SME REFUND PORTAL
A STEP-BY-STEP USER MANUAL

Economic Development Board

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1. SME REFUND PORTAL BASICS

This step-by-step user manual contains simple and easy instructions to help you during your application and claim procedures on the new SME Refund portal.

The user manual is divided into three sections as follows:
1. **STEP 1: CREATION OF USER PROFILE ON THE SME REFUND PORTAL**
2. **STEP 2: SUBMIT YOUR APPLICATION**
3. **STEP 3: SUBMIT YOUR CLAIM**

The manual contains the following key features:
- Creating a user profile
- Accessing the list of international fairs
- Submission of application for participation in an international fair
- Submission of claim

1.1 Icon list

	A screengrab is displayed after each set of instructions to show the information/program that appears on your screen
	A red arrow pointing on a screengrab to help you identify a command or button such as 'click on Sign in'
	A red rectangle box indicate that you need to fill in the details in the boxes that appear on your screen
*	An asterisk indicates a compulsory field that needs to be completed before moving to the next instruction
	Magnifying glass icon for lookup information from available option or list

2. STEP 1: CREATION OF USER PROFILE

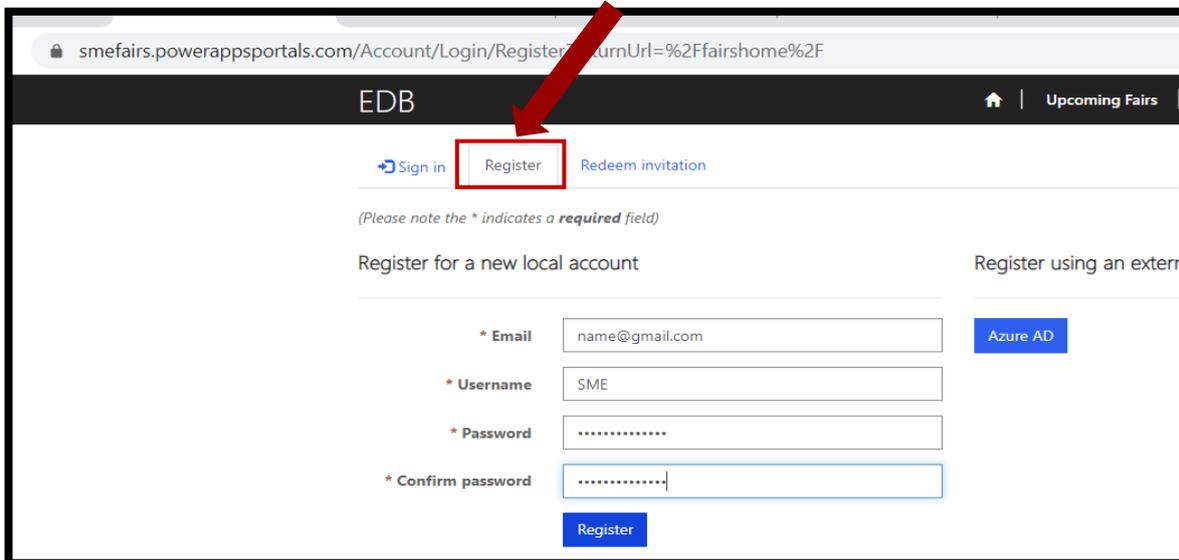You will be required to first create a user profile on the SME Refund portal to submit an application for participation in an international fair.

2.1 How to create a user profile on the new SME Refund portal

1. Open your desktop web browser (e.g., Google Chrome, Microsoft Edge, Safari) and enter the following URL:
   https://smefairs.powerappsportals.com/fairshome/

2. This will take you to the EDB's SME Portal as shown in the screengrab below.

3. Select 'Sign in' from the top menu as indicated by the red arrow.
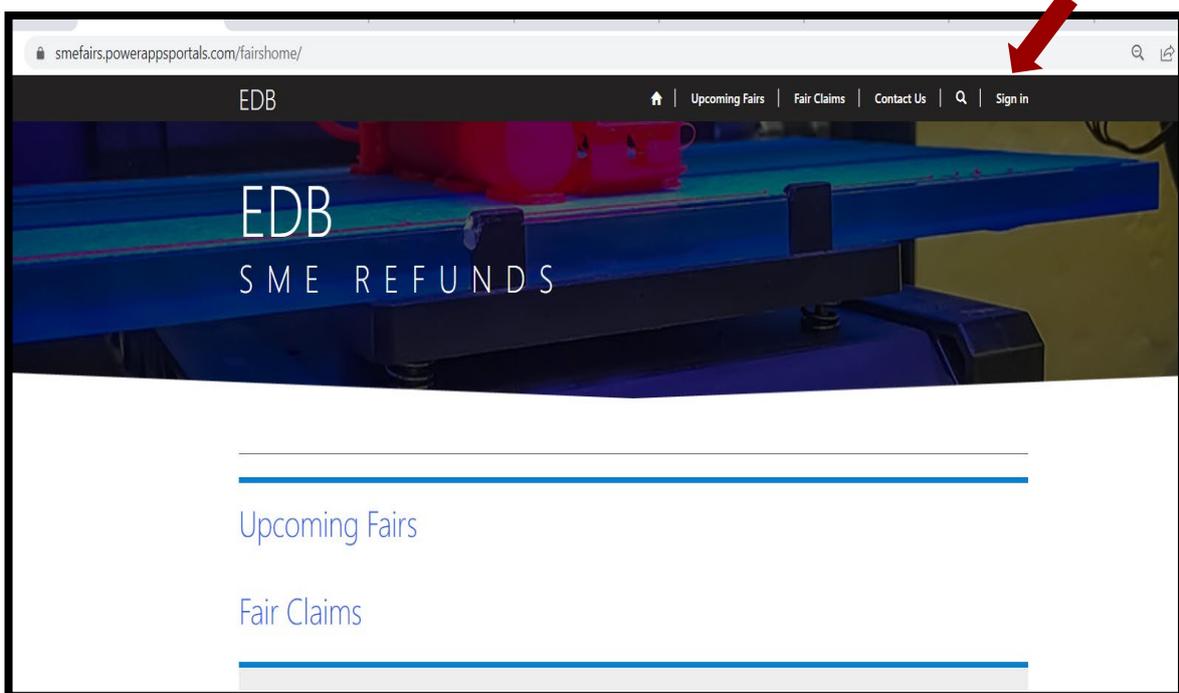
4. This will take you to the Register portal as shown in the screengrab below.

5. Select 'Register' from the menu as indicated by the red arrow.

6. Enter your Email and create a desired Username and Password. (Note your passwords must be at least 8 characters in length, for example, SMEmauritius@2022).

7. Once complete, click 'Register'.

8. Next, you will be required to create a user profile.

2.2 Completing the creation of a user profile

1. Enter the following details: **First Name, Last Name, Email, Business phone number, Company name**.

2. Enter all the details in the **Address boxes** and click on **'Done'.**

3. Enter your company **business registration number (BRN)**.

4. Entering your company address and uploading your profile picture are voluntary fields/actions.

5. Once completed, select the **'Update'** button

Congratulations!
You have now successfully registered as an SME on the SME portal.
This message will be displayed upon successful registration.

3. STEP 2: SUBMIT YOUR APPLICATION

Assuming you have successfully created your user profile r on the SME Refund portal (by following task guide 8.2), you will need to Sign into the SME portal using your credentials supplied when registering.

2.1.   How to submit an application for participation

1. Open your desktop web browser (e.g., Google Chrome, Microsoft Edge, Safari) and navigate to the following URL: https://smefairs.powerappsportals.com/fairshome/

2. This will take you to the EDB SME Portal as shown below.

3. Select 'Sign in' at the top right-hand as indicated by the arrow.
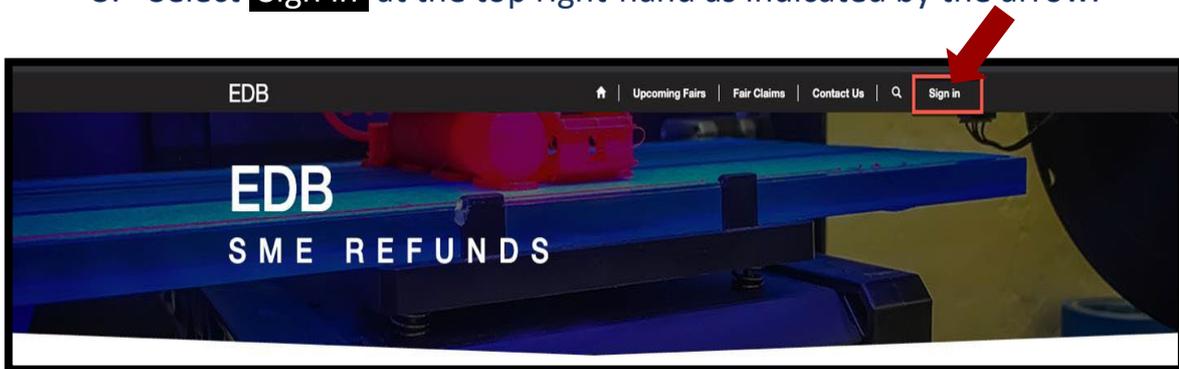
4. This will take you to the Sign in page as shown below.
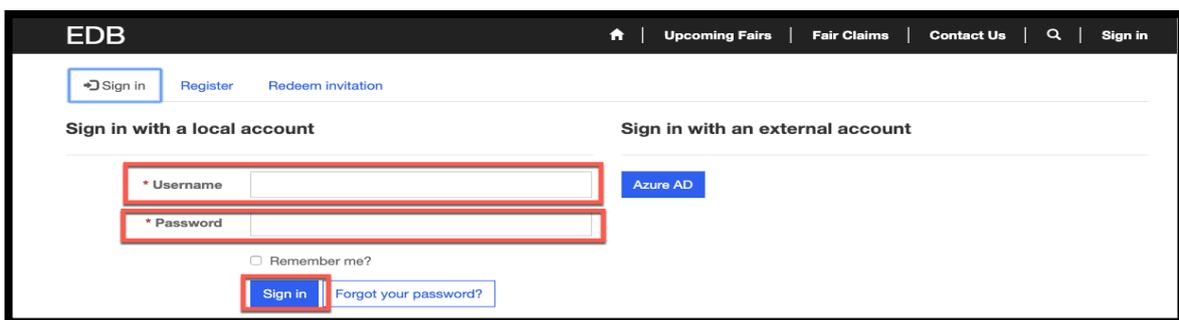
5. Enter your Username and Password.

6. Select 'Sign in'.

2.2.   How to apply to participate in an international fair

1. To apply to participate in an international fair, you first need to ensure you have registered and signed into the SME Refund Portal (Task guide 2.1 & 2.2).

2. Once successfully signed in, you will be taken to the SME portal home page as shown in the screen grab below.
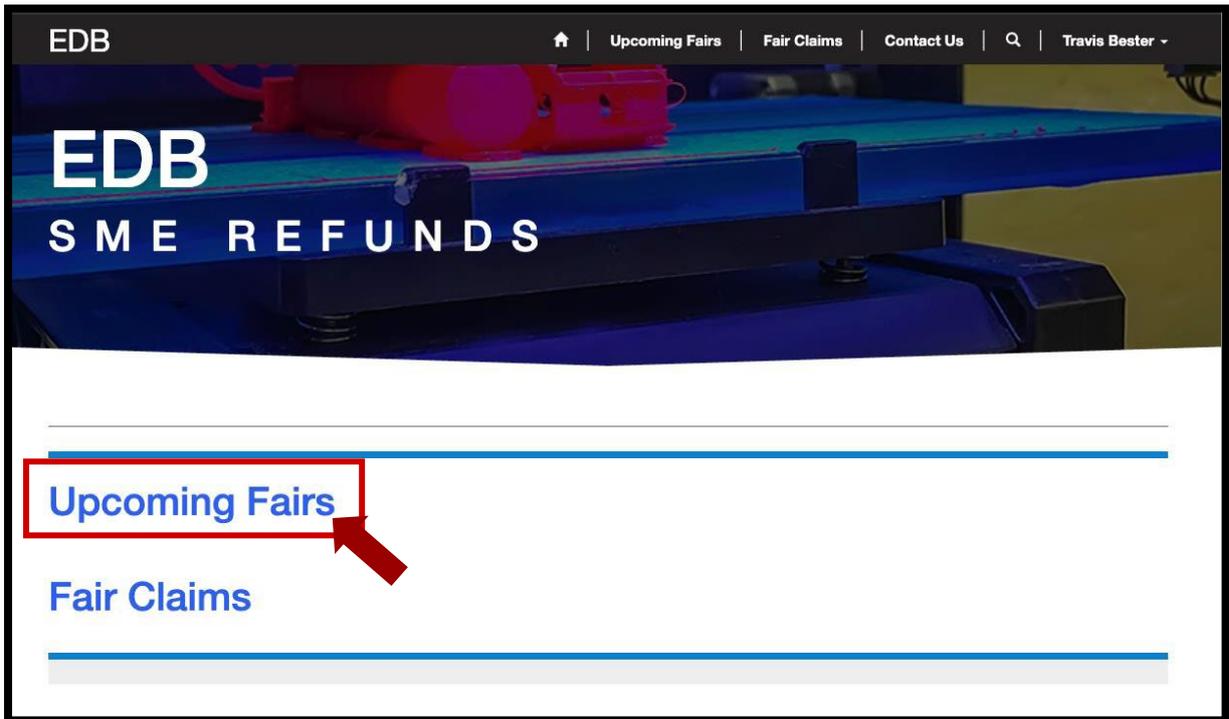
3. Select the **'Upcoming Fairs'** link on the portal home page as indicated by the red arrow.

4. Once selected, you will be navigated to the Upcoming Fairs page.

5. The list of all authorised fairs will be displayed as shown in the screen grab below.

6. Select the fair you would like to apply to participate in by clicking on the 'Name of Fair' indicated by the red arrow.

7. After reviewing the fair's details (name, dates, country, etc.) select the 'Apply to Participate' button at the bottom of the form as shown in the screengrab below.

8. This will take you to the participant's detail form as shown in the screen grab below.

9. Fill in all the boxes on this page.

10. Fields marked with asterisk are compulsory fields that need to be filled in for the system to accept the participant's application.

11. Next, you will need to upload a copy of your Passport or Identification document (ID), Certificate of Incorporation, and Business Registration Card.

12. Click on Choose files as shown in the screen grab below.
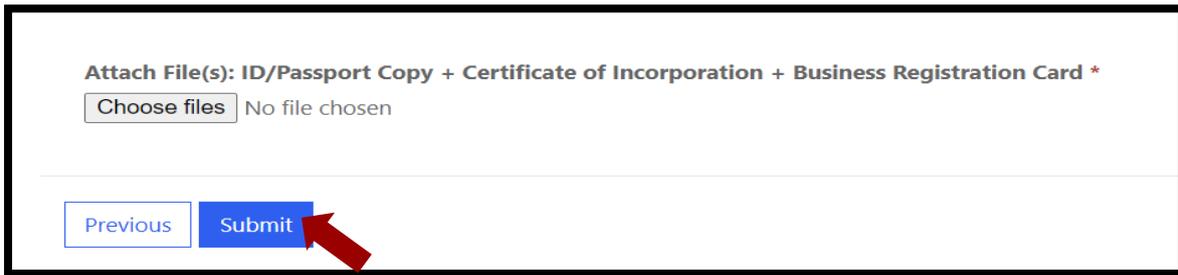
13. This will take you to the screen where you have saved your documents as shown in indicated by the red arrow in the screen grab below.
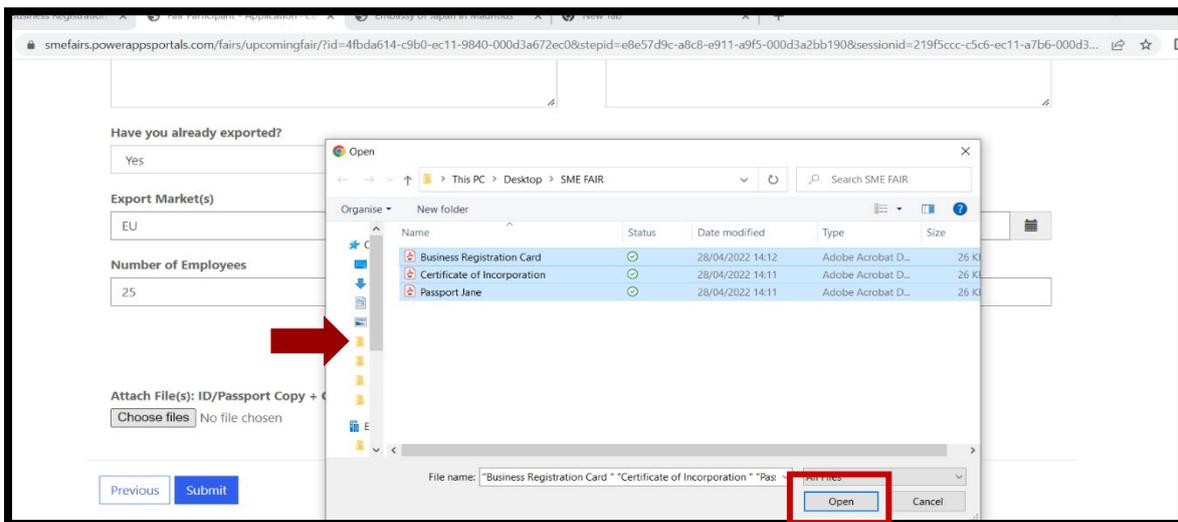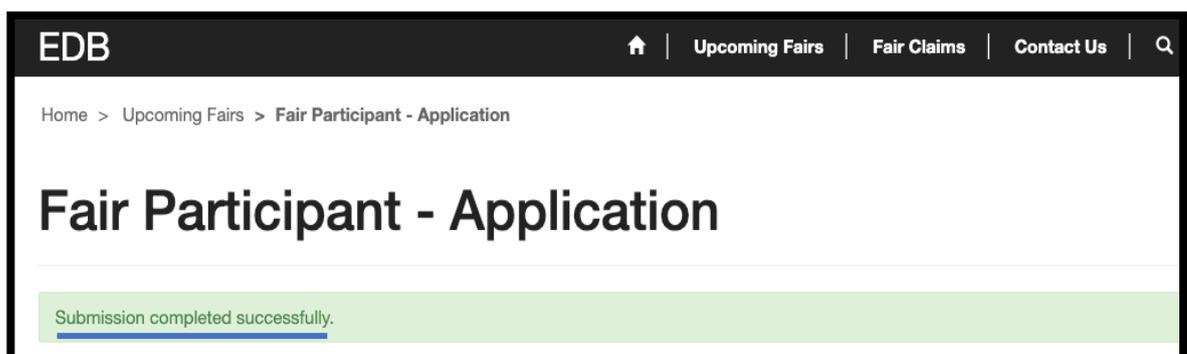

14. Select all the documents to be uploaded as shown in blue.

15. Next, click on 'Open' to upload the documents.

16. Once completed select 'Submit' at the bottom of the page.

17. You will receive a notification by email on the email address provided on the user profile to the effect that the submission is complete.

3. STEP 3: SUBMIT YOUR CLAIM

In order to submit a fair claim, you must have already applied to participate in the international fair and receive approval from the committee.

3.1.   How to submit a fair claim

1. Open your desktop web browser (e.g., Google Chrome, Microsoft Edge, Safari) and enter the following URL :
https://smefairs.powerappsportals.com/fairshome/

2. Sign in using your username and password.

3. Select the 'Fair Claims' link on the portal home page as shown in the screen grab below.
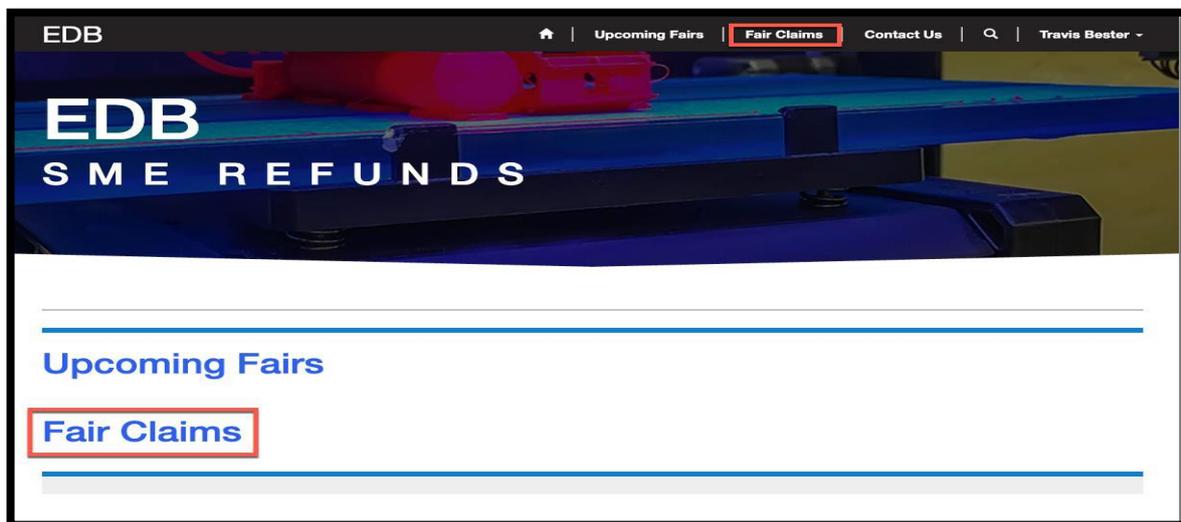
4. This will take you to Fair Claims page/form as shown below.
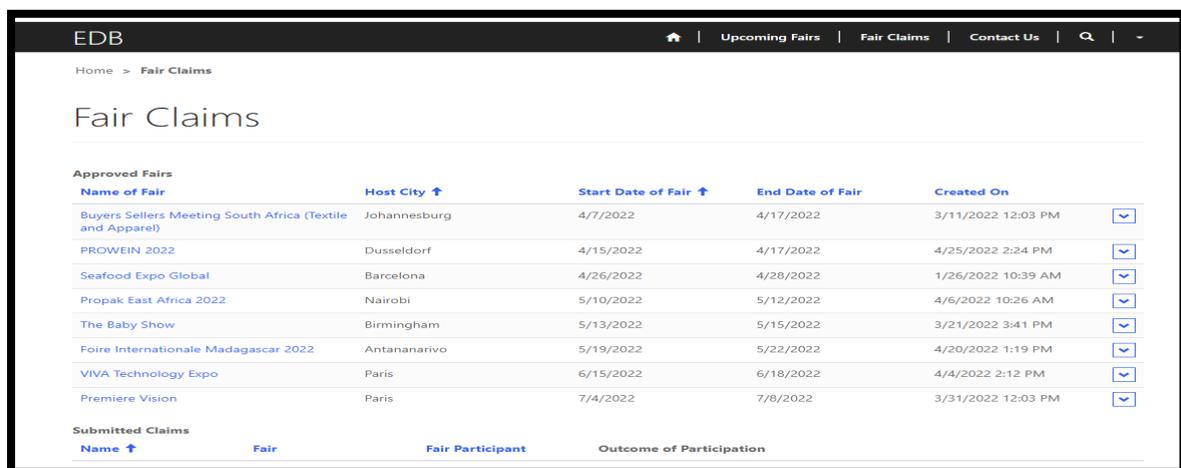
5. Review the fair details and once happy select the 'Submit Claim' button.

6. This will take you to the Claim From Fair form. Input all your details related to your claim.

7. On the fair claim form, the fair name will automatically be added (based on the fair you have initially selected)

8. Next, select 'Fair Participant' - select the magnifying glass icon as shown in the screengrab below.
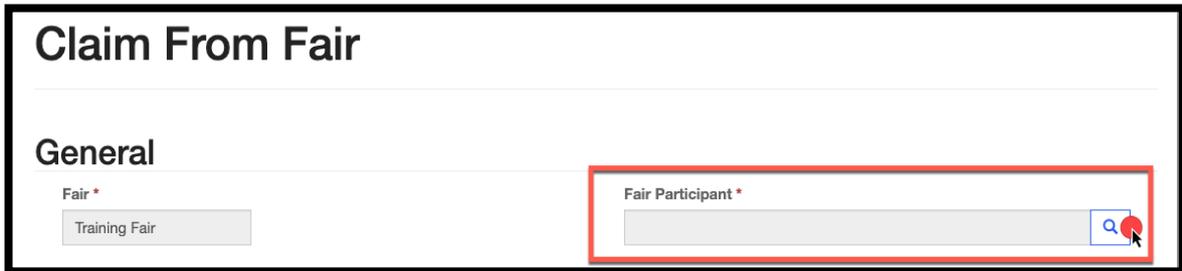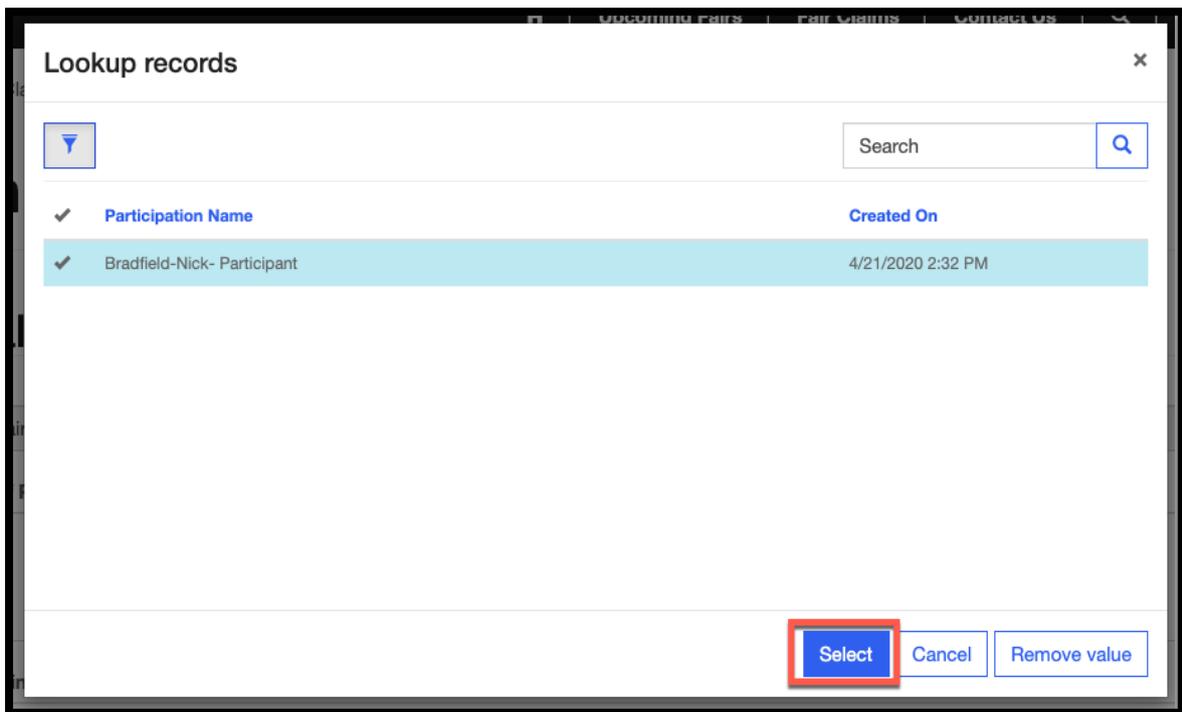
Claim From Fair

General

Fair *	Fair Participant *
Training Fair	

9. Once selected, a lookup form will pop up. In this form Select the participant's name who attended the fair.

Lookup records

Search

✔	Participation Name	Created On
✔	Bradfield-Nick- Participant	4/21/2020 2:32 PM

Select   Cancel   Remove value

10. Fill in the additional information required:

11. **Outcome of participation:** indicate where you will participate in the next fair, add fair feedback such as the value of confirmed orders (MUR), quantity of confirmed orders, value of orders in negotiation, quality of orders in negotiation, the value of trail orders (MUR), the quantity of trail orders, potential value of contract and amount in MUR (estimated amount).

This information is used by EDB to measure the success of the overall fair.
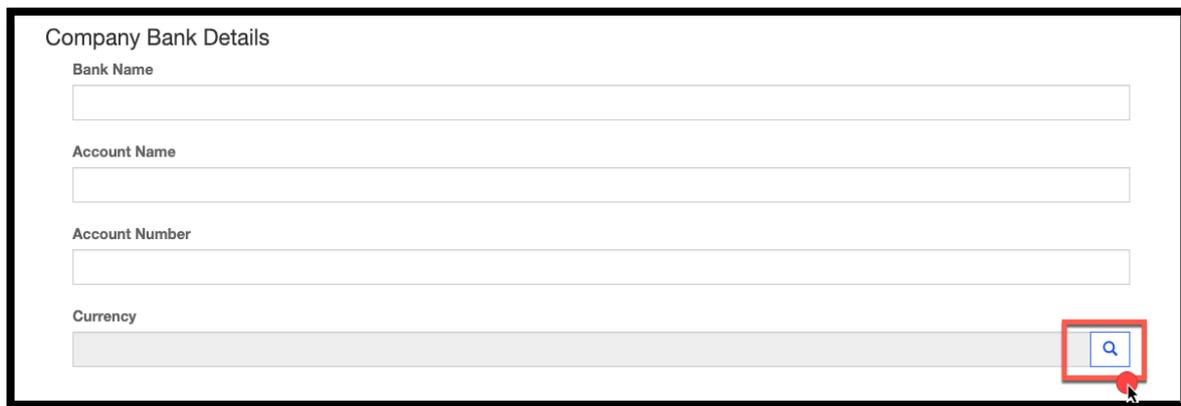
12. Next, fill in details regarding the costs incurred: Participation Fee (MUR), Actual Participation Fee (MUR), Travel Cost (MUR), Actual Claim for Travel (MUR), Accommodation Cost (MUR) and Actual Claim for accommodation.
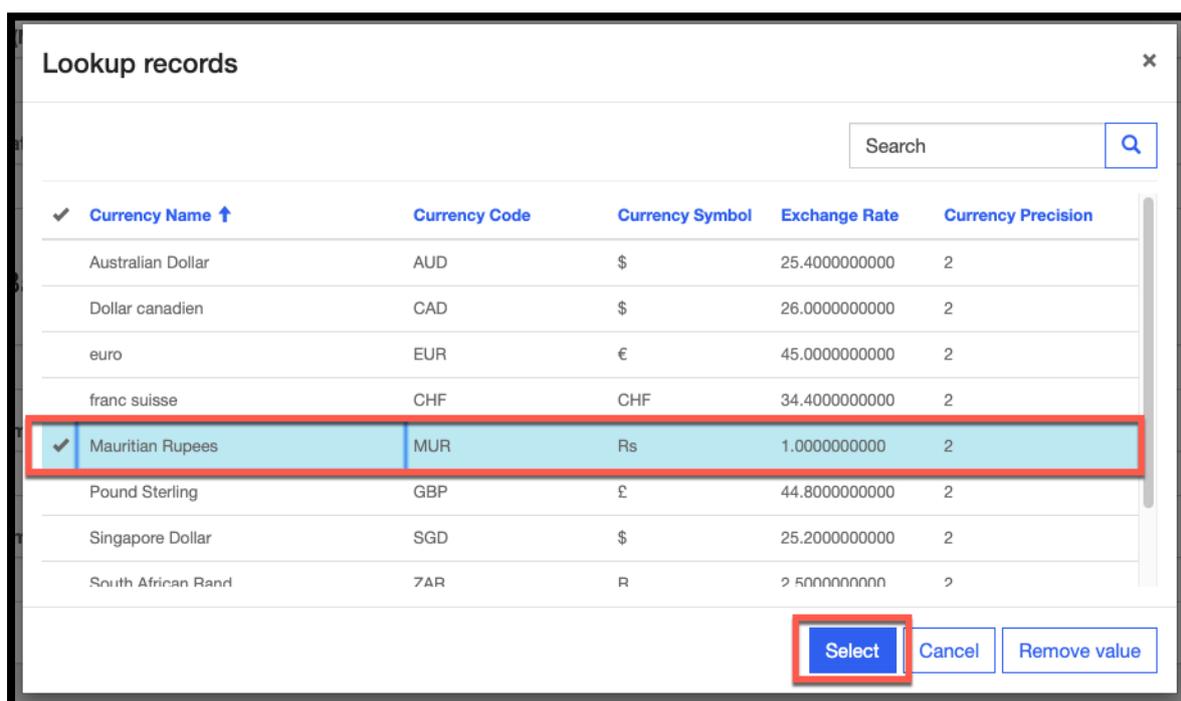
13. Your Company Bank Details need to be provided. Fill in your SME's Bank Name, Account Name, and Account Number.

14. Select your preferred currency, to do this select the magnify glass icon 🔍 at the bottom.


15. Select 'Mauritian Rupees' on the lookup list.

16. Once selected click 'Select' at the bottom of the form.

17. Upload requirement documents to support your claim: invoices, fair tickets etc. (Uploading supporting documentation is a compulsory event, you will not be able to submit a claim unless you have uploaded a document).

18. Click 'Submit' as shown in the screengrab below.
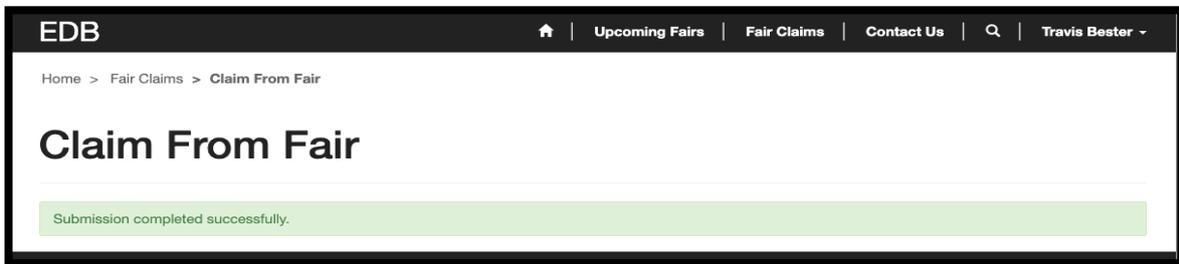
Congratulations!

You have successfully submitted a fair claim.

The message will be displayed upon successful submission for your claim.

Contact Us

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