

Vendor Registration - Local & Overseas Vendors

Phoenix Vendor Portal - BOT Process

BOT Process Overview:

The vendor registration BOT works in two stages.

First, during “**BOT verification in progress (Document verification) in Phoenix vendor portal**”, it extracts and validates details from submitted documents. After Procurement and Finance approval, the BOT pushes the vendor data into DAX.

If it detects issues during update, such as on-hold accounts, duplicate or existing TL numbers in DAX, or other validation conflicts, it moves to second stage “**BOT Error – Manual intervention required**,” where the process is paused for manual review and correction in the Phoenix vendor portal.

1. BOT verification in progress (Document verification)

- VAT certificate verification (Local vendors)
- Trade license number and expiry verification (Local vendors)
- Bank details verification (GEMS bank verification letter)

2. BOT Error – Manual intervention required.

- Vendor account on-hold in DAX (Email trigger below)

Alert: **BOT Failed to Process - 18653, MED SHOP DRUGS STORE (LLC)**

RG RPABOT05 GEMS
To Sholin Ramakrishnan
Cc Maria Buenaseda; Veena Fernandes; Ashwin Alpha; Udayakumar Sampanthan

(i) You forwarded this message on 19-11-2025 1:54 PM.

Vendor_18653_VAT_19-11-2025 13_00_04.pdf 148 KB
Vendor_18653_Trade_19-11-2025 13_00_04.pdf 223 KB
Vendor_18653_Bank_19-11-2025 13_00_04.pdf 211 KB
Vendor_18653_19-11-2025 13_00_04.xlsx 21 KB

Dear Team,

The vendor MED SHOP DRUGS STORE (LLC) has encountered an error and is not able to create/update the vendor in DAX.

Failure Reason - Vendor account V00088 is on hold. # Vendor ID:

Requesting you to intervene and create/update the vendor into DAX manually and please ensure to update the application status into Phoenix once completed. This will ensure data accuracy in the system.

I regret the inconvenience caused.

Regards,
SFMS RPA Team

Duplicate license number in DAX.

Alert: BOT Failed to Process - 18750, PEDTECH GLOBAL TRADING L.L.C

RG RPABOT05 GEMS
To Sholin Ramakrishnan
Cc Maria Buenaseda; Veena Fernandes; Ashwin Alpha; Udayakumar Sampanthan

Vendor_18750_VAT_19-11-2025 09_00_03.pdf 62 KB
Vendor_18750_Trade_19-11-2025 09_00_03.pdf 228 KB
Vendor_18750_Bank_19-11-2025 09_00_03.pdf 239 KB
Vendor_18750_19-11-2025 09_00_03.xlsx 20 KB

Start your reply all with: Resubmitted. Thank you. Completed. This has been completed. [Feedback](#)

Dear Team,

The vendor PEDTECH GLOBAL TRADING L.L.C has encountered an error and is not able to create/update the vendor in DAX.

Failure Reason - License number 1318001 linked to V14371. # Vendor ID:19005

Requesting you to intervene and create/update the vendor into DAX manually and please ensure to update the application status into Phoenix once completed. This will ensure data accuracy in the system.

Regret the inconvenience caused.

Regards,
GEMS RPA Team

Bank Account error

- Already pre-existing bank account. New bank details provided by the vendor.

Logic: The flow does check for non-matching bank accounts and sends an email if multiple or mismatched bank accounts are found

Alert: BOT Failed to Process - 17613, THE JAM JAR LLC

RG RPABOT05 GEMS
To Sholin Ramakrishnan
Cc Maria Buenaseda; Veena Fernandes; Ashwin Alpha; Udayakumar Sampanthan

Vendor_17613_VAT_19-11-2025 14_41_38.pdf 70 KB
Vendor_17613_Trade_19-11-2025 14_41_38.pdf 117 KB
Vendor_17613_Bank_19-11-2025 14_41_38.pdf 112 KB
Vendor_17613_19-11-2025 14_41_38.xlsx 20 KB

Dear Team,

The vendor THE JAM JAR LLC has encountered an error and is not able to create/update the vendor in DAX.

Failure Reason - Bank account 90030200001945 already exists for vendor V12114, but other bank details are changing. please verify manually. # Vendor ID:V12114

Requesting you to intervene and create/update the vendor into DAX manually and please ensure to update the application status into Phoenix once completed. This will ensure data accuracy in the system.

Regret the inconvenience caused.

Regards,
GEMS RPA Team

- Same bank account but IBAN or Swift code different.

Logic: The flow checks for matching and non-matching bank accounts, and if there are issues, it sends an email with a list of non-matching banks, but not this exact message.

Alert: BOT Failed to Process - 17572, DUBAI POLO AND EQUESTRIAN CLUB LLC

RPABOT05 GEMS
To Sholin Ramakrishnan
Cc Maria Buenaseda; Veena Fernandes; Ashwin Alpha; Udayakumar Sampanthan

Thu 06-11-2025 3:06 PM

Vendor_17572_VAT_06-11-2025 15_03_29.pdf 77 KB Vendor_17572_Trade_06-11-2025 15_03_29.pdf 2 MB

Vendor_17572_Bank_06-11-2025 15_03_29.pdf 60 KB Vendor_17572_06-11-2025 15_03_29.xlsx 20 KB

Dear Team,

The vendor DUBAI POLO AND EQUESTRIAN CLUB LLC has encountered an error and is not able to create/update the vendor in DAX.

Failure Reason - The vendor account V04588 has already been associated with the bank account number(s) {"BankAccount": "Bank 1", "Bank-Name": "Mashreqbank", "BankAccountNumber": "010493176787", "BankSWIFTCode": "BOMLAEADXXX", "BankIBAN": "AE610330000010493176787"}. Please verify manually.

Requesting you to intervene and create/update the vendor into DAX manually and please ensure to update the application status into Phoenix once completed. This will ensure data accuracy in the system.

Regret the inconvenience caused.

Regards,
GEMS RPA Team

- The VAT number does not meet the required length

Logic: If the VAT number is not 15 digits, the flow appends "The VAT number does not meet the required length." to the error message.

Alert: BOT Failed to Process -18817, HERITAGE EXPRESS LLC

RPABOT05 GEMS
To Sholin Ramakrishnan
Cc Maria Buenaseda; Veena Fernandes; Ashwin Alpha; Udayakumar Sampanthan

Wed 12-11-2025 5:27 PM

Vendor_18817_Trade_12-11-2025 17_00_02.pdf 475 KB Vendor_18817_Bank_12-11-2025 17_00_02.pdf 610 KB

Vendor_18817_12-11-2025 17_00_02.xlsx 20 KB

Dear Team,

The vendor HERITAGE EXPRESS LLC has encountered an error and is not able to create/update the vendor in DAX.

Failure Reason - The VAT number does not meet the required length. The required VAT document has not been attached. # Vendor ID:18910

Requesting you to intervene and create/update the vendor into DAX manually and please ensure to update the application status into Phoenix once completed. This will ensure data accuracy in the system.

Regret the inconvenience caused.

Regards,
GEMS RPA Team