



Supplier Virtual Assistant

User guide for registered suppliers

Real-time information. Greater transparency. Reduced manual dependency

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Welcome from stc procurement

Dear Supplier,

Thank you for being a part of stc Kuwait's supplier community. Your products, services and professionalism enable us to keep delivering the experiences our customers depend on every day.

We are committed to making every interaction with stc Procurement faster, clearer and more transparent. As part of that commitment, we are pleased to introduce the Supplier Virtual Assistant, an always-available digital companion that puts the answers you need directly at your fingertips.

Whether you'd like to check the status of an RFQ, look up an outstanding invoice, verify the available balance on a Purchase Order, submit a Tax Clearance Certificate or lodge a Performance Bond, the Virtual Assistant is here to help securely, in real time, and from any device you prefer.

This guide walks you through every feature of the Virtual Assistant and the two channels you can use to access it. Please keep it close as a quick reference. Should you ever need a human touchpoint, our Procurement team remains at your service.

We look forward to continuing to innovate together.

stc Kuwait Procurement

Overview

Introducing the Supplier Virtual Assistant

The Supplier Virtual Assistant (SVA) is stc Kuwait's AI-powered procurement chatbot, purposefully built for our registered supplier community. It is designed to make routine procurement information instantly accessible, securely authenticated, and available wherever you happen to be working.

What you can do with the SVA

- Check the status of any RFQ, contract, Purchase Order or invoice associated with your account.
- Inspect granular PO details like available balance, expiry date, invoiced amount, PAT and FAC approvals.
- Submit Tax Clearance Certificates with valid dates and supporting documents.
- Submit and request the release of Performance Bonds and other Letters of Guarantee.
- Access non-confidential procurement information like registration help, terms & conditions, the supplier code of conduct and contact channels without logging in.

What guides the experience

Three principles run through every conversation with the SVA:

- **Real-time information:** every reply reflects the latest data from our procurement systems, with no human handover required to retrieve it.
- **Greater transparency:** every step in your engagement with stc, from RFQ submission to bond release, is visible to you on demand.
- **Reduced manual dependency:** fewer phone calls, fewer follow-up emails, fewer manual reconciliations. The information comes to you.

Benefits for our suppliers

The Virtual Assistant has been designed around the questions and submissions our suppliers deal with most often. Here is what you can expect once you start using it.

 Faster Updates Get real-time answers without waiting for manual follow-up.	 Greater Visibility Track RFQs, contracts, POs, invoices and submissions clearly.	 Secure Access Use OTP authentication to protect supplier-specific information.
 Access Anywhere Use the assistant through the portal or WhatsApp from any device.	 Easy Submissions Submit certificates and bonds through guided digital flows.	 Less Manual Work Reduce calls, emails and repeated follow-ups with self-service support.

These benefits compound over time: as you become familiar with the menus and the natural-language shortcuts the assistant supports, you'll spend less time chasing updates and more time on the work that genuinely needs your attention.

Access channels

A quick look at the Supplier Virtual Assistant

You can engage with the Supplier Virtual Assistant through either of two equally capable channels. Choose whichever fits the moment but both connect you to the same authenticated menu and the same procurement data.



CHANNEL A - WEB

Vendor Relations Portal

Launch the assistant from any browser, on any device, directly from the stc Kuwait website.

- ✓ Click the chatbot icon at the bottom-right of the Vendor Relations page
- ✓ Authenticate once per session using your registered email + OTP
- ✓ Full menu of inquiries and submissions in a single window

cvs.stc.com.kw/DigitalStatic/VendorRelations



CHANNEL B - MOBILE

WhatsApp

Chat with the assistant from your mobile device — no apps to install, no extra logins beyond OTP verification.

- ✓ Save +965 509 00758 in your contacts, or scan the QR code
- ✓ Verify with your registered email + OTP, then send any inquiry
- ✓ Use the same authenticated menu directly within WhatsApp

+965 509 00758 • wa.link/x56jv

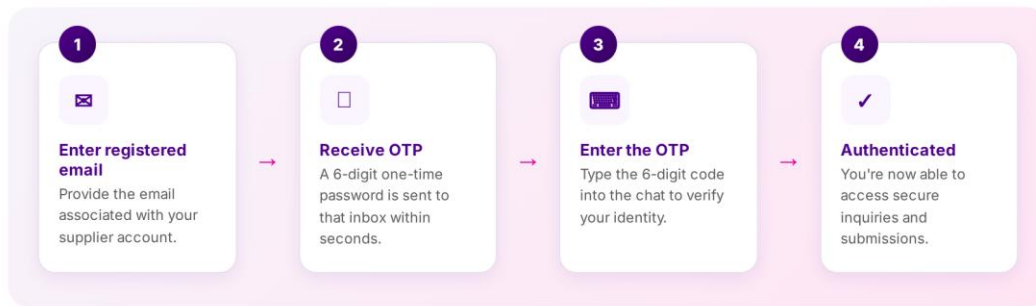
Tip

If you frequently work from a desk, the Vendor Relations Portal makes it easy to copy and paste PO numbers and to view longer responses. If you spend more time on the move, save our WhatsApp number and you'll have the assistant a tap away.

Section 1: authentication & security

Because the Virtual Assistant can return information specifically to your supplier account you can view your purchase orders, invoices, contracts and bonds. Every secure session begins with a one-time password (OTP) verification that is sent to your registered email id. This single short step protects you from unauthorized access while keeping the rest of the experience effortless.

How the OTP flow works



Step-by-step

- Tap or type "Registered vendor login" from the welcome menu.
- Enter the email address registered against your stc supplier account when prompted.
- We will email a 6-digit one-time password to that inbox within a few seconds.
- Type the OTP back into the chat. The Virtual Assistant verifies it and unlocks the authenticated menu.
- From that point you can ask the assistant any supported question, or pick from the menu.

Important

Always use the email address you registered with stc Procurement, the OTP can only be sent to that address. If you can't access that inbox, contact stc Procurement to update your registered email before using the Virtual Assistant. For your security, sessions end automatically after a period of inactivity; simply log in again to resume.

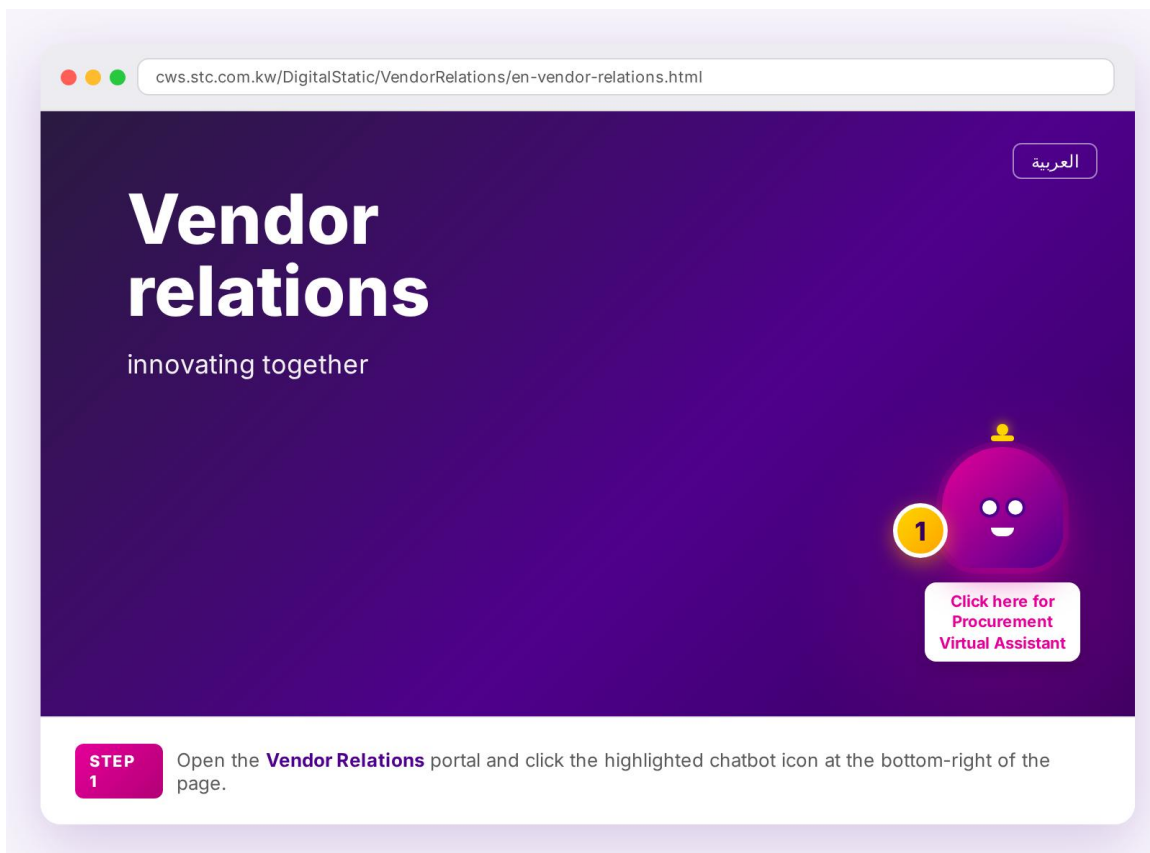
Section 2: accessing via the Vendor Relations Portal

The Vendor Relations Portal is the easiest way to launch the assistant from a desktop, laptop or tablet browser.

Step 1: open the Vendor Relations page

Visit the URL below in any modern browser:

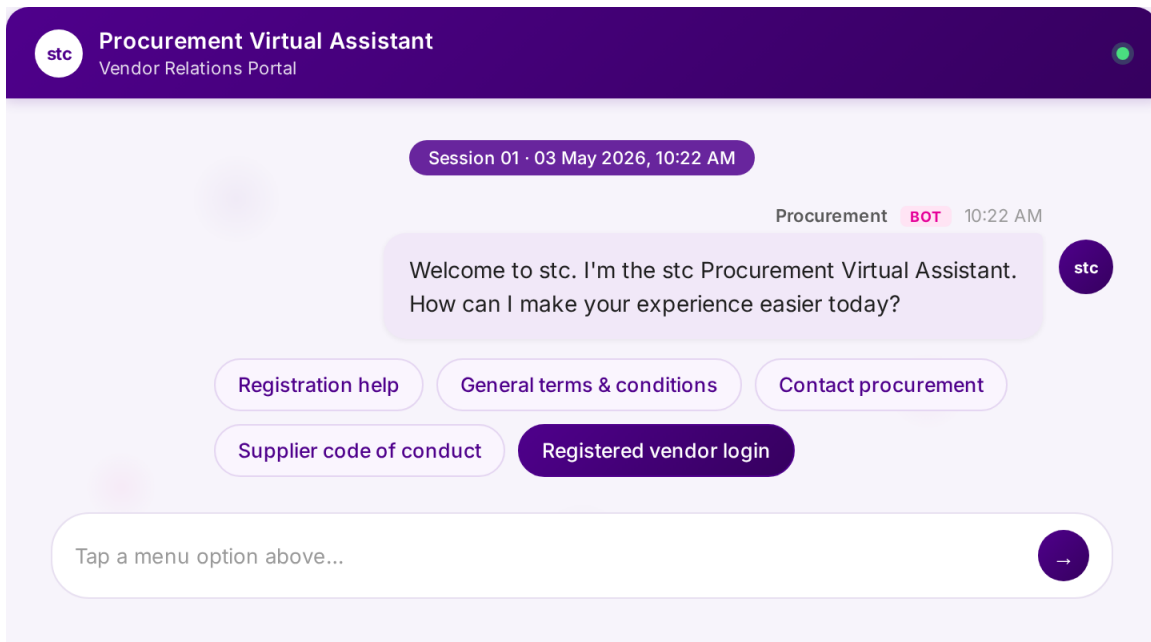
<https://cws.stc.com.kw/DigitalStatic/VendorRelations/en-vendor-relations.html>



The Procurement Virtual Assistant launcher appears at the bottom-right of the Vendor Relations page.

Step 2: click the chatbot launcher

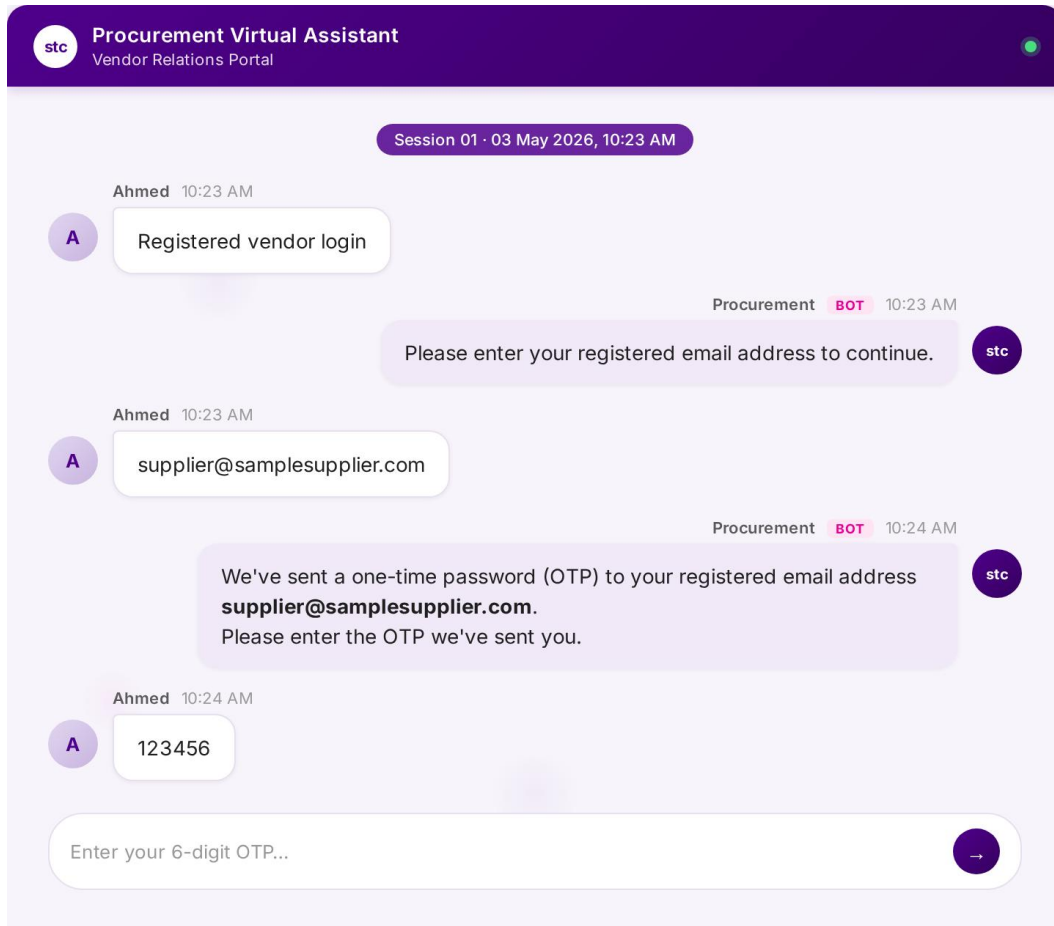
Click the highlighted Procurement Virtual Assistant icon at the bottom-right of the page. A chat window opens directly in your browser; installation is not required to access the virtual assistant.



The welcome screen presents both guest options and a registered vendor login.

Step 3: authenticate with your email and OTP

Tap Registered vendor login and enter the email address registered to your supplier account. The assistant emails you a 6-digit OTP. Enter it to access your authenticated menu.



Email entry, OTP delivery confirmation, and OTP verification take place within the same chat window.

Privacy reminder

Demo values shown in this guide (e.g., Sample Supplier Co. W.L.L., supplier@samplesupplier.com, OTP 123456) are illustrative only. Your real supplier account is unique to you and will display your actual company information after login.

Section 3: accessing via WhatsApp

Prefer to chat from your phone? The Supplier Virtual Assistant is available on WhatsApp at the contact details below. Save our number, scan the QR code, or tap the link — whichever is most convenient.

STC PROCUREMENT IS NOW VIRTUALLY ENABLED

Connect on WhatsApp

Scan the QR code or tap a link below to start chatting with the Procurement Virtual Assistant.





WHATSAPP NUMBER
+965 509 00758



DIRECT LINK
<https://wa.link/x5t6jv>



SERVICE
Procurement Virtual Assistant

Save these access details in your phone for one-tap access.

How to start a conversation

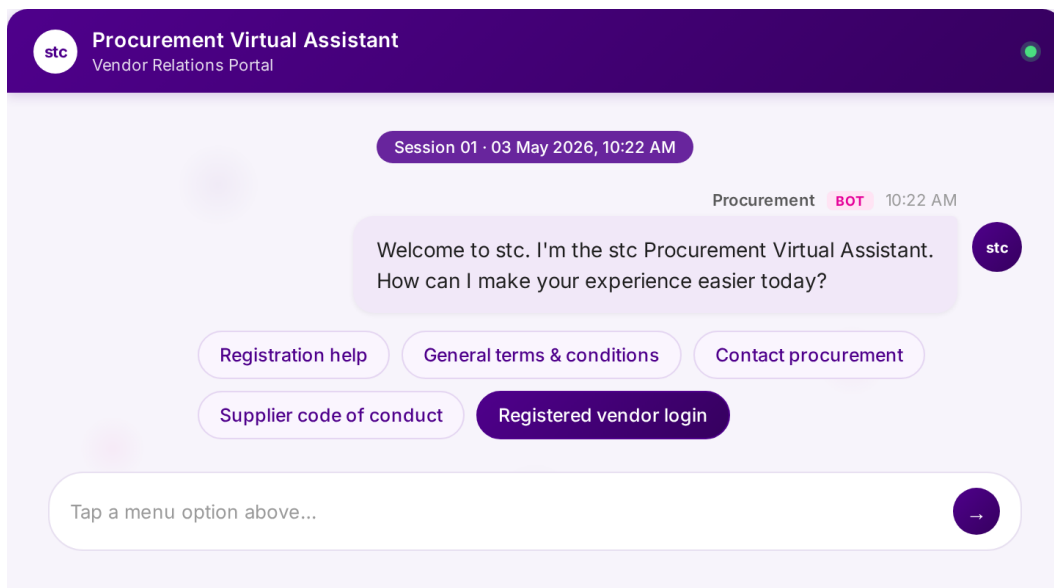
- Open WhatsApp on your mobile device.
- Add +965 509 00758 as a contact, scan the QR code, or tap <https://wa.link/x5t6jv>
- Send any greeting (for example, "Hi") to wake the assistant.
- Choose Registered vendor login and authenticate with your registered email + OTP, exactly as on the portal.
- Once authenticated, every menu and feature works the same way as it does on the web.

Tip

If you are messaging on behalf of multiple suppliers, log out before switching accounts. The assistant authenticates you to one supplier at a time so that responses always reflect the right data.

The Guest Main Menu

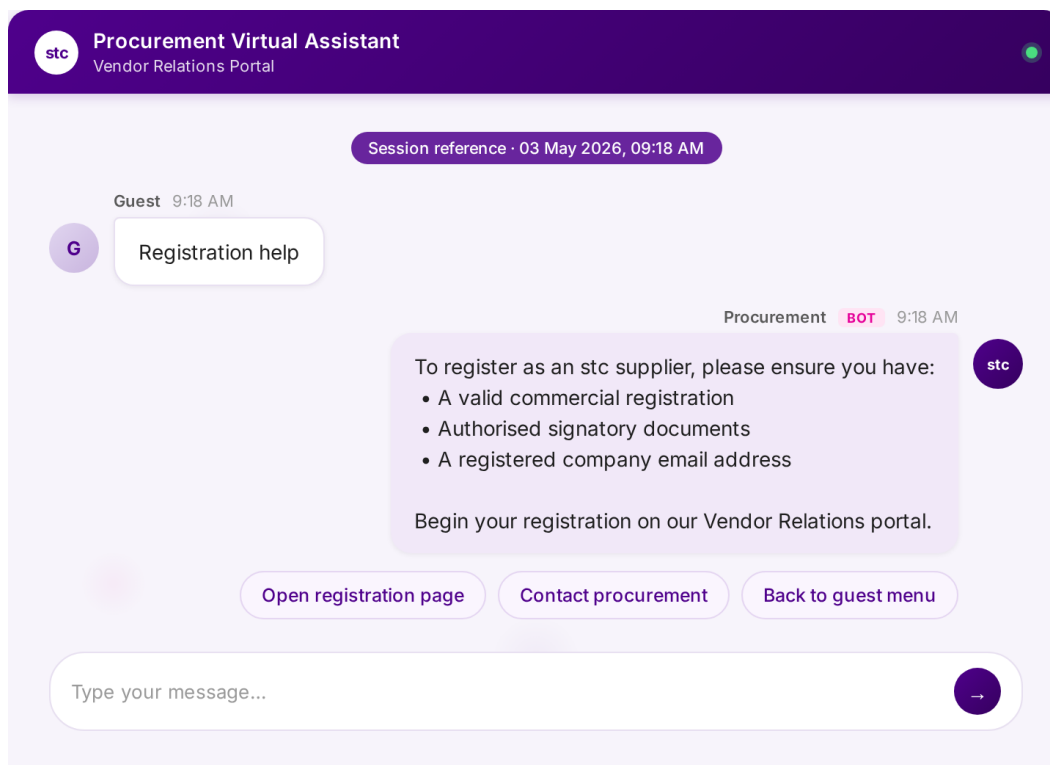
Some information doesn't require authentication. The Guest Menu is available to anyone who opens the Virtual Assistant, registered suppliers, prospective suppliers and visitors alike.



The Guest Menu offers help with registration, terms & conditions, contact details and the supplier code of conduct.

What's available on the Guest Menu

- **Registration help** - guidance on becoming a registered stc supplier and the documents you'll need.
- **General terms & conditions** - the standard procurement terms that apply to engagements with stc.
- **Contact procurement** - direct lines to the Procurement team for matters that need a human touchpoint.
- **Supplier code of conduct** - the ethical and operational standards we expect from every supplier.
- **Registered vendor login** - entry point to the secure, authenticated experience.



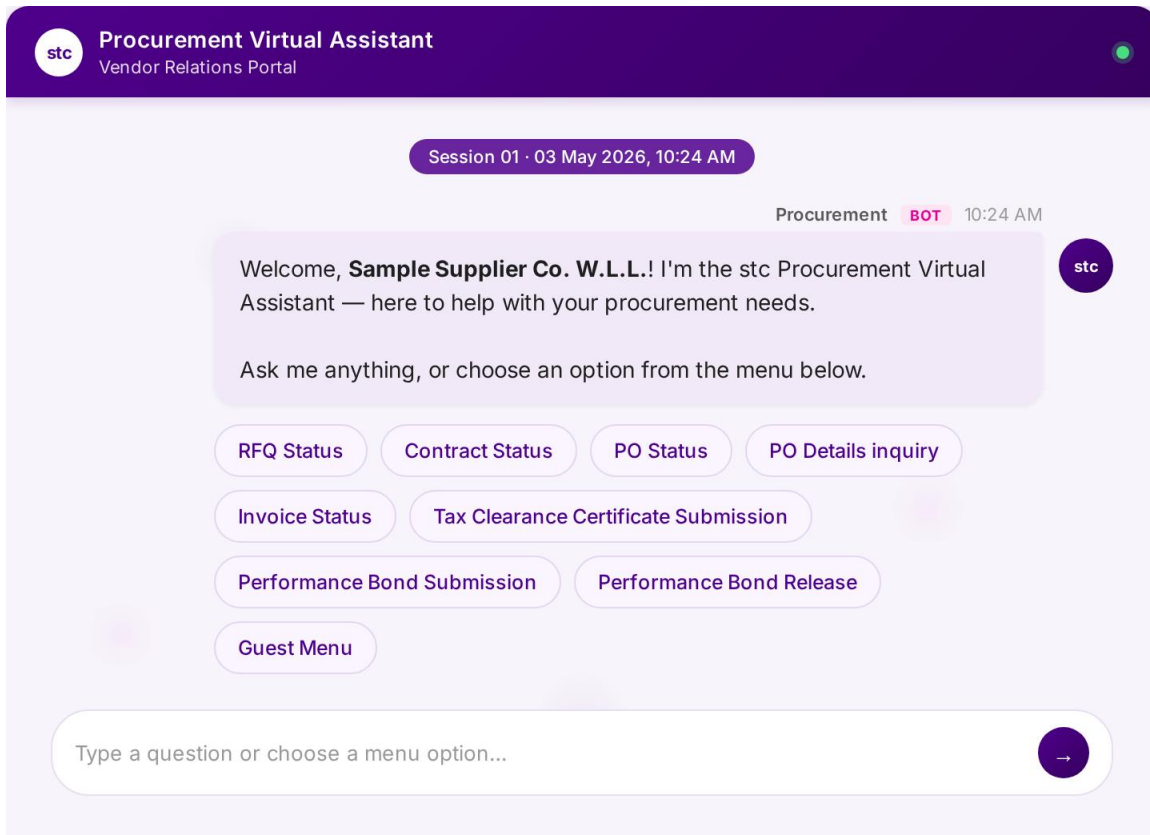
Example of a guest interaction — registration help, with no login required.

The Authenticated Main Menu

Once you successfully log in using your registered email and one-time password (OTP), the Supplier Virtual Assistant unlocks a personalized, authenticated experience. At this stage, you gain access to the full set of features designed specifically for your supplier account.

The authenticated main menu serves as your central navigation point within the Virtual Assistant. From here, you can easily access all available services, including tracking RFQs, checking Purchase Order and invoice statuses, reviewing detailed PO insights, and submitting essential documents such as Tax Clearance Certificates and Performance Bonds.

The menu is structured to guide you quickly to the information or action you need. You can either select from the available options or simply type your request in natural language, and the assistant will direct you to the appropriate feature.



The authenticated main menu personalized to the registered supplier.

Menu options

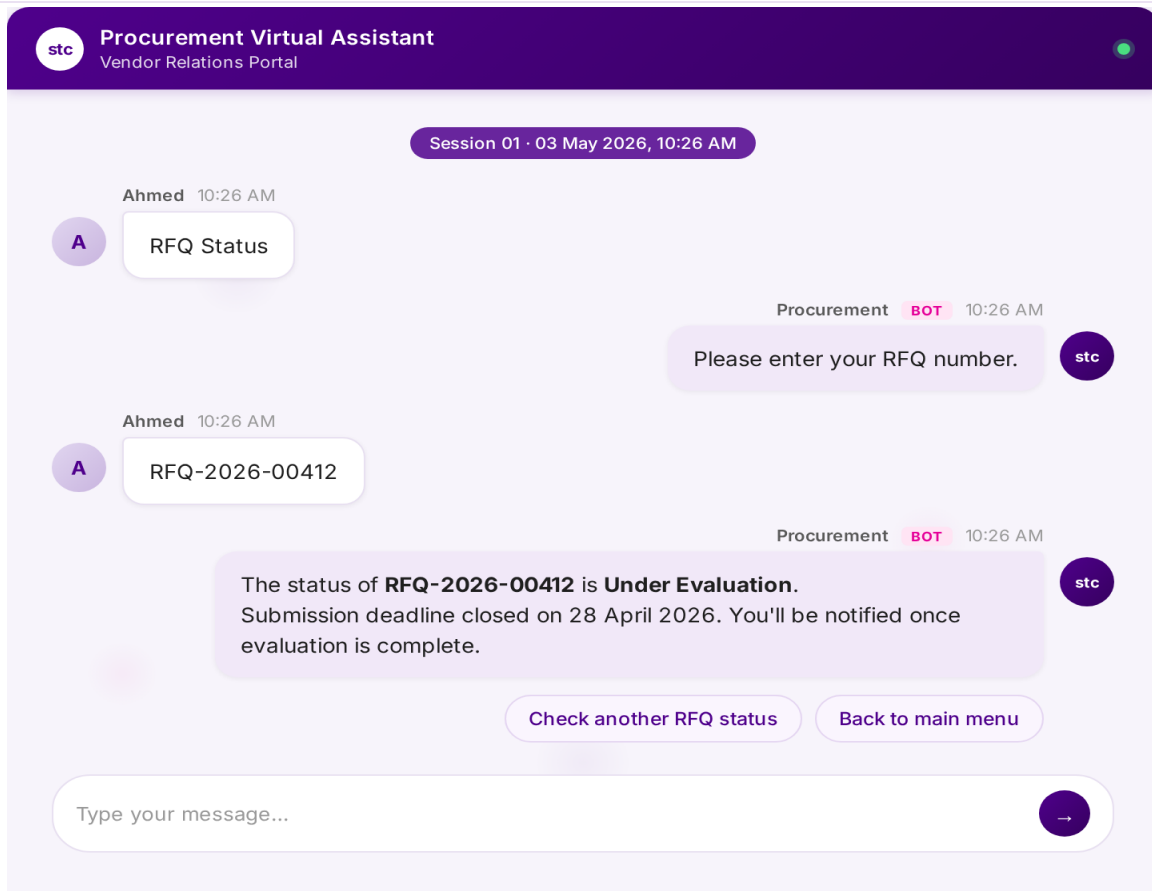
- **RFQ Status** - track responses to live tenders.
- **Contract Status** - verify whether a contract is active and check its validity.
- **PO Status** - quick look up the approval state of any Purchase Order.
- **PO Details inquiry** - granular checks on PO balance, expiry, invoiced amount, PAT and FAC approvals.
- **Invoice Status** - see whether a submitted invoice is pending, approved or paid.
- **Tax Clearance Certificate Submission** - upload a Tax Clearance Certificate with validity dates.
- **Performance Bond Submission** - submit a new Performance Bond / LG and supporting bank documentation.
- **Performance Bond Release** - request the release of an existing Performance Bond once obligations are met.
- **Guest Menu** - return to the unauthenticated guest information at any time.

Feature 1: RFQ Status

Use this feature to check the live status of any Request for Quotation (RFQ) you have responded to.

How to use it

1. From the main menu, tap RFQ Status (or type "RFQ Status").
2. Enter the RFQ reference number when prompted.
3. The assistant returns the current status typically Open, Under Evaluation, Awarded or Closed — along with relevant deadlines.



Sample RFQ Status interaction.

What you'll see

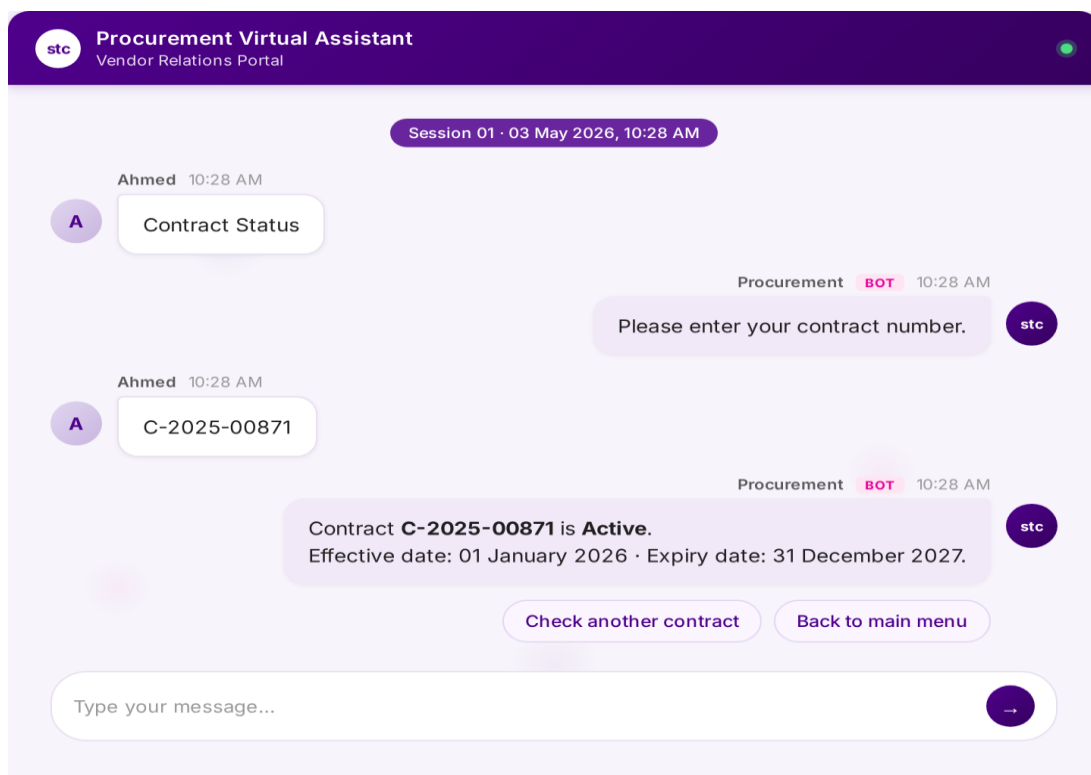
- The current status label.
- The submission deadline (if applicable).
- Quick options to check another RFQ or return to the main menu.

Feature 2: Contract Status

Quickly verify whether a contract you hold with stc is active, along with its effective and expiry dates.

How to use it

1. Tap Contract Status from the authenticated main menu.
2. Provide your contract number when prompted.
3. The assistant returns the contract's status, its effective date and its expiry date.



Sample Contract Status interaction.

Tip

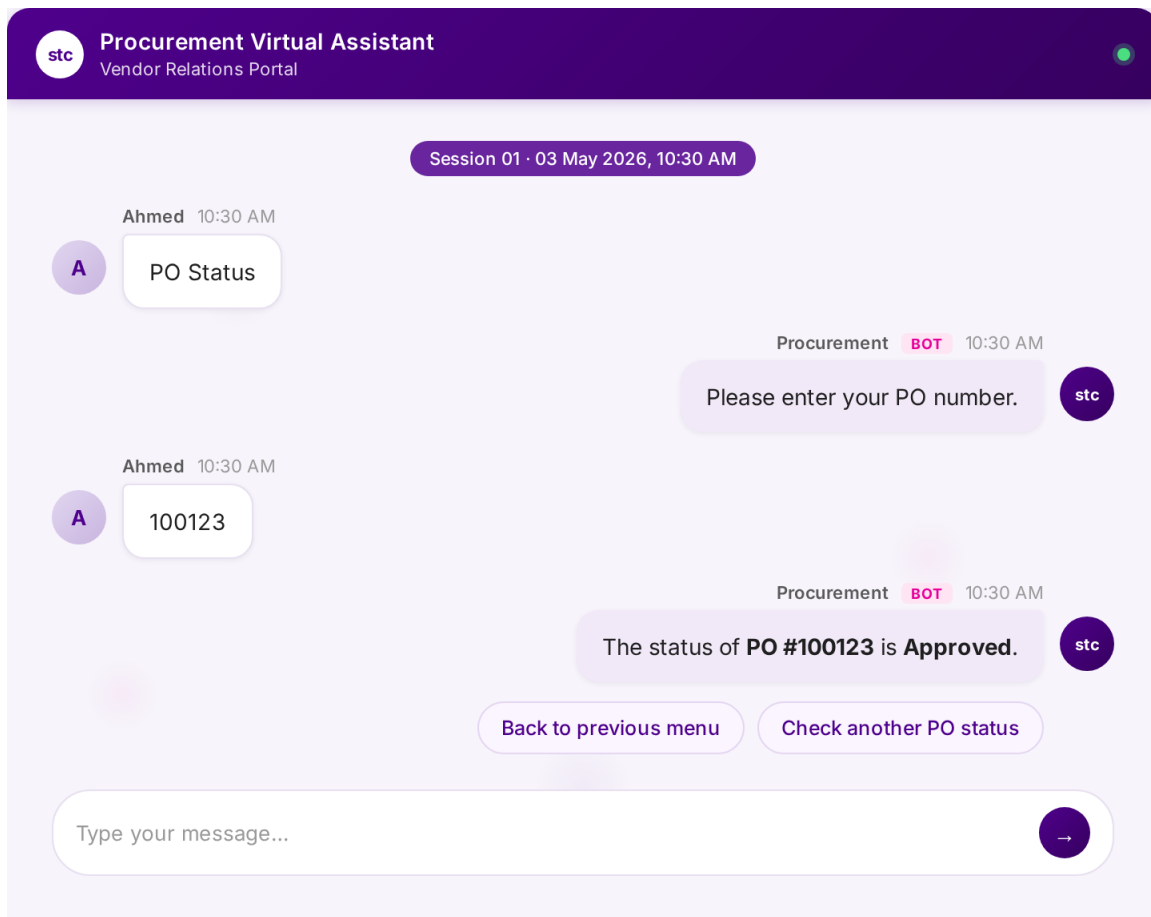
If your contract is approaching expiry, this is a good prompt to align with your stc procurement contact about renewal timelines.

Feature 3: PO Status

PO Status is the fastest way to confirm whether a particular Purchase Order has been approved, is in progress, or is on hold.

How to use it

1. Tap PO Status from the main menu.
2. Enter the PO number when prompted.
3. The assistant returns the current approval state.



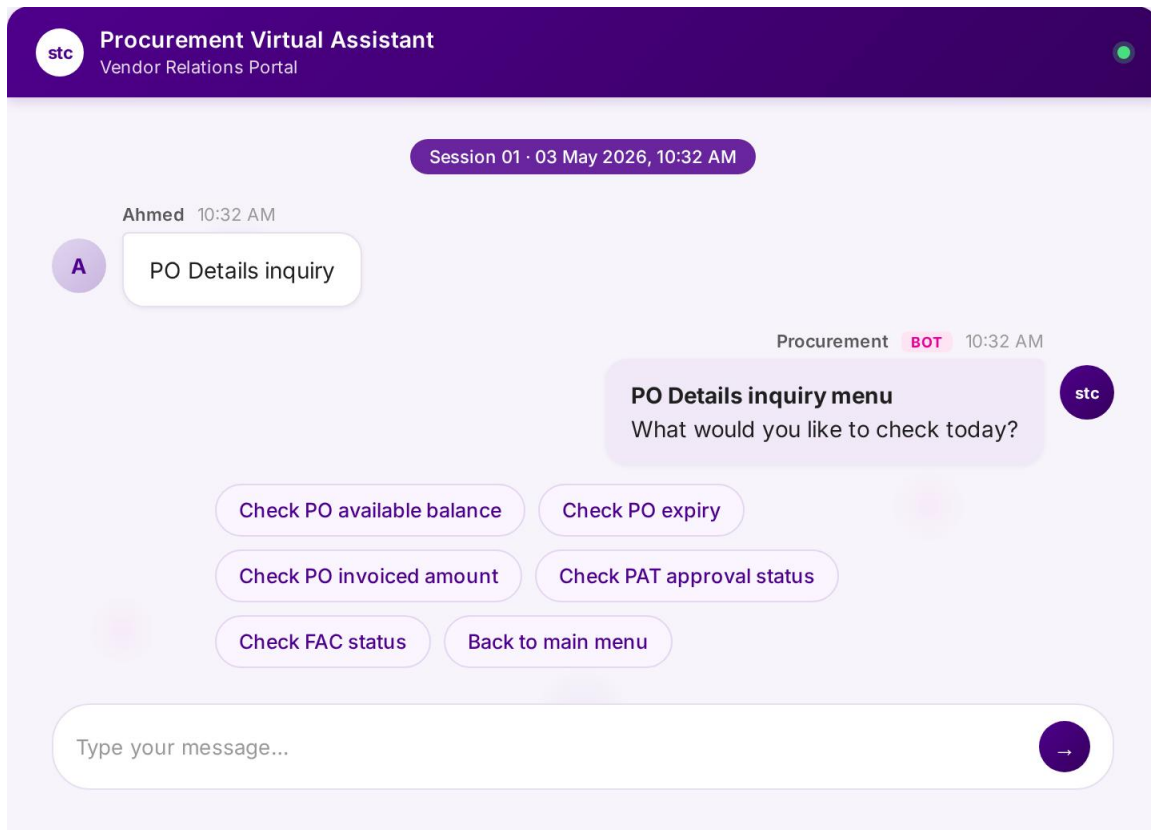
Sample PO Status interaction.

More details:

PO Status returns the high-level approval state. For balances, expiry, invoiced amounts or PAT/FAC approvals on the same PO, use PO Details inquiry on the next page.

Feature 4: PO Details inquiry

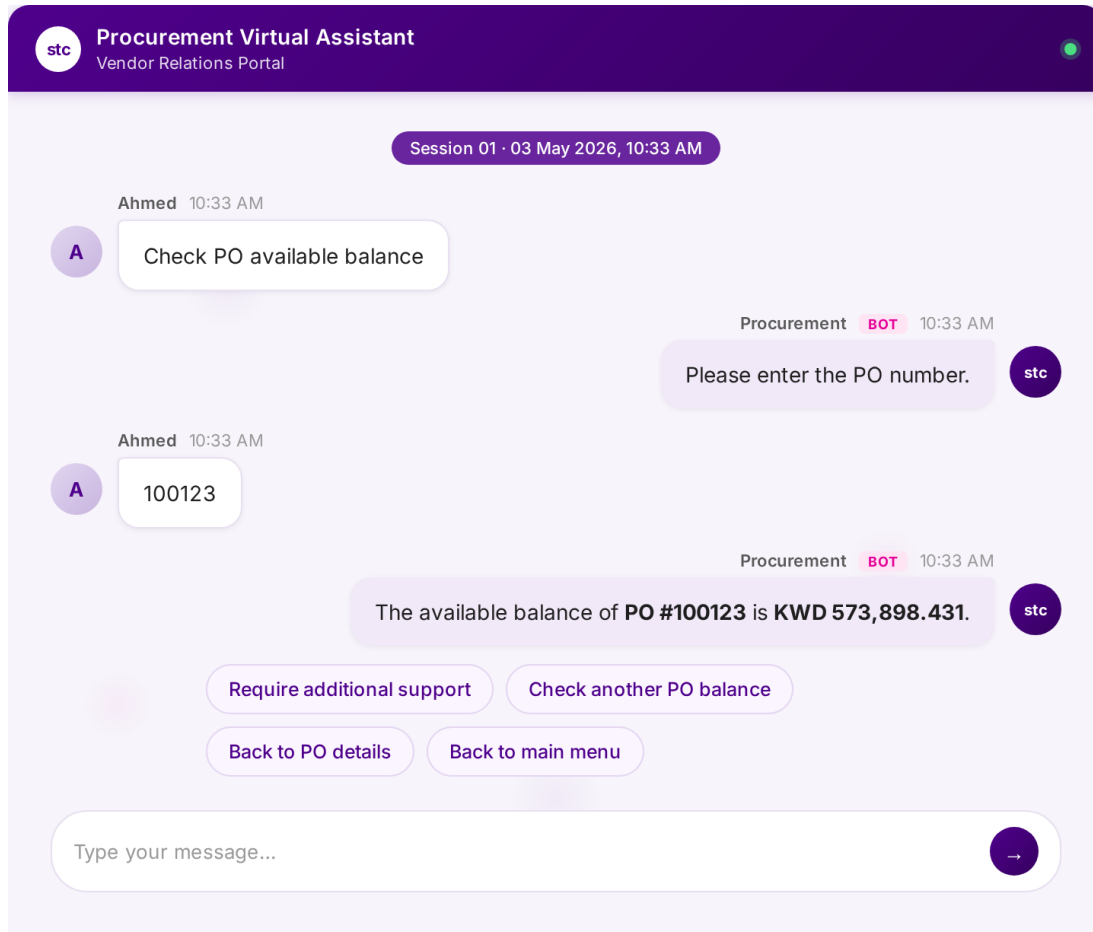
PO Details inquiry is a deeper view of a single Purchase Order. Once you select this option from the main menu you'll see five sub-options, each focused on a specific aspect of the PO.



The PO Details inquiry menu and its five sub-options.

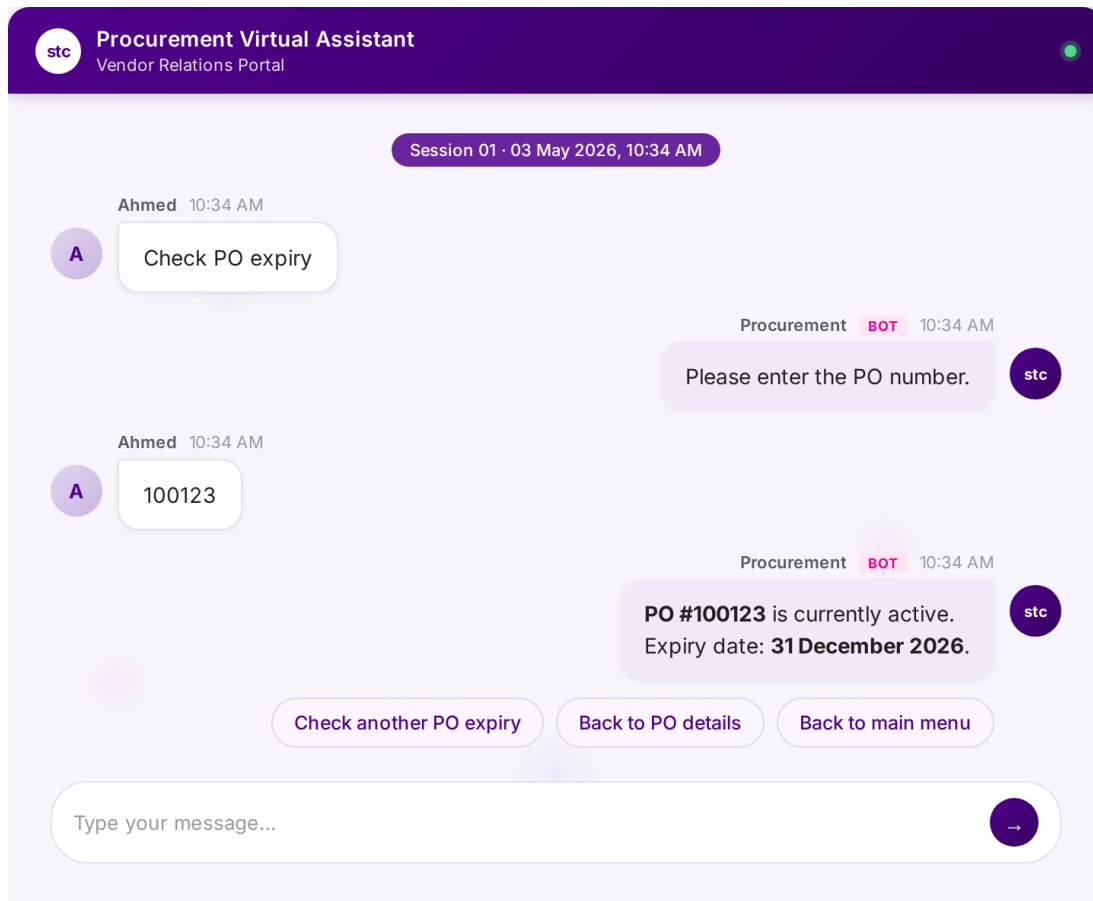
Sub-option 1: check PO available balance

Returns the remaining un-invoiced value on a PO, in its original currency.



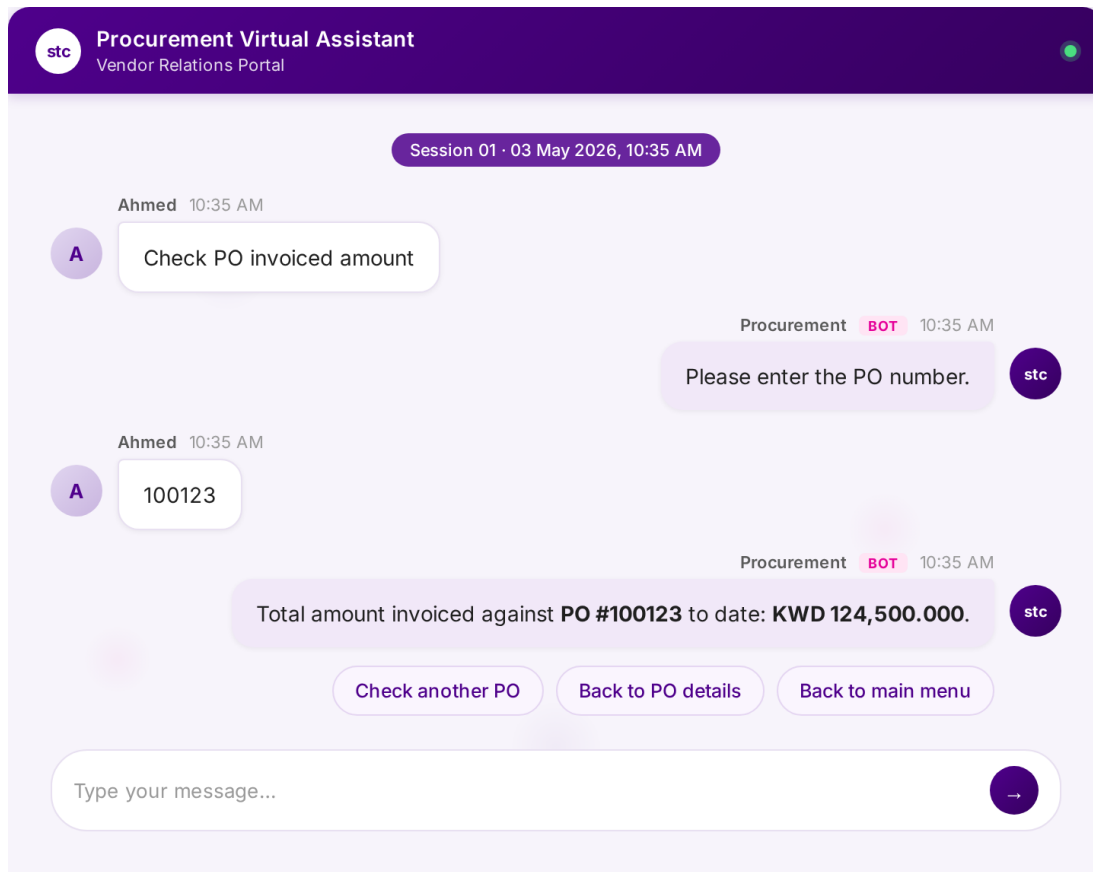
Sub-option 2: check PO expiry

Confirms whether the PO is currently active and shows its expiry date.



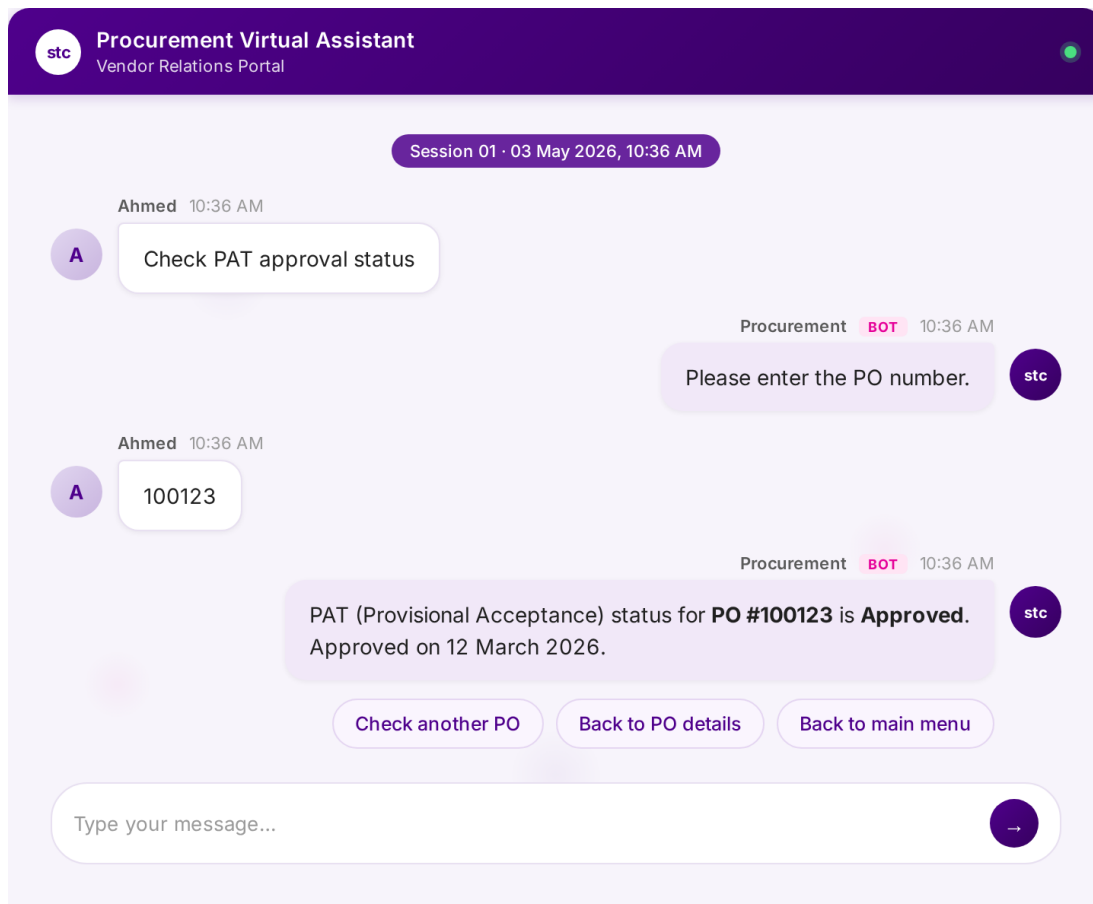
Sub-option 3: check PO invoiced amount

Returns the total cumulative amount that has been invoiced against the PO to date.



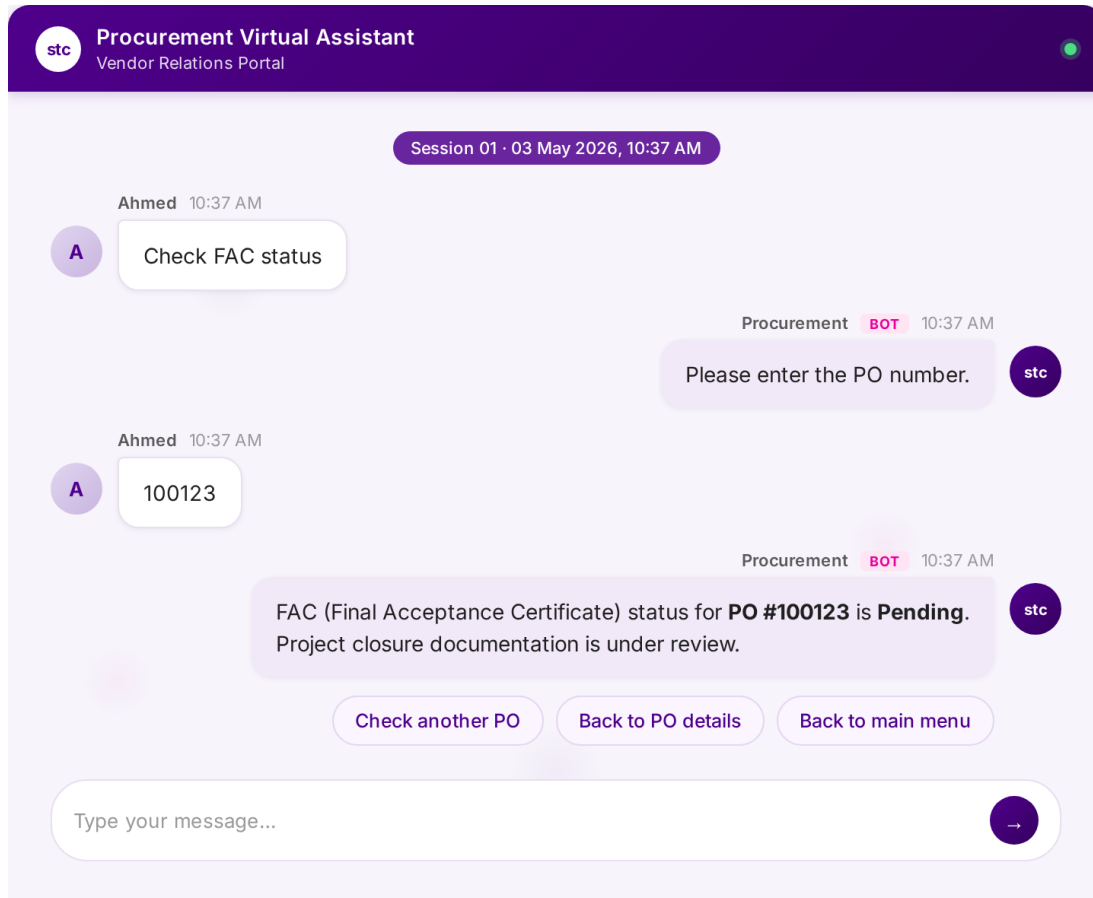
Sub-option 4: check PAT approval status

PAT (Preliminary Acceptance Test) marks the milestone at which delivered goods or services are provisionally accepted. This sub-option returns whether PAT has been approved, with the approval date.



Sub-option 5: check FAC status

FAC (Final Acceptance Certificate) is issued at the formal closure of an engagement. This sub-option shows whether the FAC is pending or approved.



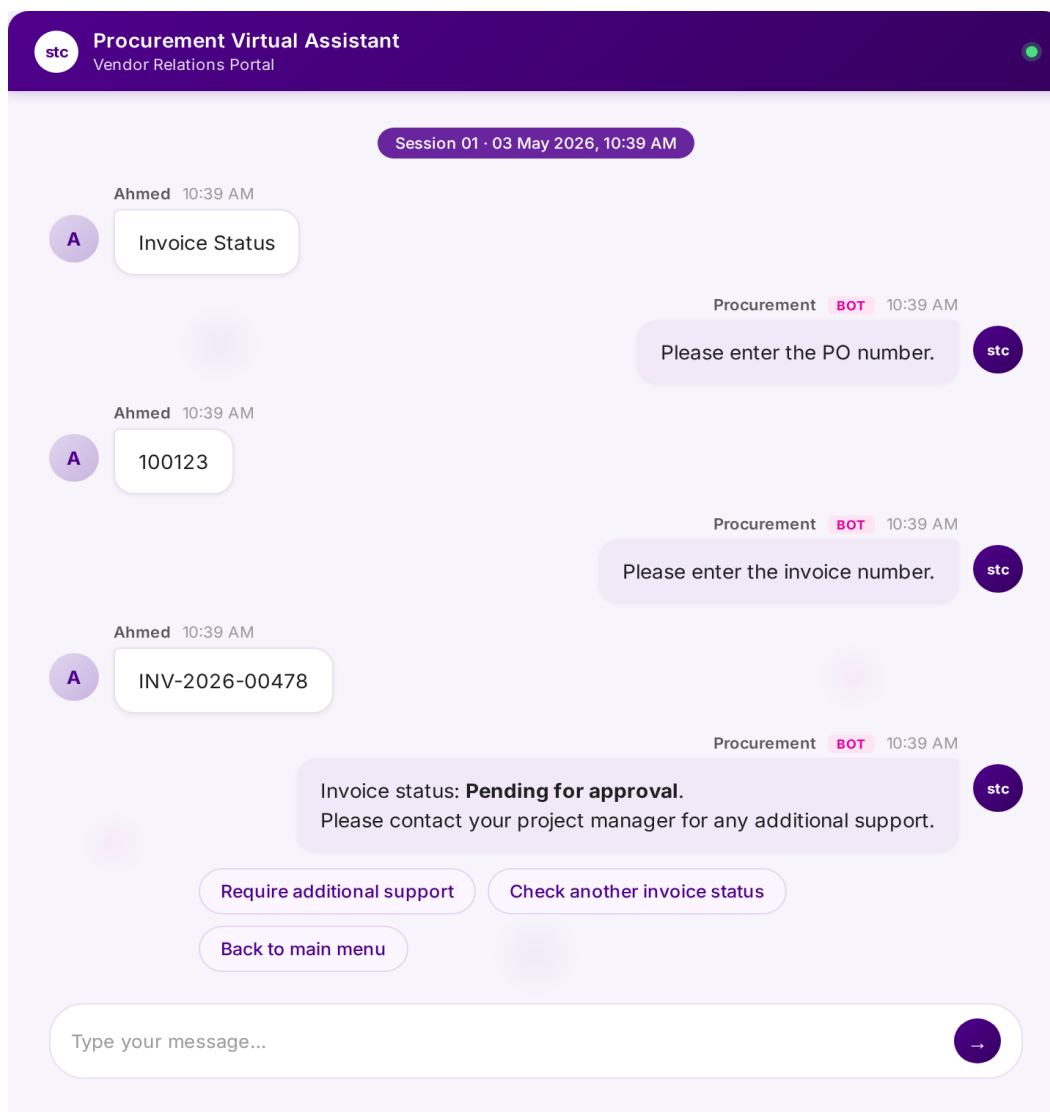
Feature 5: Invoice status

Use Invoice Status to check whether a submitted invoice has been received, is pending approval, has been approved, or is queued for payment.

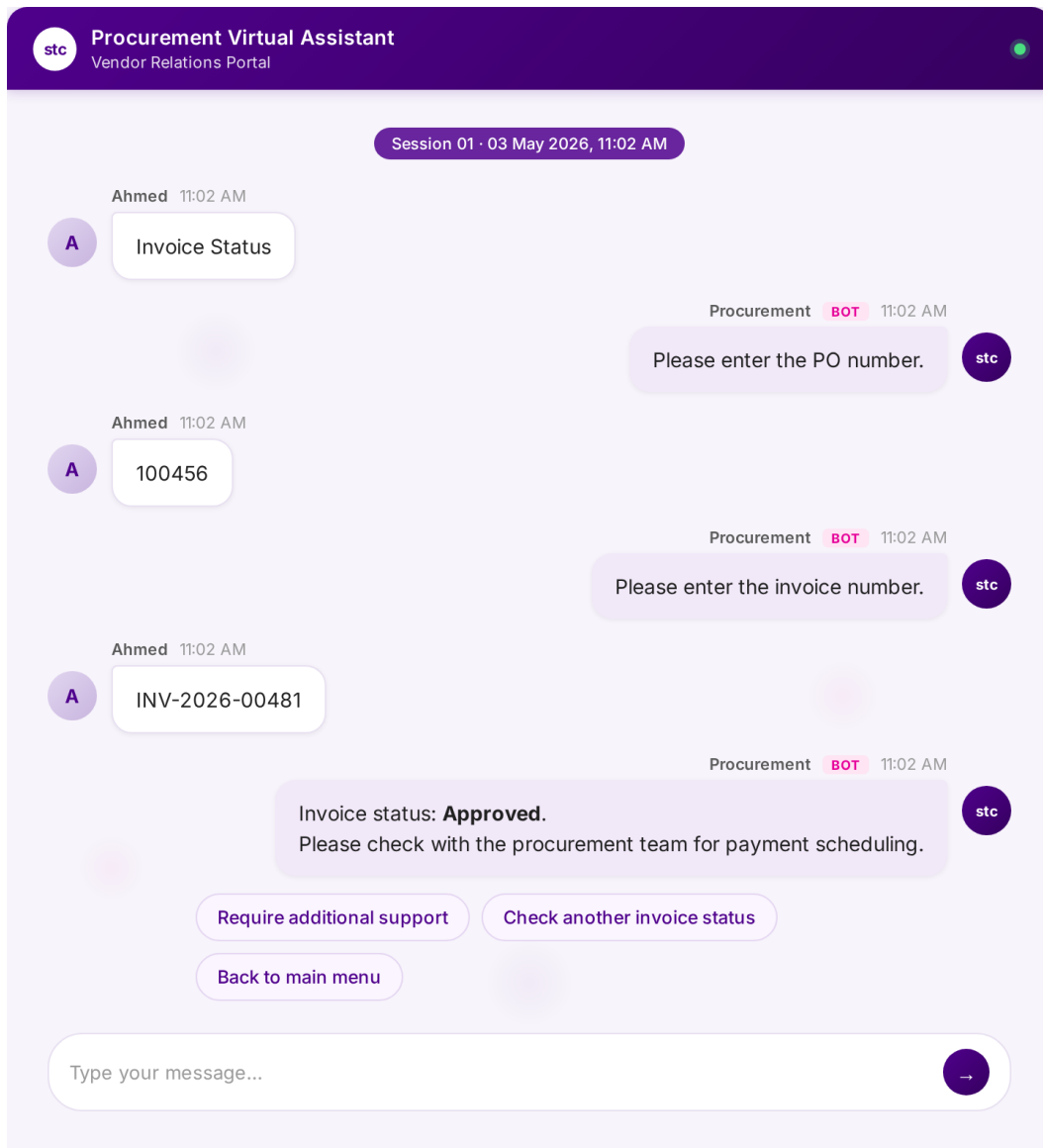
How to use it

1. Tap Invoice Status from the main menu.
2. Enter the PO number to which the invoice was billed.
3. Enter the invoice number when prompted.
4. The assistant returns the current invoice status with a clear next step.

Pending example



Approved example



Feature 6: Tax Clearance Certificate Submission

Submit your Tax Clearance Certificate directly through the Virtual Assistant, with the required validity dates and supporting document attached.

Before you start

- Have your Tax Clearance Certificate ready as a single PDF or JPEG file.
- Confirm the validity Start Date and End Date as printed on the certificate.
- Files must be valid PDF or JPEG and under the size limit advertised by the assistant.

How to use it

1. Tap Tax Clearance Certificate Submission from the main menu.
2. Enter the certificate Start Date in DD-MM-YYYY format.
3. Enter the End Date in DD-MM-YYYY format.
4. Upload your certificate when prompted.
5. Review the summary, then tap Confirm submission.

stc

Procurement Virtual Assistant
Vendor Relations Portal

Session 02 · 03 May 2026, 11:18 AM

Ahmed 11:18 AM

A

Tax Clearance Certificate Submission

Procurement BOT 11:18 AM

stc

For Tax Clearance Certificate Submission, please enter the **Start Date** in DD-MM-YYYY format.

Ahmed 11:18 AM

A

01-01-2026

Procurement BOT 11:18 AM

stc

Please enter the **End Date** in DD-MM-YYYY format.

Ahmed 11:19 AM

A

31-12-2026

Procurement BOT 11:19 AM

stc

Please upload a valid PDF or JPEG file of your Tax Clearance Certificate.

Ahmed 11:19 AM

A

PDF

Sample Supplier — Tax Clearance Certificate 2026.pdf

534 KB · PDF

↓

Procurement BOT 11:19 AM

stc

Please validate the information before submitting:
Start Date: **01-01-2026**
End Date: **31-12-2026**
Document: Sample Supplier — Tax Clearance Certificate 2026.pdf

Confirm submission

Need to modify

Cancel

Tax Clearance Certificate Submission — full flow on a single screen.

Important

Always validate the Start Date, End Date and uploaded file on the summary screen. If anything is incorrect, tap Need to modify rather than Confirm submission.

Feature 7: Performance Bond Submission

Submit a Performance Bond, Advance Payment Guarantee or other Letter of Guarantee directly through the Virtual Assistant. The assistant captures the bond's commercial details and the originating bank document in a single guided flow.

Before you start

- Confirm the PO number to which the bond applies.
- Have the bond's start and end dates ready (DD-MM-YYYY).
- Have the issuing bank's name and branch ready.
- Have the bond document ready as a PDF.
- Have the LG amount, description and LG reference number ready.

Step 1 - PO, dates and issue type

stc

Procurement Virtual Assistant
Vendor Relations Portal

Session 03 · 03 May 2026, 02:14 PM

Ahmed 2:14 PM

A

Performance Bond Submission

Procurement BOT 2:14 PM

stc

Please enter the PO number.

Ahmed 2:14 PM

A

100789

Procurement BOT 2:14 PM

stc

Please enter the **Start Date** in DD-MM-YYYY format.

Ahmed 2:14 PM

A

15-04-2026

Procurement BOT 2:14 PM

stc

Please enter the **End Date** in DD-MM-YYYY format.

Ahmed 2:14 PM

A

15-10-2026

Procurement BOT 2:14 PM

stc

Select an Issue Type from the options below:

Performance Bond

Advance Payment

Other

Back to main menu

Step 2 - bank, branch, currency and document upload

stc

Procurement Virtual Assistant
Vendor Relations Portal

Session 03 · 03 May 2026, 02:16 PM

Procurement BOT 2:16 PM

Please enter your **bank name**.

Ahmed 2:16 PM

A Sample Bank of Kuwait

Procurement BOT 2:16 PM

Please enter your **branch name**.

Ahmed 2:16 PM

A Kuwait City

Procurement BOT 2:16 PM

Please enter your **currency**.

Ahmed 2:16 PM

A KWD

Procurement BOT 2:16 PM

Please upload a valid PDF file of your Performance Bond.

Ahmed 2:17 PM

A

PDF

Sample Supplier — Performance Bond.pdf

2.5 KB · PDF

↓

Step 3 - amount, description, reference and confirmation

Procurement Virtual Assistant
 Vendor Relations Portal

Session 03 · 03 May 2026, 02:18 PM

Ahmed 2:18 PM
 A 1,701.000

Procurement BOT 2:18 PM
 Enter **LG Amount.**

Ahmed 2:19 PM
 A Performance guarantee for PO 100789 — civil works for 5 new sites.

Procurement BOT 2:19 PM
 Enter **Description.**

Ahmed 2:19 PM
 A OLG-2026-00544

Procurement BOT 2:19 PM
 Enter **LG Reference.**

Ahmed 2:19 PM
 A Confirm Submission

Procurement BOT 2:19 PM
 Before submitting, please validate your information:
 User: **supplier@samplesupplier.com**
 PO Number: **100789**
 Bank / Branch: **Sample Bank of Kuwait — Kuwait City**
 Amount: **KWD 1,701.000**
 Confirm Submission Need to modify Cancel

Ahmed 2:19 PM
 A Confirm Submission

Procurement BOT 2:19 PM
 Your submission has been forwarded to the Procurement department for review and approval. ✓
 Require additional support Back to main menu

After submission

Your submission is forwarded to the Procurement team for review and approval. You'll be notified via your registered email once the review is complete. You can also revisit the Virtual Assistant at any time to check on bond status with our team.

Feature 8: Performance Bond Release

Once the obligations covered by a Performance Bond have been completed, you can request the release of that bond directly through the Virtual Assistant.

How to use it

1. Tap Performance Bond Release from the main menu.
2. Enter the PO number associated with the bond.
3. Enter the LG Reference of the bond you'd like released.
4. Briefly describe the reason for the release request (for example, completion of FAC).
5. Confirm the request — your submission is forwarded to Procurement for review.

stc

Procurement Virtual Assistant
Vendor Relations Portal

Session 04 · 03 May 2026, 03:02 PM

Ahmed 3:02 PM

A

Performance Bond Release

Procurement BOT 3:02 PM

stc

Please enter the PO number for which you'd like to request a Performance Bond release.

Ahmed 3:02 PM

A

100456

Procurement BOT 3:02 PM

stc

Please enter the LG Reference of the bond you'd like released.

Ahmed 3:02 PM

A

OLG-2025-00318

Procurement BOT 3:02 PM

stc

Please briefly describe the reason for the release request.

Ahmed 3:03 PM

A

Project completed successfully. Final Acceptance Certificate (FAC) issued on 28 April 2026.

Procurement BOT 3:03 PM

stc

Please confirm your release request:
PO Number: **100456**
LG Reference: **OLG-2025-00318**

Confirm Submission

Need to modify

Cancel

Procurement BOT 3:03 PM

stc

Your release request has been forwarded to the Procurement department for review. ✓

Back to main menu

A Performance Bond release request from start to confirmation.

Tips & best practices

Type freely - the assistant understands

While menu buttons are the fastest way to navigate, you can also type questions in your own words. Try "What's the status of PO?" or "I need to submit a tax clearance." The assistant will route you to the right area.

Date entry format

Whenever the assistant asks for a date for instance- Tax Clearance dates, Performance Bond start/end dates should be used in DD-MM-YYYY exactly. For example, 1 January 2026 should be entered as 01-01-2026.

File uploads

Tax Clearance Certificates accept PDF or JPEG. Performance Bonds require a PDF. Use clear, named files (for example, "Tax-Clearance-Certificate-2026.pdf") so they are easy for our team to identify in their queue.

Validation step matters

Both Tax Clearance and Performance Bond submissions present a validation summary before final submission. Read it carefully, if any value is wrong, tap Need to modify rather than Confirm submission. This is far quicker than withdrawing a submitted record.

Session timeout

Sessions close automatically after a period of inactivity. If your session has timed out, simply log in again with your registered email and OTP; your submitted records are unaffected.

Switch channels at any time

You can start a request on WhatsApp and check it later on the portal, or vice versa. Both channels look at the same authenticated supplier record.

When things go wrong troubleshooting & support

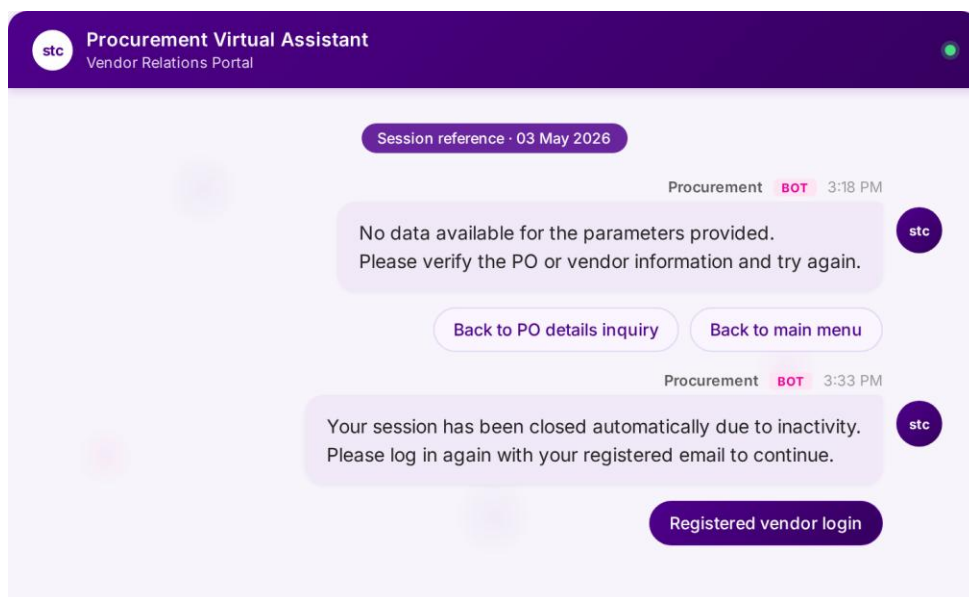
"No data available for the provided input parameters"

This means the assistant couldn't find a record that matches what you entered. The most common causes are a typo in the PO or invoice number, an incorrect input format, or a record associated with a different supplier account. Verify the value and try again — or use Back to main menu and choose a different inquiry.

OTP not received

Check your spam or junk folder for an email from stc Procurement. If it's still not visible after a few minutes, confirm with your stc procurement contact that the email address on file is current.

Session has been closed automatically



Common assistant messages — "no data" and inactive-session timeout.

Sessions end automatically after a period of inactivity. Tap Registered vendor login to start a new authenticated session.

Still need help?

If you've tried the above and still need assistance, please reach out to stc Kuwait Procurement using any of the contact channels in the directory at the back of this guide.

What's next

Coming soon: A smarter SVA

What you've seen in this guide is just the beginning. We are continuing to invest in the Supplier Virtual Assistant so that more of your day-to-day procurement interactions can be completed in seconds, securely and on your terms.

On our roadmap

- **Wider scope** — broader self-service inquiries spanning more of the supplier lifecycle.
- **Deeper automation** — submissions and approvals for additional document types beyond Tax Clearance and Performance Bonds.
- **Multilingual** — Arabic-language support so you can converse with the assistant in the language you prefer.
- **Smart notifications** — proactive notifications for expiring bonds, invoice approvals and other key events.
- **Mobile-first** — refined mobile experience optimized for tablets and smartphones.
- **Even smarter conversations** — increasingly natural conversational understanding, so you can simply describe what you need.

We'd love your feedback!

If there's a procurement task you wish the Virtual Assistant could help with, tell us. Your input shapes what we build next. Reach out via the channels listed in the contact directory.

Our commitment:

Innovating together

stc Kuwait's vision for procurement is to make every supplier interaction faster, clearer and more transparent. The Supplier Virtual Assistant is a meaningful step in that journey, but it is, fundamentally, a tool in service of a relationship.

Our commitment to you remains: real-time information when you need it, transparent visibility into the status of your engagements, and a human team that is ready to help whenever the Virtual Assistant alone is not enough.

Thank you for being part of stc Kuwait's supplier community. We look forward to continuing to innovate together.

stc Kuwait Procurement

Staying in touch contact directory

The Virtual Assistant is here for fast, secure, self-service answers, but our procurement team is always available for conversations that need a human touch.

Procurement Virtual Assistant — web	https://cws.stc.com.kw/DigitalStatic/VendorRelations/en-vendor-relations.html
Procurement Virtual Assistant — WhatsApp	+965 509 00758 · https://wa.link/x5t6jv
Procurement Virtual Assistant — WhatsApp QR Code	
Procurement department (general)	Available via the Contact Procurement option in the assistant's Guest Menu
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