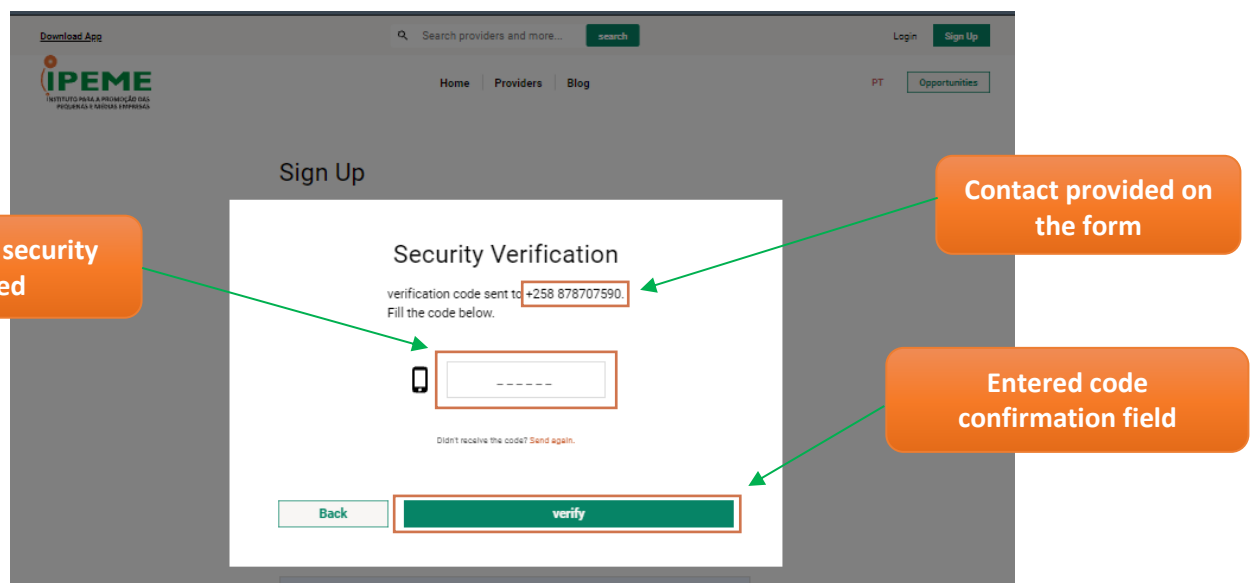
i) Password.

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



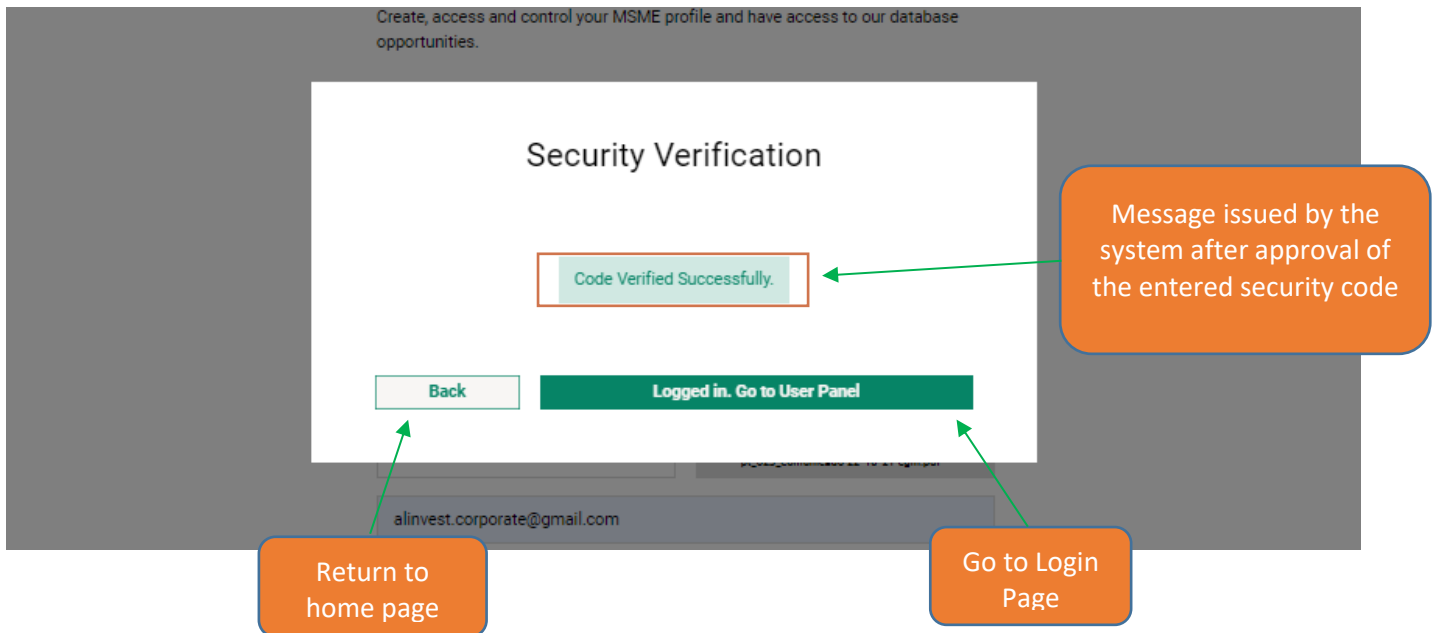
The screenshot shows the 'Sign Up' form on the IPEME website. The form includes the following fields: Full Name*, Date of Birth, Gender*, Country of residence*, Prefix*, Mobile Phone Number, Tax Document Designation, Document No. *, Click to upload documents* (Format: images and .pdf), Email, Password*, and Password Confirmation*. A callout box labeled 'Required fields' points to the fields marked with an asterisk (*): Full Name, Gender, Country of residence, Prefix, Document No., Password, and Password Confirmation. At the bottom of the form are 'Back' and 'Register' buttons.

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:



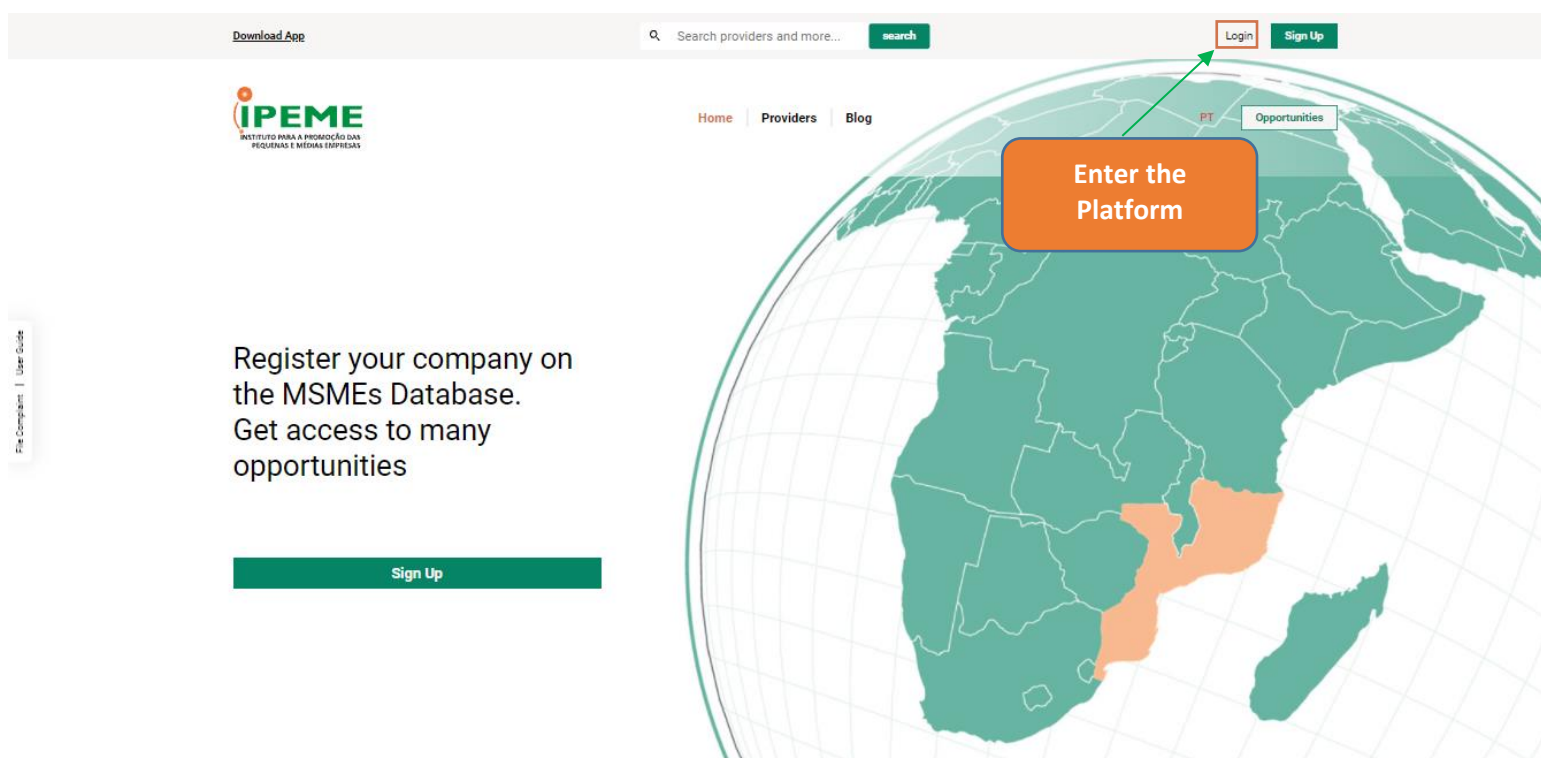
The screenshot shows the 'Security Verification' screen. It displays a verification code sent to the contact number +258 878707590. Below the code is a field to enter the received security code. A callout box labeled 'Field to enter the security code received' points to this input field. Another callout box labeled 'Contact provided on the form' points to the phone number. A third callout box labeled 'Entered code confirmation field' points to the 'verify' button. At the bottom are 'Back' and 'verify' buttons.

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

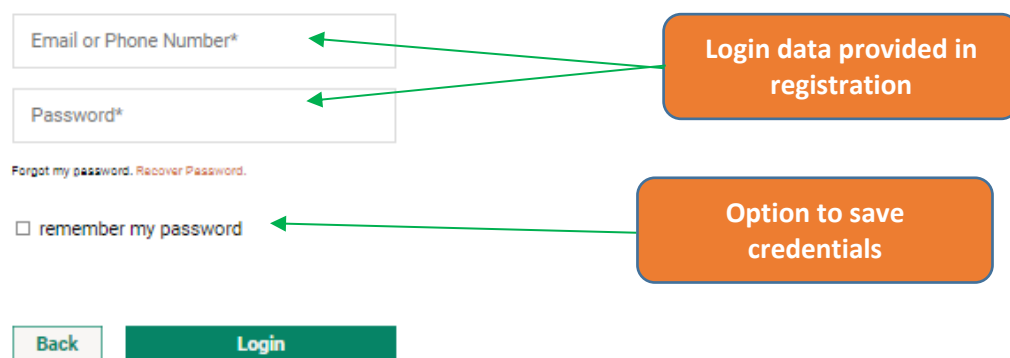
To enter the MSME's database after registration, simply access the Login screen by clicking on the **Login** button, as shown in the figure below:



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.

Login



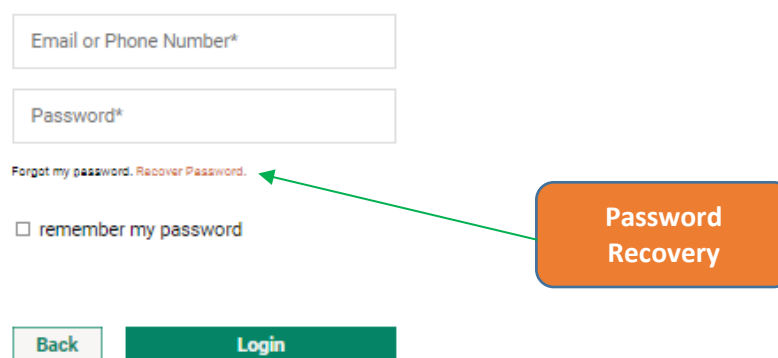
The screenshot shows a login form with the following elements:

- Input field: "Email or Phone Number*" with a green arrow pointing to it from the "Login data provided in registration" box.
- Input field: "Password*" with a green arrow pointing to it from the "Login data provided in registration" box.
- Text: "Forgot my password. [Recover Password.](#)" with a green arrow pointing to it from the "Option to save credentials" box.
- Form element: "- Buttons: "Back" and "Login".

Password recovery

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

Login



The screenshot shows the same login form as above, but with a green arrow pointing from the "Password Recovery" box to the "Forgot my password. [Recover Password.](#)" link.

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:

Recover your password

To recover your password, please insert your phone number to be able to receive the verification code.

Field to fill with registration data

[Back](#)

[Recover Password](#)

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):

Create a New Password

Fill the fields below to create a new password and get access to your account.

Field to fill with the security code received from the system

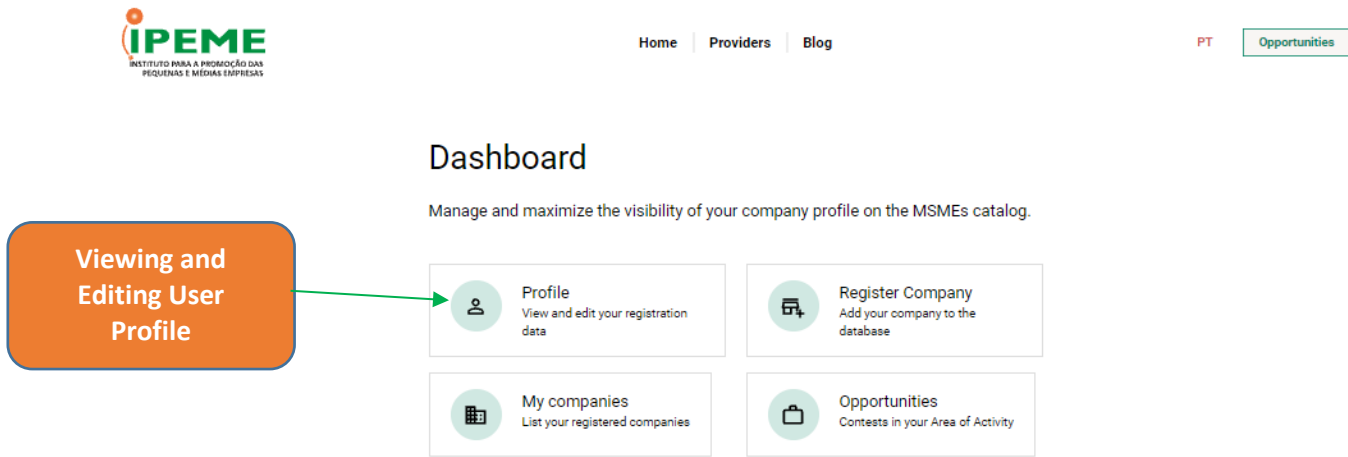
Field to fill with new password

[Back](#)

[Reset password](#)

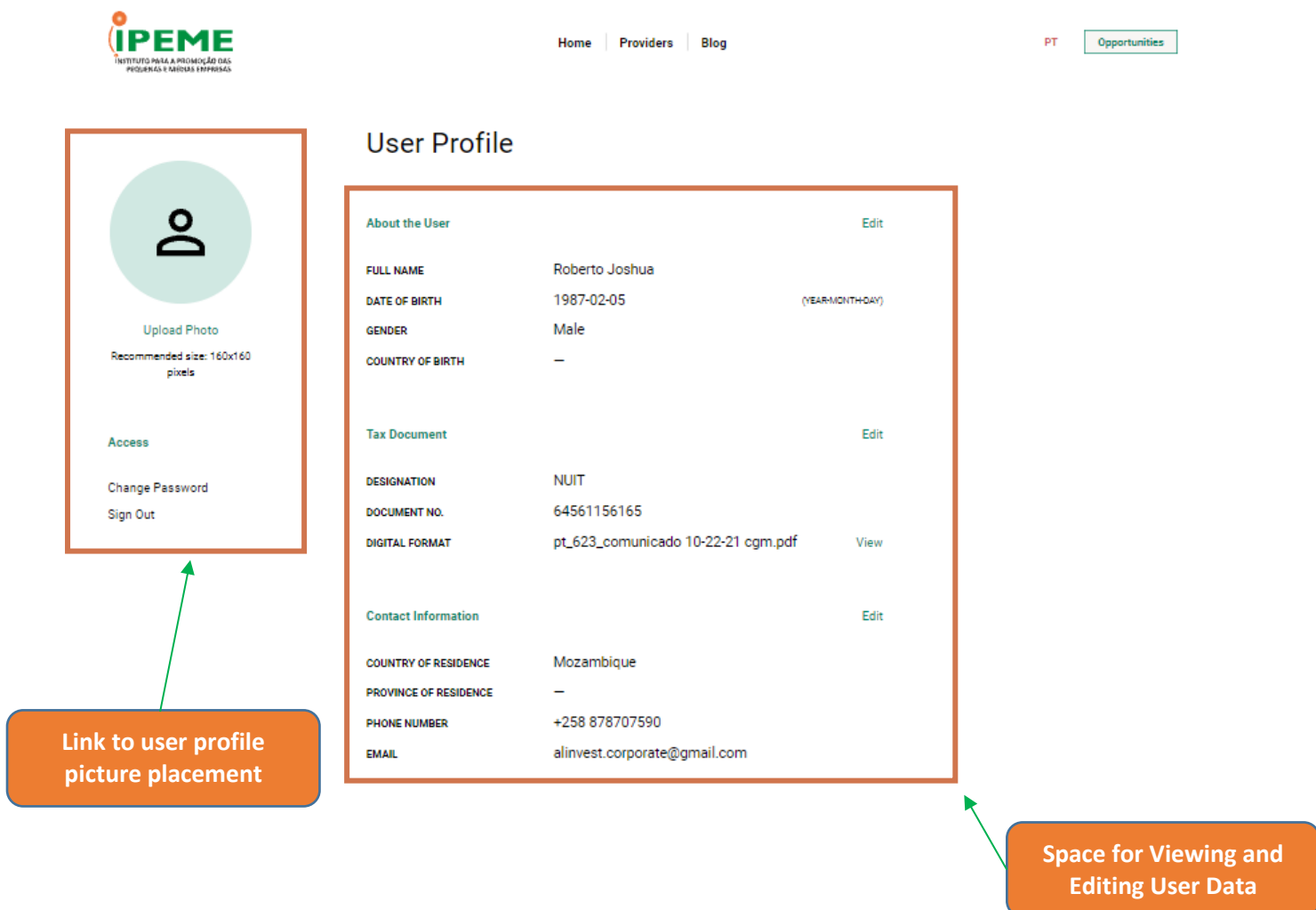
Viewing and Editing User Profile

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:



The dashboard shows a navigation bar with 'Home', 'Providers', and 'Blog'. A language selector 'PT' and an 'Opportunities' button are in the top right. The main heading is 'Dashboard' with the subtext 'Manage and maximize the visibility of your company profile on the MSMEs catalog.' Below this are four cards: 'Profile' (View and edit your registration data), 'Register Company' (Add your company to the database), 'My companies' (List your registered companies), and 'Opportunities' (Contests in your Area of Activity). An orange callout box labeled 'Viewing and Editing User Profile' has an arrow pointing to the 'Profile' card.

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.



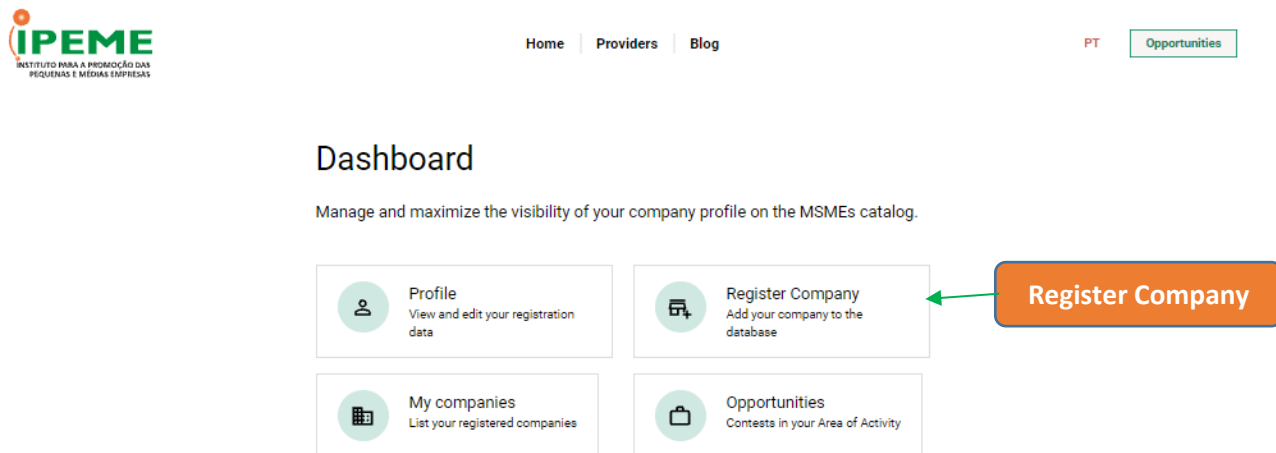
The 'User Profile' page features a navigation bar and a language selector. On the left, a profile card includes a circular placeholder for a photo with the text 'Upload Photo' and 'Recommended size: 160x160 pixels'. Below this are links for 'Access', 'Change Password', and 'Sign Out'. An orange callout box labeled 'Link to user profile picture placement' has an arrow pointing to the photo upload area. On the right, a table displays user details under three sections: 'About the User', 'Tax Document', and 'Contact Information'. Each section has an 'Edit' link. An orange callout box labeled 'Space for Viewing and Editing User Data' has an arrow pointing to the table.

About the User		Edit
FULL NAME	Roberto Joshua	
DATE OF BIRTH	1987-02-05	(YEAR-MONTH-DAY)
GENDER	Male	
COUNTRY OF BIRTH	—	
Tax Document		Edit
DESIGNATION	NUIT	
DOCUMENT NO.	64561156165	
DIGITAL FORMAT	pt_623_comunicado 10-22-21 cgm.pdf	View
Contact Information		Edit
COUNTRY OF RESIDENCE	Mozambique	
PROVINCE OF RESIDENCE	—	
PHONE NUMBER	+258 878707590	
EMAIL	alinvest.corporate@gmail.com	

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**:



The screenshot shows the IPEME user dashboard. At the top left is the IPEME logo. The navigation menu includes 'Home', 'Providers', 'Blog', 'PT', and 'Opportunities'. The main heading is 'Dashboard' with the subtext 'Manage and maximize the visibility of your company profile on the MSMEs catalog.' Below this are four dashboard cards: 'Profile' (View and edit your registration data), 'Register Company' (Add your company to the database), 'My companies' (List your registered companies), and 'Opportunities' (Contests in your Area of Activity). A green arrow points from a highlighted orange 'Register Company' button to the 'Register Company' card.

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:

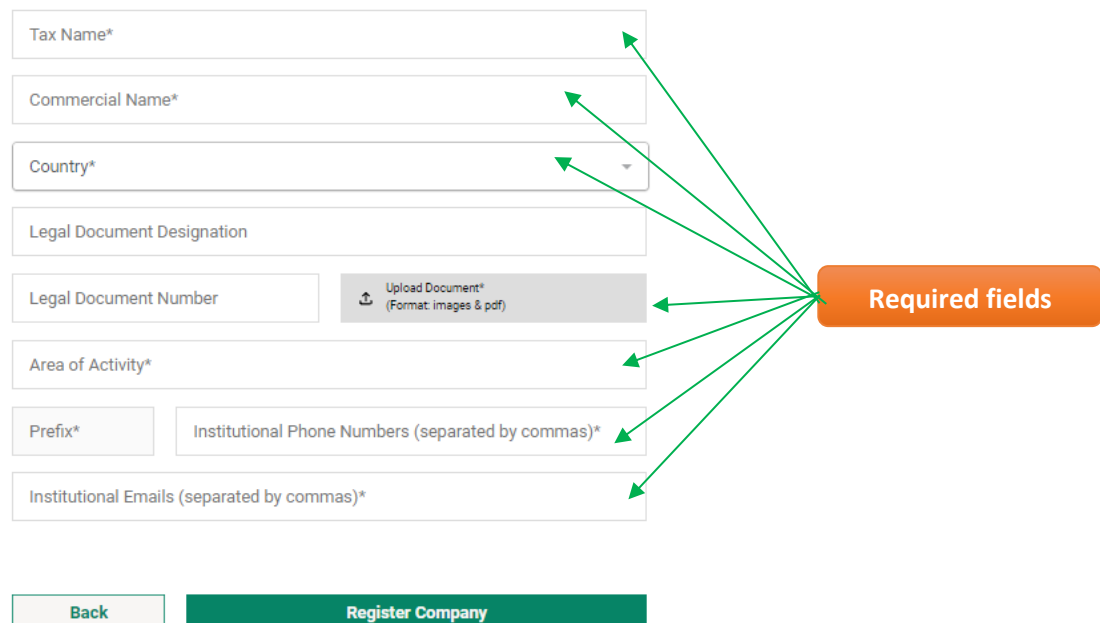
- a) Tax Name;
- b) Commercial name;
- c) Legal Designation;
- d) Legal Document Number;
- e) Upload Legal Document;
- f) Institutional Phones (separated by a comma);
- g) Institutional emails (separated by a comma); and
- h) Parents.

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.

Register your company

Register your company and have access to business opportunities on the largest database of MSMEs in Mozambique.



The registration form consists of the following fields:

- Tax Name*
- Commercial Name*
- Country*
- Legal Document Designation
- Legal Document Number
- Upload Document* (Format: images & pdf)
- Area of Activity*
- Prefix*
- Institutional Phone Numbers (separated by commas)*
- Institutional Emails (separated by commas)*

At the bottom of the form are two buttons: "Back" and "Register Company".

An orange box labeled "Required fields" has green arrows pointing to the fields marked with an asterisk (*): Tax Name, Commercial Name, Country, Upload Document, Area of Activity, Prefix, Institutional Phone Numbers, and Institutional Emails.

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:

- Edit Company Profile;
- Publish Portfolio;
- Submit the Company for Approval;
- Deactivate the company;
- Request IPEME Certificate;
- Add/Remove administrator;
- 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.

Company Profile

All fields with (*) are necessary to submit to approval



Upload Logo

Recommended size: 160x160 pixels

Small business

Based on company business volume

Publish Portfolio

View Portfolio

About the Company

Edit

TAX NAME Dove Link & Systems, S.A
 COMMERCIAL NAME Dove Link & Systems, S.A
 COMMERCIAL ACRONYM —
 BUSINESS VOLUME 1,200,000MT to 14,700,000MT
 LEGAL STATUS Anonymous society

Company Functionaries

TOTAL OF MENS * 6
 TOTAL OF WOMAN'S * 7
 TOTAL OF FUNCTIONARIES 13

Submit Approval

Company Status

Non-submitted company to approval

12/12 Important information filled

Fill all important information to submit

Submit to Approve

Deactivate

IPEME Certificate

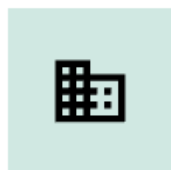
Non-submitted request

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:

Company Profile

All fields with (*) are necessary to submit to approval



Upload Logo

Recommended size: 160x160 pixels

Small business

Based on company business volume

Publish Portfolio

View Portfolio

About the Company

Edit

TAX NAME Dove Link & Systems, S.A
 COMMERCIAL NAME Dove Link & Systems, S.A
 COMMERCIAL ACRONYM —
 BUSINESS VOLUME 1,200,000MT to 14,700,000MT
 LEGAL STATUS Anonymous society

Company Functionaries

TOTAL OF MENS * 6
 TOTAL OF WOMAN'S * 7
 TOTAL OF FUNCTIONARIES 13

Publish Portfolio

Company Status

Non-submitted company to approval

12/12 Important information filled

Fill all important information to submit

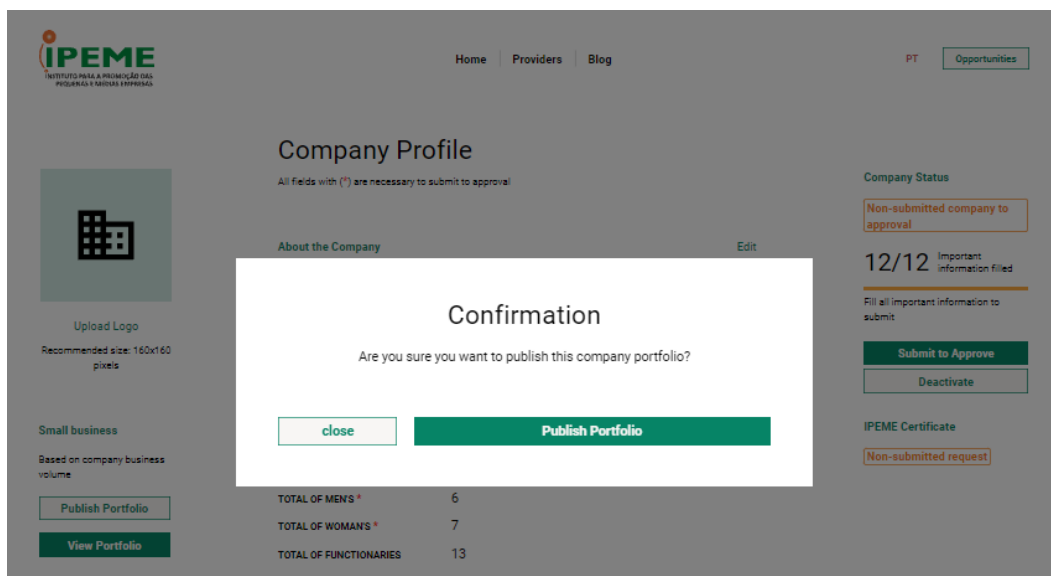
Submit to Approve

Deactivate

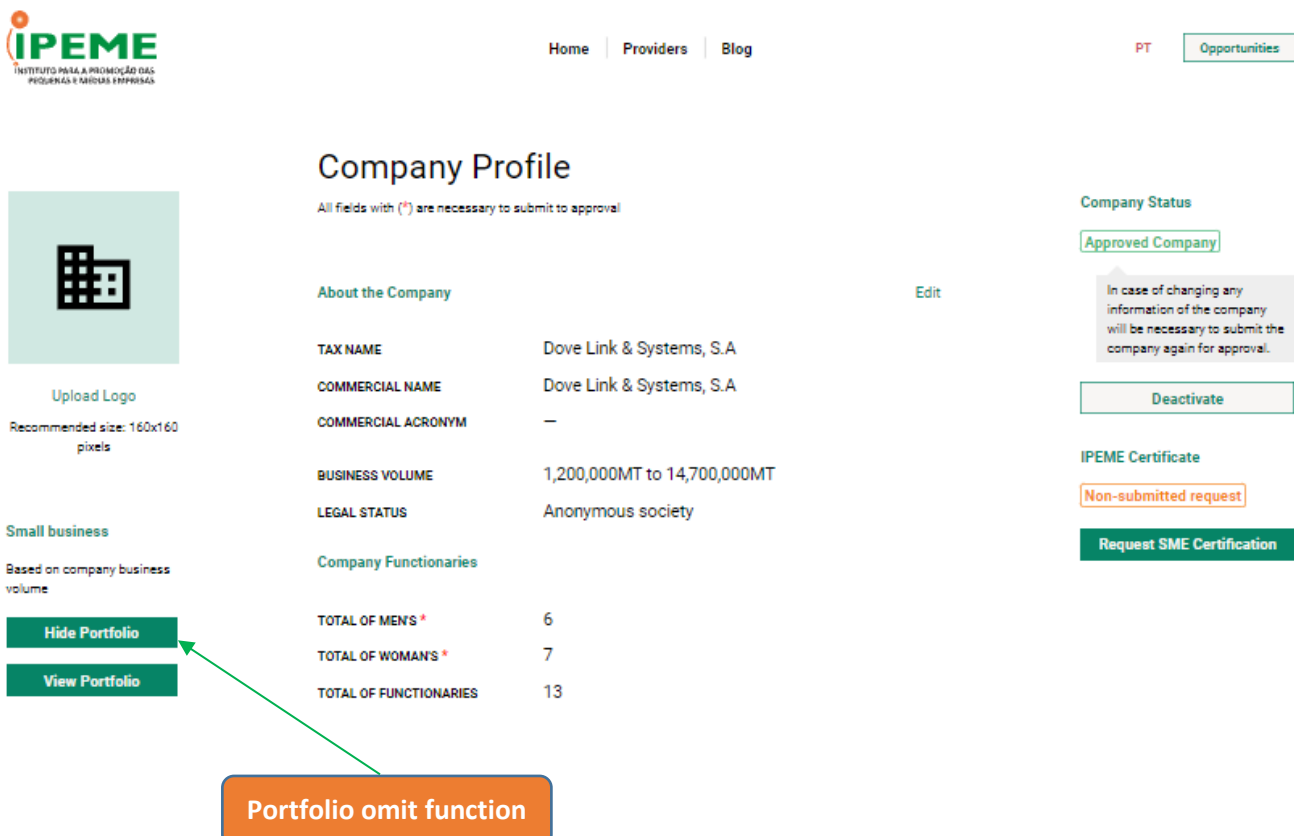
IPEME Certificate

Non-submitted request

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:

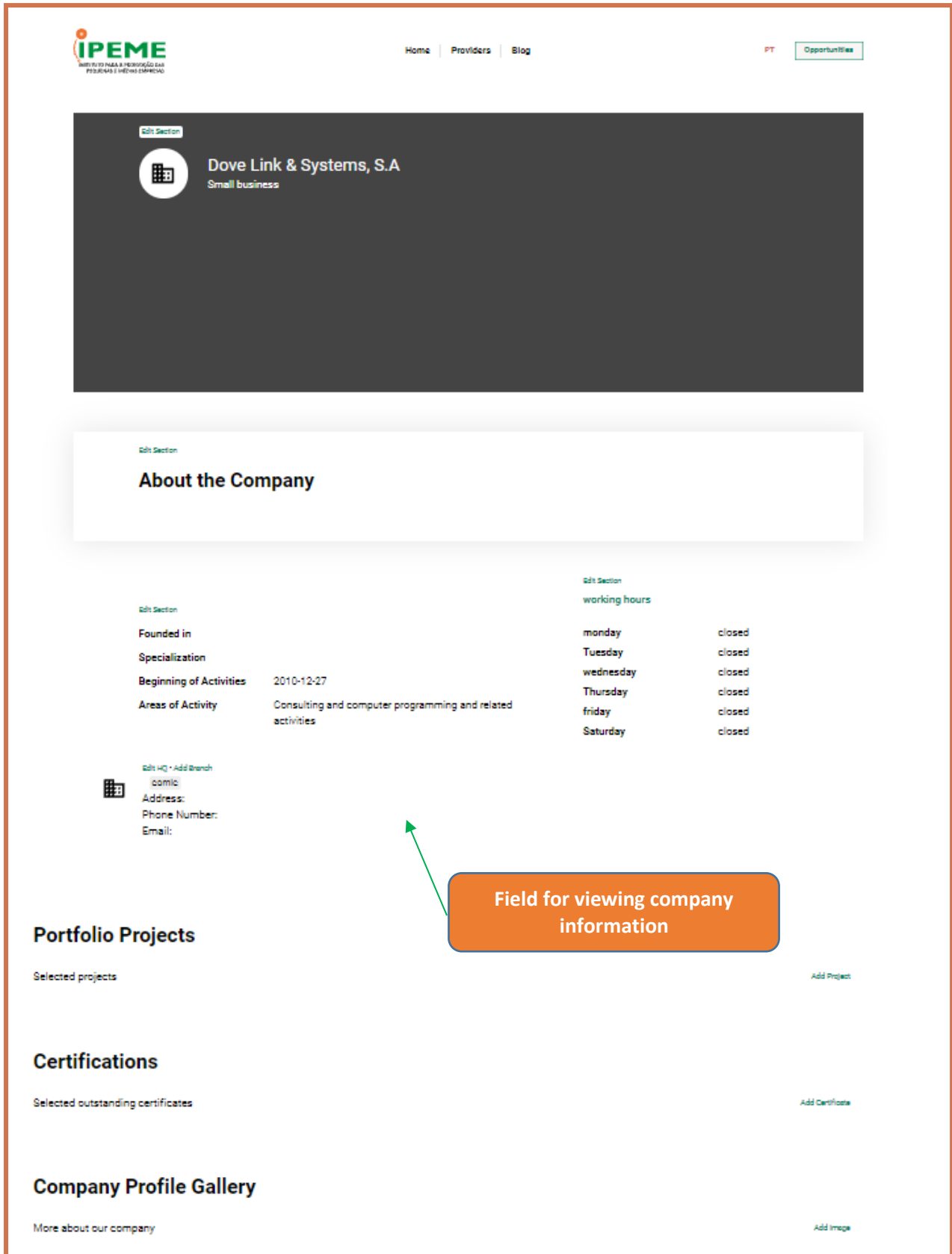


After publishing the Company's Portfolio, the user will also be able to omit it if he does not want it to be available to the public for some reason. This function is visible in the following part of the company profile:



View Portfolio

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



IPEME
INSTITUTO PARA A PROMOÇÃO DAS
PEQUENAS E MÉDIAS EMPRESAS

Home | Providers | Blog

PT Opportunities

Dove Link & Systems, S.A
Small business

About the Company

working hours

monday	closed
Tuesday	closed
wednesday	closed
Thursday	closed
friday	closed
Saturday	closed

Areas of Activity
Consulting and computer programming and related activities

Portfolio Projects
Selected projects

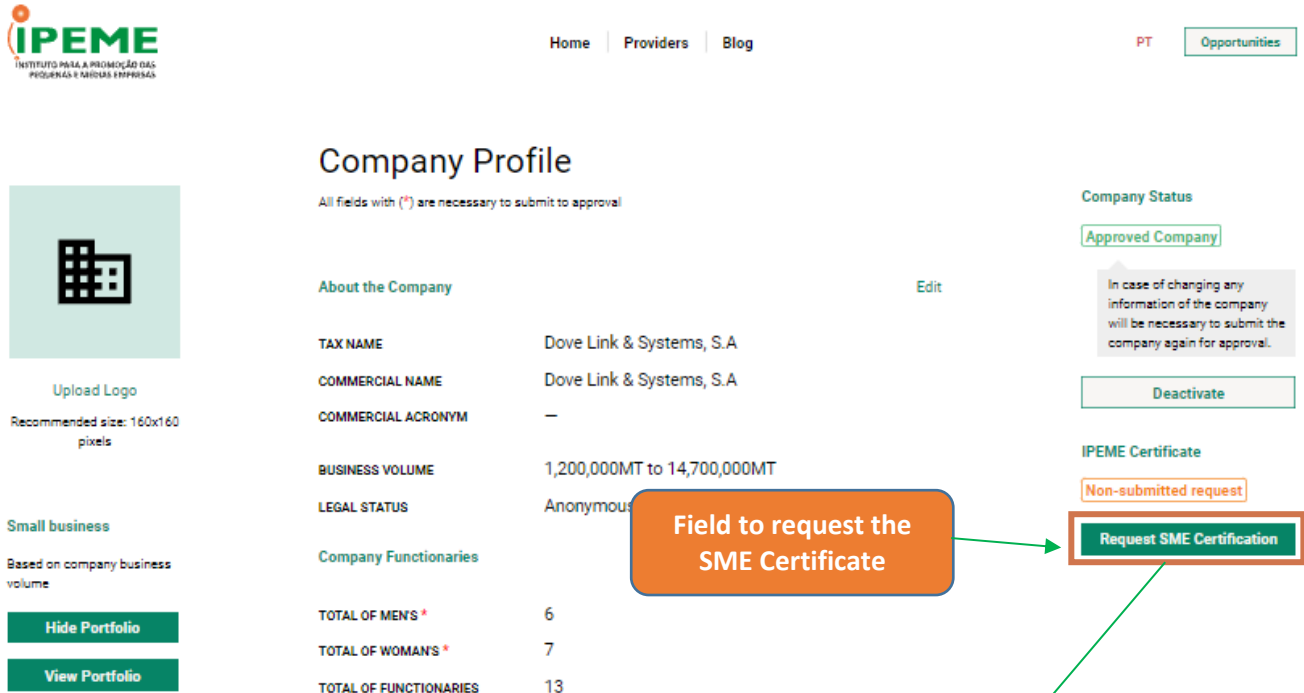
Certifications
Selected outstanding certificates

Company Profile Gallery
More about our company

Field for viewing company information

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:



Company Profile

All fields with (*) are necessary to submit to approval

About the Company Edit

TAX NAME	Dove Link & Systems, S.A
COMMERCIAL NAME	Dove Link & Systems, S.A
COMMERCIAL ACRONYM	—
BUSINESS VOLUME	1,200,000MT to 14,700,000MT
LEGAL STATUS	Anonymous

Company Functionaries

TOTAL OF MENS *	6
TOTAL OF WOMANS *	7
TOTAL OF FUNCTIONARIES	13

Company Status

Approved Company

In case of changing any information of the company will be necessary to submit the company again for approval.

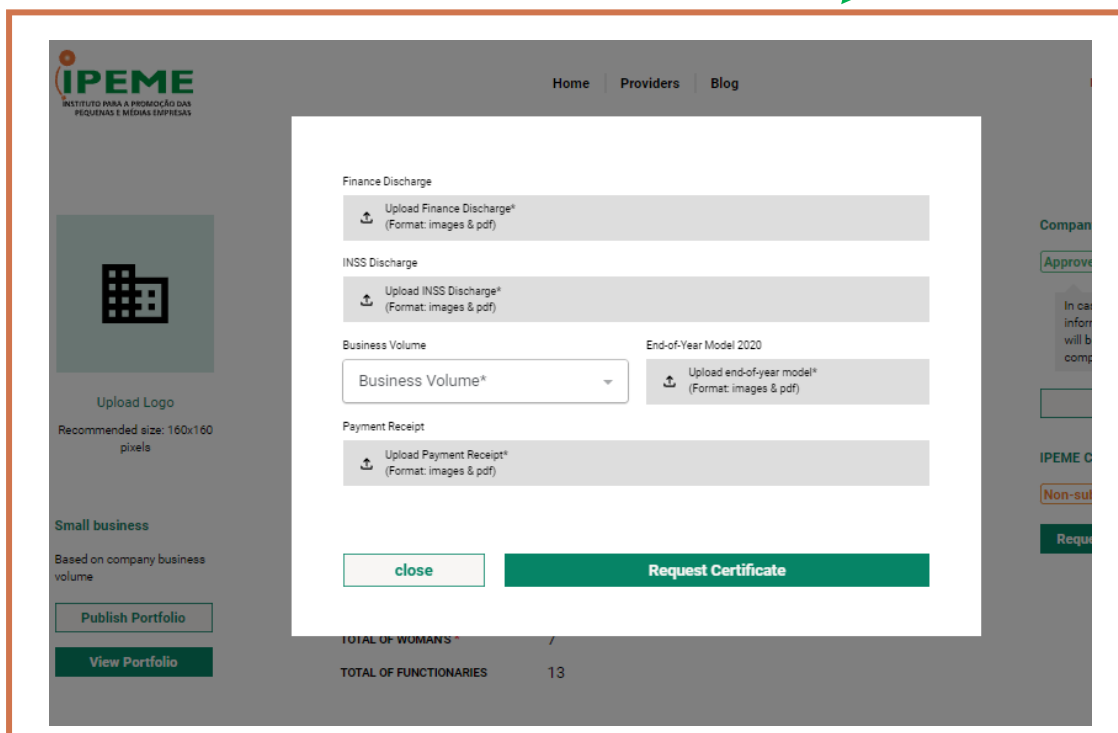
Deactivate

IPEME Certificate

Non-submitted request

Request SME Certification

Field to request the SME Certificate



Request Certificate

Finance Discharge

Upload Finance Discharge* (Format: images & pdf)

INSS Discharge

Upload INSS Discharge* (Format: images & pdf)

Business Volume

Business Volume*

End-of-Year Model 2020

Upload end-of-year model* (Format: images & pdf)

Payment Receipt

Upload Payment Receipt* (Format: images & pdf)

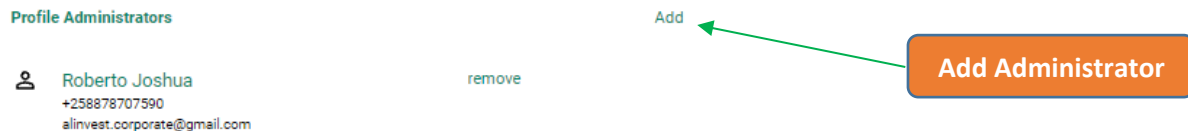
close **Request Certificate**

TOTAL OF WOMANS * /

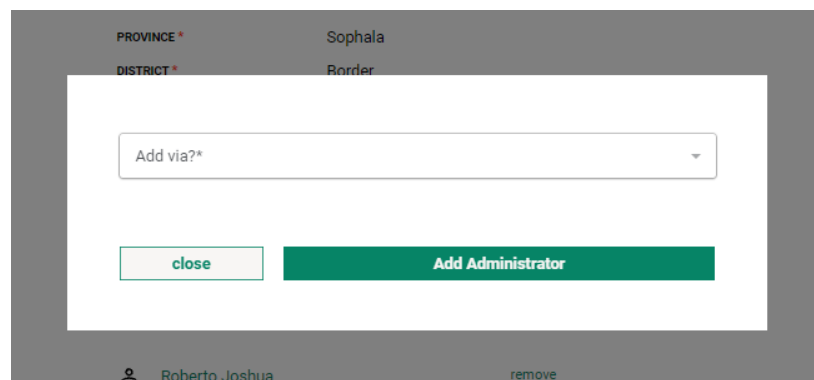
TOTAL OF FUNCTIONARIES 13

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.

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	Country	Mozambique
Economic Activity	Consulting and computer programming activities	Phone Number	+258878707590
NUIT	91565464215	Email	alinvest.corporate@gmail.com

[View Profile](#)

User's Business List

Means of filtering
companies

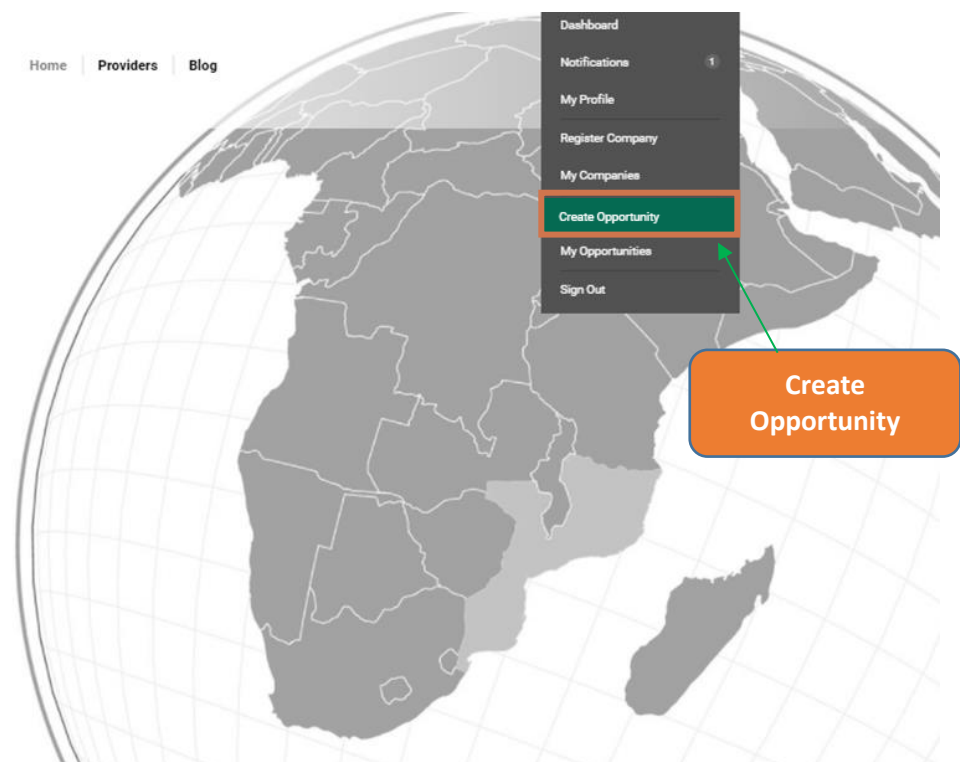
OPPORTUNITY MANAGEMENT IN MSME'S DATABASE

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.

Create an Opportunity

Fill the opportunity information below.

Title*

Contractor Company*

Reference

Formas: INDIV*|COT*|FEAR

End Date*

Area of Activity*

Require Finance Discharge?* Require INSS Discharge?*

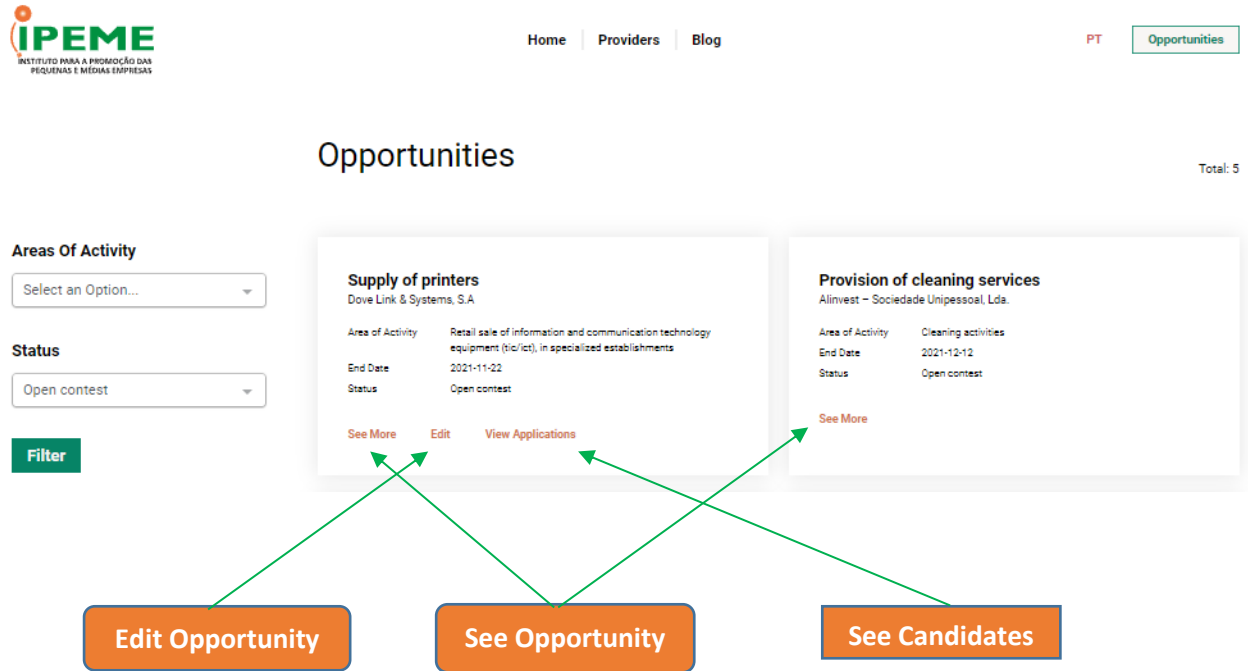
Require UFSA?*

Require IPEME Certificate?* Proposal Value currency*

Description

Required fields

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



The screenshot shows the 'Opportunities' page with a navigation bar (Home, Providers, Blog) and a language selector (PT). The page title is 'Opportunities' and it shows 'Total: 5'. On the left, there are filters for 'Areas Of Activity' (Select an Option...) and 'Status' (Open contest), with a 'Filter' button. Two opportunity cards are displayed:

- Supply of printers** (Dove Link & Systems, S.A.)

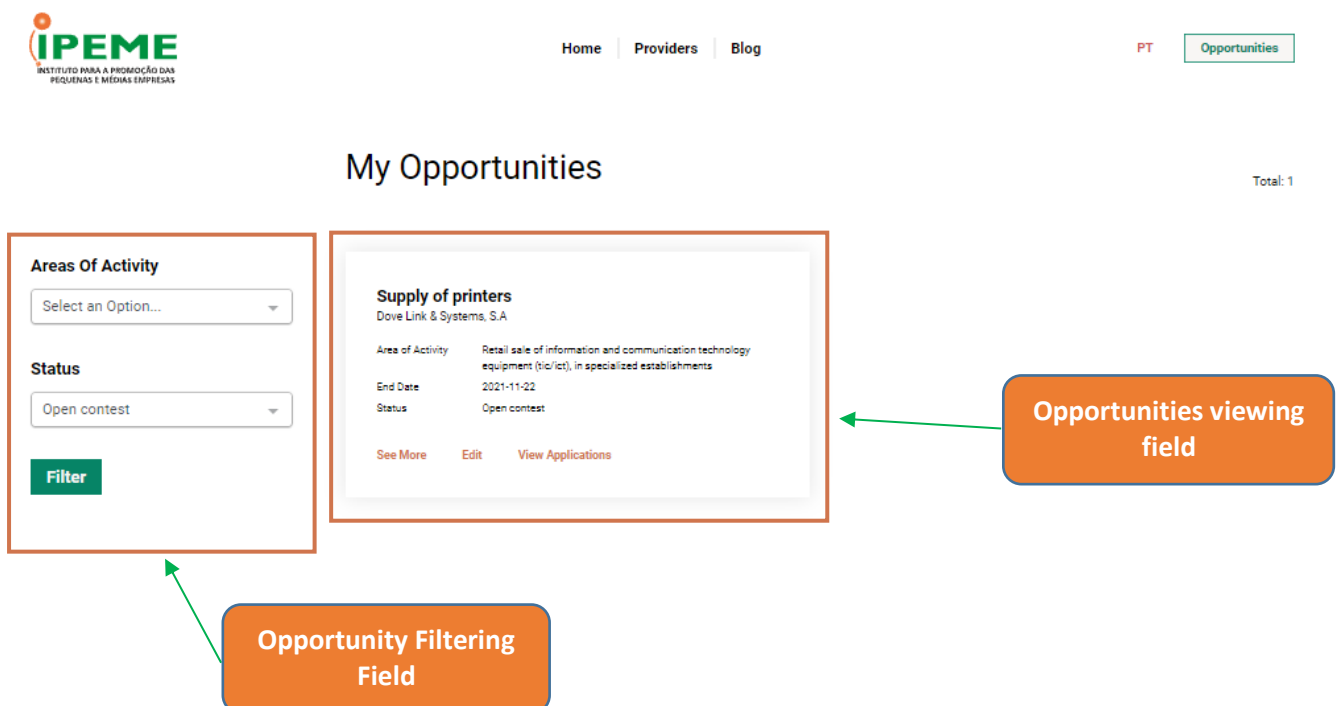
Area of Activity	Retail sale of information and communication technology equipment (tic/ict), in specialized establishments
End Date	2021-11-22
Status	Open contest
- Provision of cleaning services** (Alinvest - Sociedade Unipessoal, Lda.)

Area of Activity	Cleaning activities
End Date	2021-12-12
Status	Open contest

Annotations at the bottom show three buttons: 'Edit Opportunity', 'See Opportunity', and 'See Candidates'. Green arrows point from 'Edit Opportunity' to the 'Edit' link in the first card, from 'See Opportunity' to the 'See More' link in the first card, and from 'See Candidates' to the 'See More' link in the second card.

My Opportunities

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



The screenshot shows the 'My Opportunities' page with the same navigation bar and language selector. The page title is 'My Opportunities' and it shows 'Total: 1'. On the left, there are filters for 'Areas Of Activity' (Select an Option...) and 'Status' (Open contest), with a 'Filter' button. One opportunity card is displayed:

- Supply of printers** (Dove Link & Systems, S.A.)

Area of Activity	Retail sale of information and communication technology equipment (tic/ict), in specialized establishments
End Date	2021-11-22
Status	Open contest

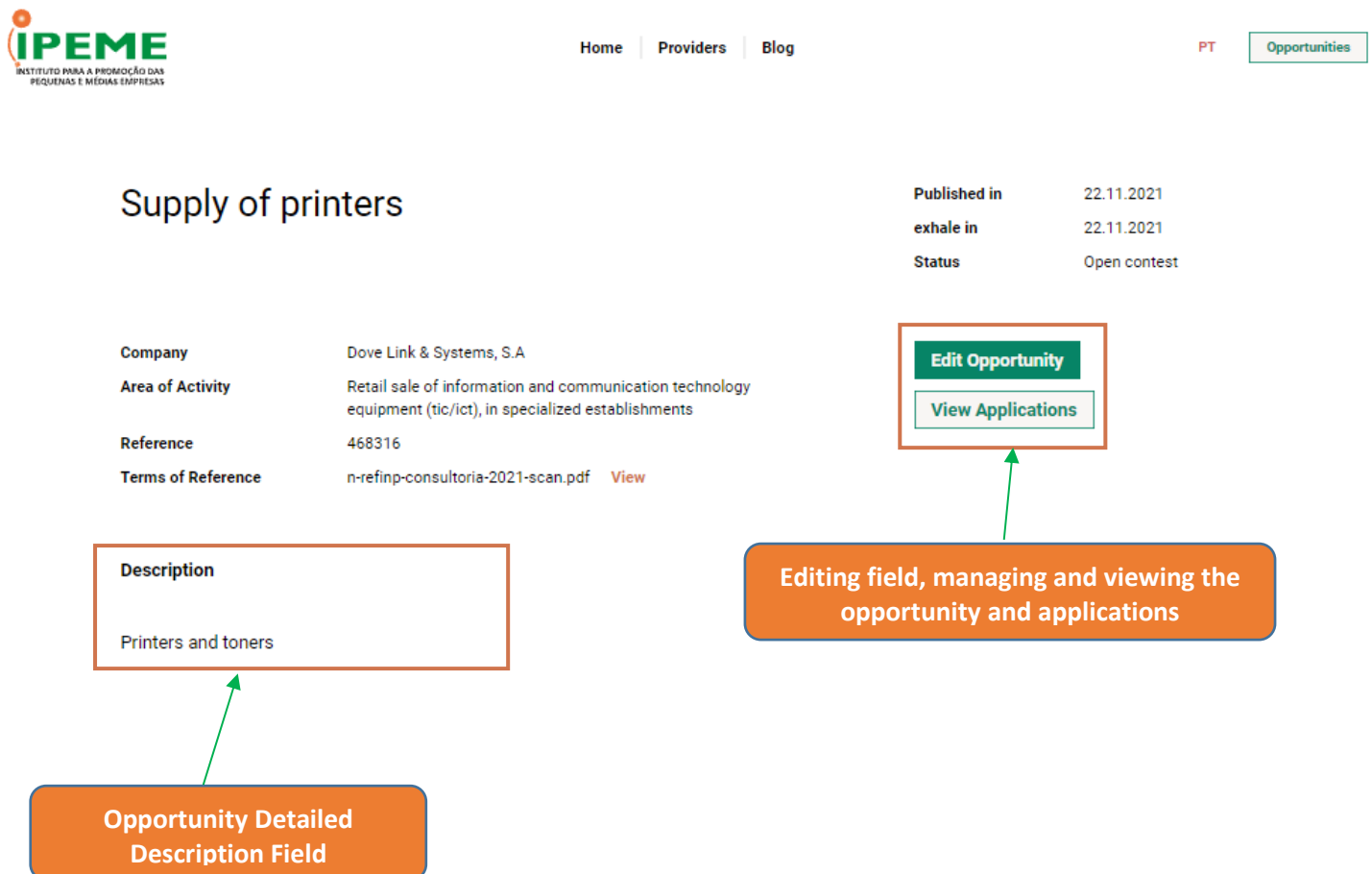
Annotations at the bottom show two buttons: 'Opportunity Filtering Field' and 'Opportunities viewing field'. Green arrows point from 'Opportunity Filtering Field' to the filter section and from 'Opportunities viewing field' to the opportunity card.

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:



The screenshot shows the IPEME website interface. At the top left is the IPEME logo. The navigation menu includes 'Home', 'Providers', and 'Blog'. On the right, there is a language selector 'PT' and a button labeled 'Opportunities'. The main content area displays the title 'Supply of printers' and a table with the following data:

Published in	22.11.2021
exhale in	22.11.2021
Status	Open contest

Below the table, there are two buttons: 'Edit Opportunity' (highlighted in green) and 'View Applications' (highlighted in light green). To the left, there is a detailed description field for the opportunity, containing the text 'Printers and toners'. This field is highlighted with a green box and an arrow pointing to it from a callout box labeled 'Opportunity Detailed Description Field'. Another callout box labeled 'Editing field, managing and viewing the opportunity and applications' has an arrow pointing to the 'Edit Opportunity' and 'View Applications' buttons.

Company Dove Link & Systems, S.A
Area of Activity Retail sale of information and communication technology equipment (tic/ict), in specialized establishments
Reference 468316
Terms of Reference n-refinp-consultoria-2021-scan.pdf [View](#)

Description
Printers and toners

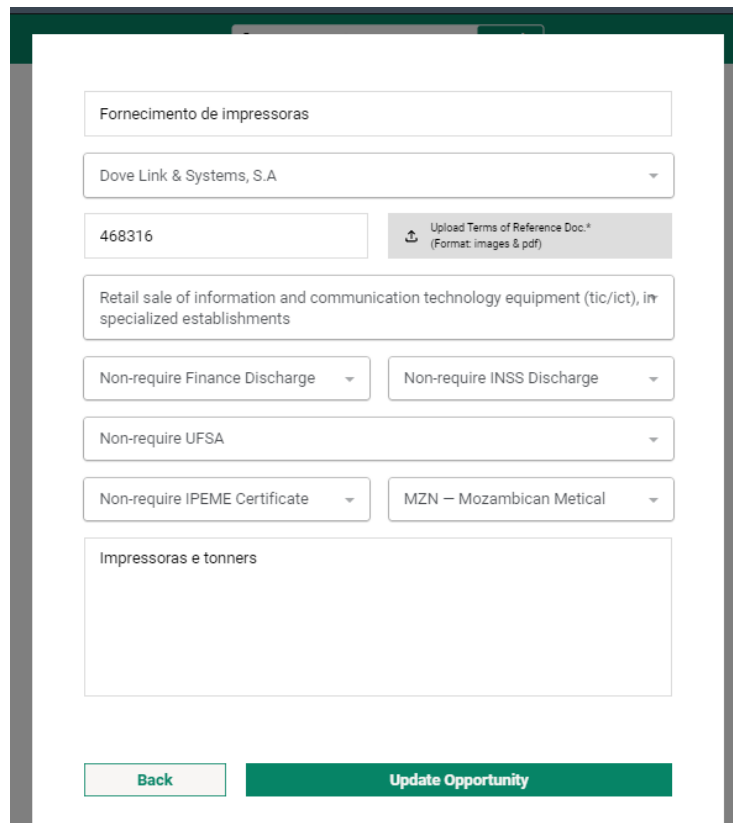
Edit Opportunity
View Applications

Opportunity Detailed Description Field

Editing field, managing and viewing the opportunity and applications

Edit Opportunity

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



The screenshot shows a web form for editing an opportunity. The form contains the following elements:

- A text input field with the value "Fornecimento de impressoras".
- A dropdown menu with the value "Dove Link & Systems, S.A".
- A text input field with the value "468316".
- A button labeled "Upload Terms of Reference Doc.* (Format: images & pdf)".
- A text input field with the value "Retail sale of information and communication technology equipment (tic/ict), in specialized establishments".
- Two dropdown menus: "Non-require Finance Discharge" and "Non-require INSS Discharge".
- A dropdown menu with the value "Non-require UFSA".
- Two dropdown menus: "Non-require IPEME Certificate" and "MZN – Mozambican Metical".
- A text input field with the value "Impressoras e tonners".
- Two buttons at the bottom: "Back" and "Update Opportunity".

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:

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

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