



SME REFUND PORTAL

A STEP-BY-STEP USER MANUAL



Economic Development Board

MAY 2022

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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

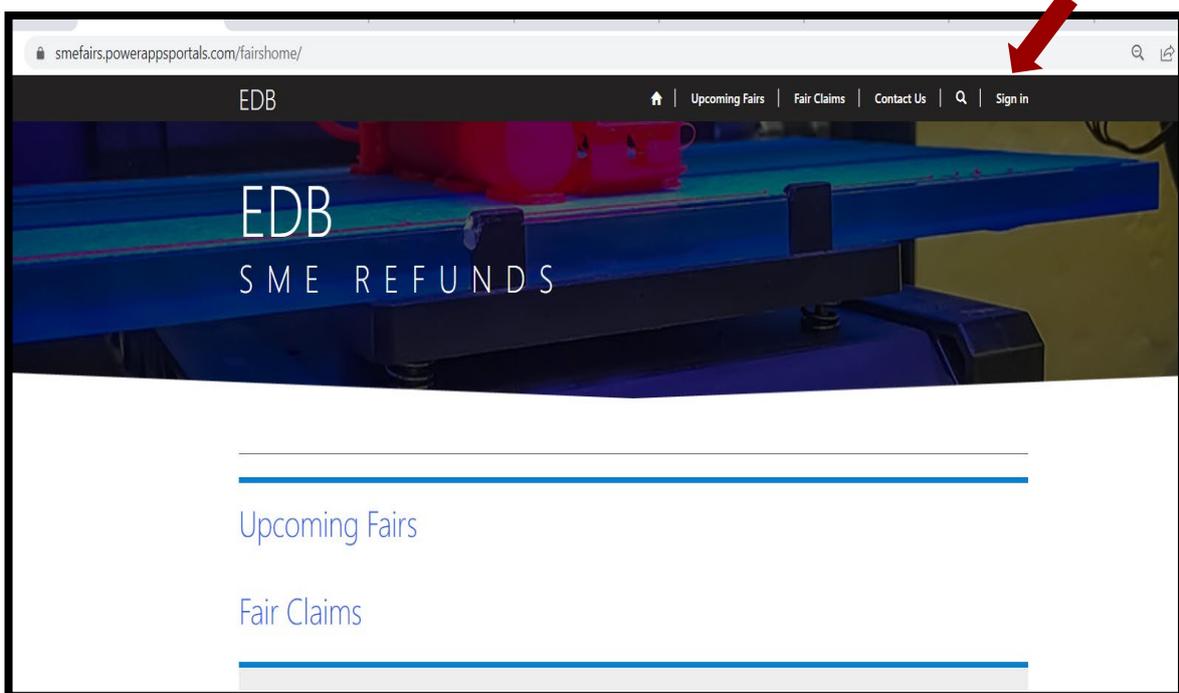
	A screenshot is displayed after each set of instructions to show the information/program that appears on your screen
	A red arrow pointing on a screenshot to help you identify a command or button such as 'click on Sign in'
	A red rectangle box indicate that you need to fill in the details in the boxes 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

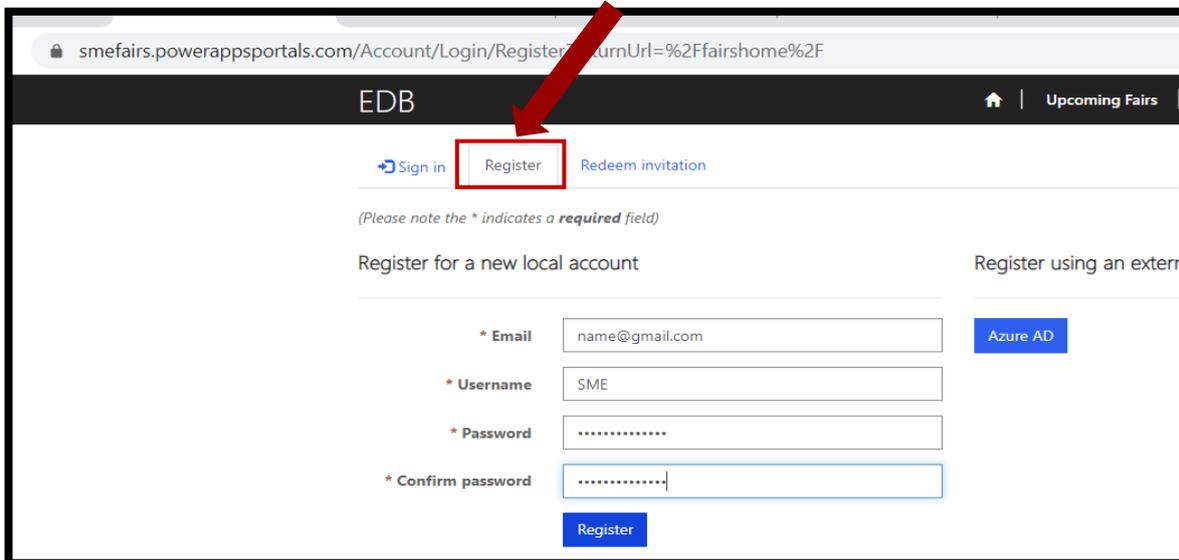
You will be required to first create a user profile on the SME Refund portal to submit an application for participation in an international fair.

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

The screenshot shows the EDB Profile page. The page title is "Profile" and the breadcrumb is "Home > Profile". The page contains a sidebar with "Profile" and "Security" sections. The main content area is titled "Your Information" and contains several form fields: "First Name *", "Last Name *", "E-mail *", "Contact No. *", "Company Name *", "Address 1", and "BRN *". Below these fields are checkboxes for "Email", "Fax", "Phone", and "Mail", all of which are checked. A blue "Update" button is located at the bottom left of the form. A "Done" button is located at the bottom right of the form. A "Confirm Email" button is also visible in a blue banner at the top of the form area. The page footer contains the text "Copyright © 2022. All rights reserved."

Congratulations!

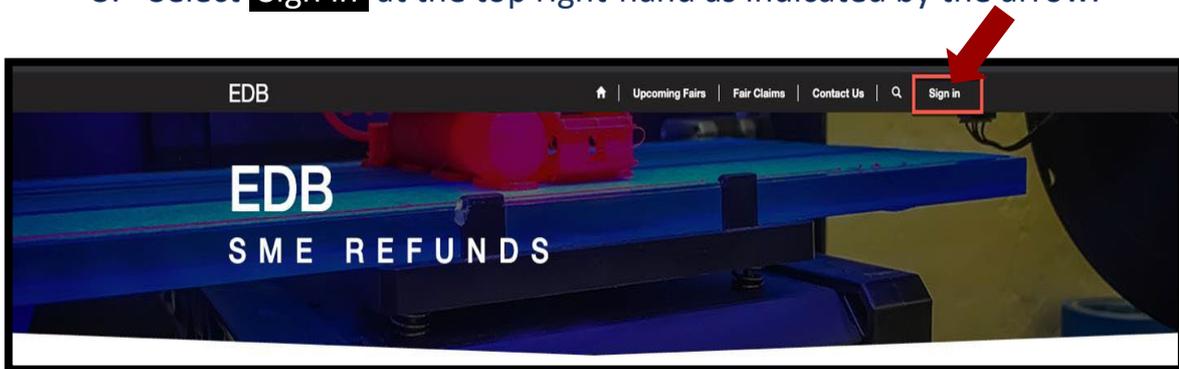
You have now successfully registered as an SME on the SME portal.
This message will be displayed upon successful registration.

3. STEP 2: SUBMIT YOUR APPLICATION

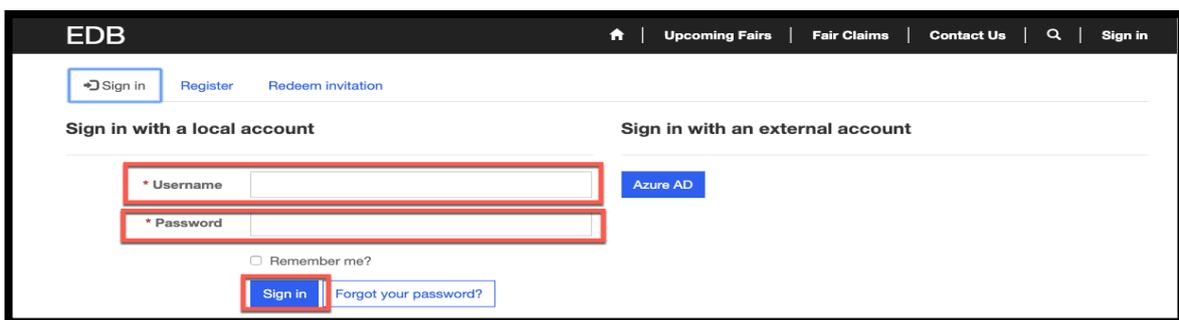
Assuming you have successfully created your user profile on the SME Refund portal (by following task guide 8.2), you will need to Sign into the SME portal using your credentials supplied when registering.

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.



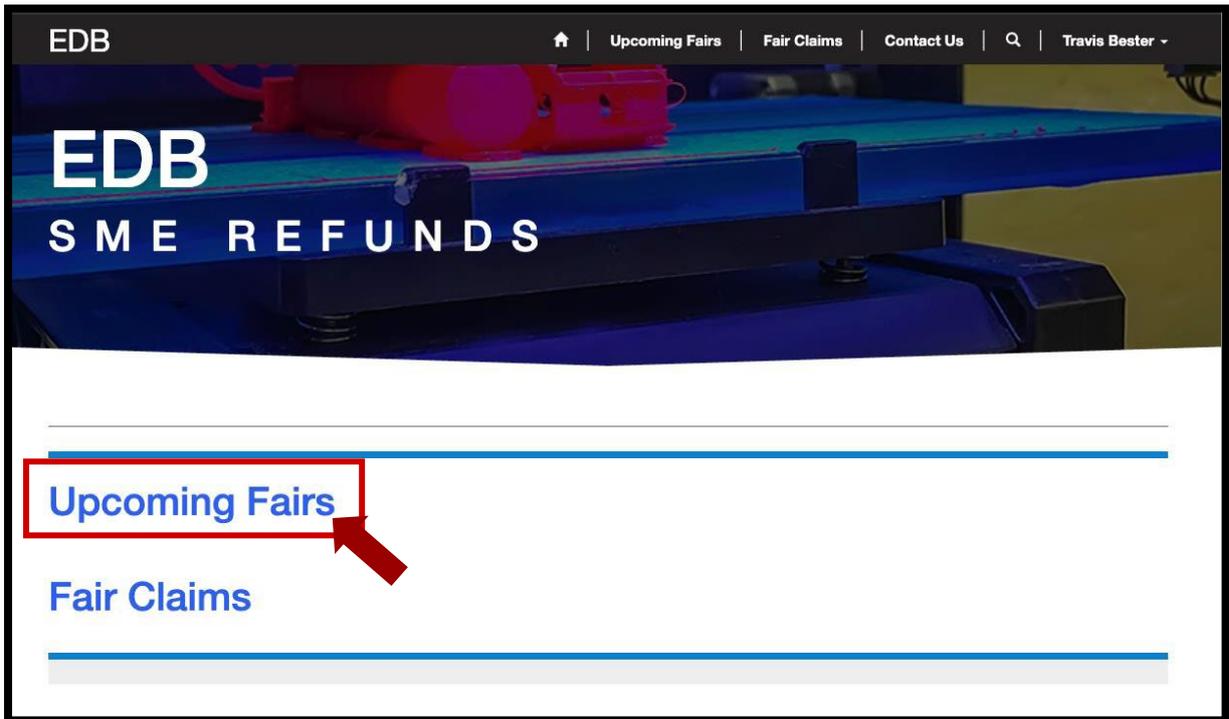
4. This will take you to the Sign in page as shown below.



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.

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

Name of Fair	Host City ↑	Start Date of Fair ↑	End Date of Fair	Created On	
Buyers Sellers Meeting South Africa (Textile and Apparel)	Johannesburg	4/7/2022	4/17/2022	3/11/2022 12:03 PM	▼
PROWEIN 2022	Dusseldorf	4/15/2022	4/17/2022	4/25/2022 2:24 PM	▼
Propak East Africa 2022	Nairobi	5/10/2022	5/12/2022	4/6/2022 10:26 AM	▼
The Baby Show	Birmingham	5/13/2022	5/15/2022	3/21/2022 3:41 PM	▼
Foire Internationale Madagascar 2022	Antananarivo	5/19/2022	5/22/2022	4/20/2022 1:19 PM	▼
VIVA Technology Expo	Paris	6/15/2022	6/18/2022	4/4/2022 2:12 PM	▼
Premiere Vision	Paris	7/4/2022	7/8/2022	3/31/2022 12:03 PM	▼

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

Home > Upcoming Fairs > Fair Participant - Application

Fair Participant - Application

General

Name of Fair * Premiere Vision	Country of Fair * France
Start Date of Fair * 7/4/2022	Host City * Paris
End Date of Fair * 7/8/2022	

EDB Led Fair
 No Yes

Export Oriented Fair
 No Yes

Apply to Participate

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.

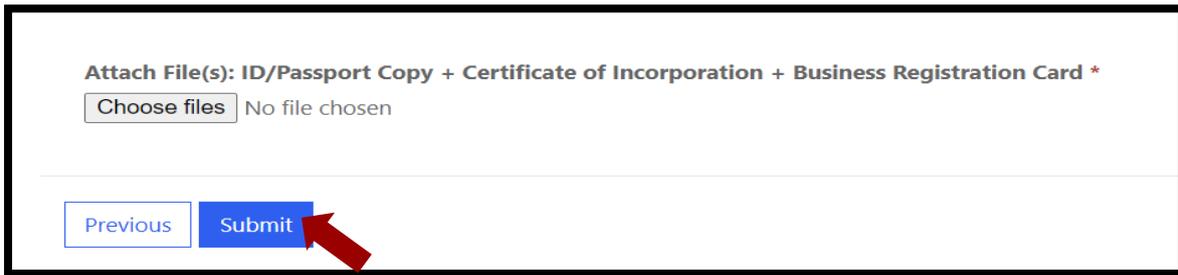
The screenshot shows the 'Fair Participant - Application' form on the EDB website. The form is titled 'Fair Participant - Application' and is for a representative of a company. The form is divided into sections, with the 'General' section highlighted by a red box. The 'General' section includes the following fields:

- Representative of the Company participating on the fair:**
 - First Name * (Asha)
 - Last Name * (Jene)
 - Passport Number * (P205025)
 - Position in the company (Marketing Director)
 - Mobile number (+230 5 4074500)
 - Phone number (+230 2013800)
 - Email Address * (ashaj@meritplus.org)
 - Date of incorporation (2/2/2012)
 - Sector Category * (Services)
 - Year of Last Turnover Recorded * (2021)
 - Manufacturing Sub Activity
 - Turnover in Last Year (15000000)
 - Services Sub Activity (K1/WFD)
 - Year Before Last Turnover Recorded * (2020)
 - Turnover in Year before Last (11000000)
 - 2 Years before Last Turnover Recorded * (2019)
 - Turnover in 2 years before Last (19000000)
- Detailed description of activity:** (developing online payment services)
- Type of services exported:** (Research)
- Have you already exported?:** (Yes)
- Export Market(s):** (EU)
- Start Date of Activities:** (10/05/2013)
- Number of Employees:** (25)
- Export Value:** (MUR)

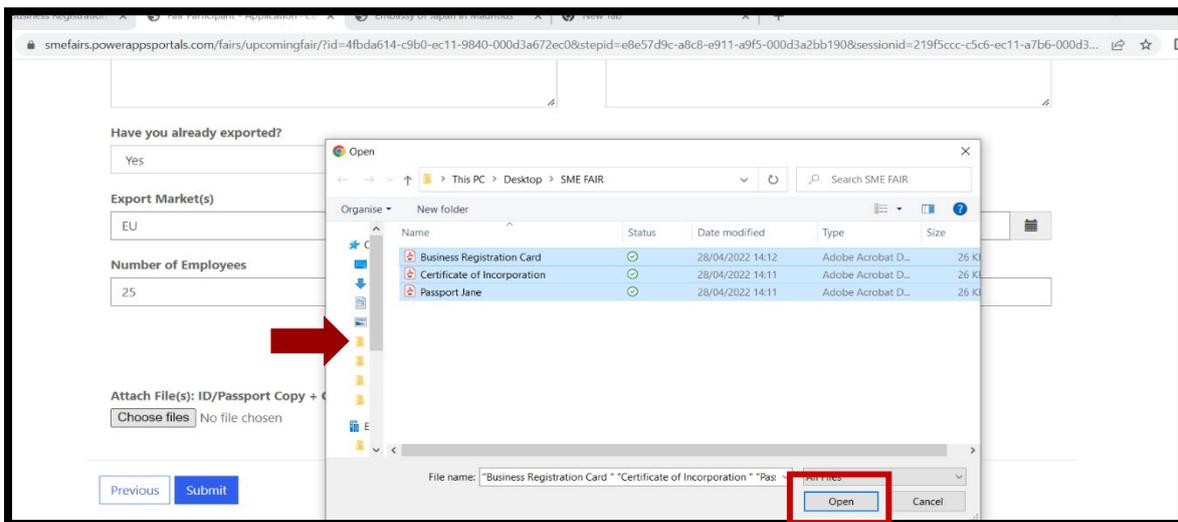
At the bottom of the form, there is a section for attaching files: 'Attach File(s): ID/Passport Copy + Certificate of Incorporation + Business Registration Card *'. Below this, there is a 'Choose file(s)' button and a note 'no file chosen'. At the very bottom, there are 'Previous' and 'Submit' buttons.

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.

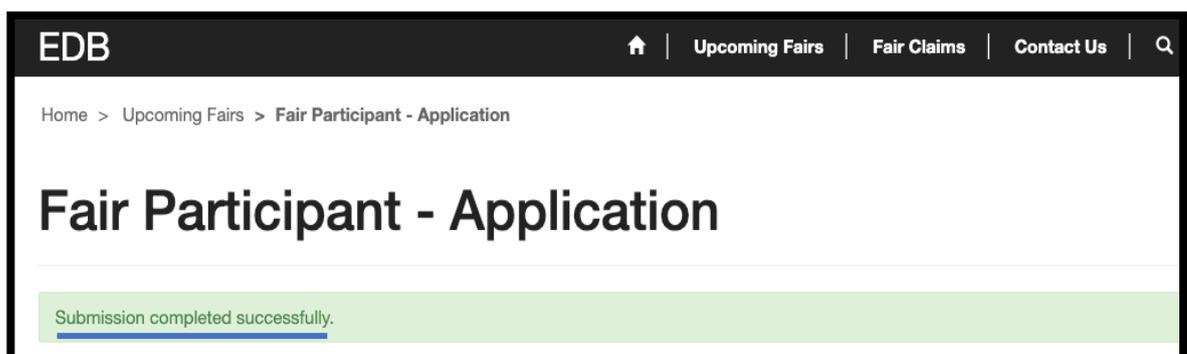


14. Select all the documents to be uploaded as shown in blue.

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.

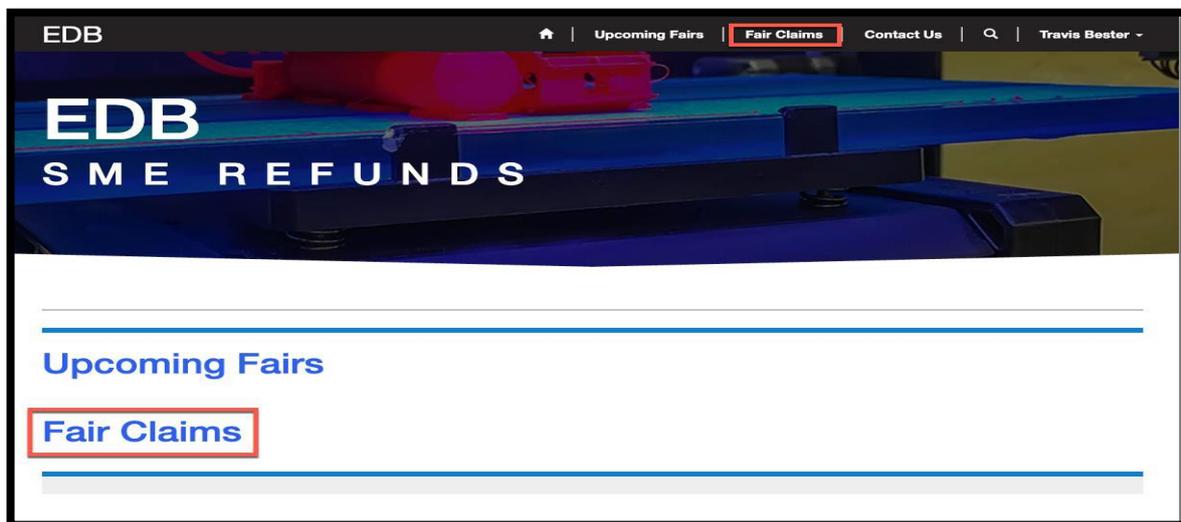


3. STEP 3: SUBMIT YOUR CLAIM

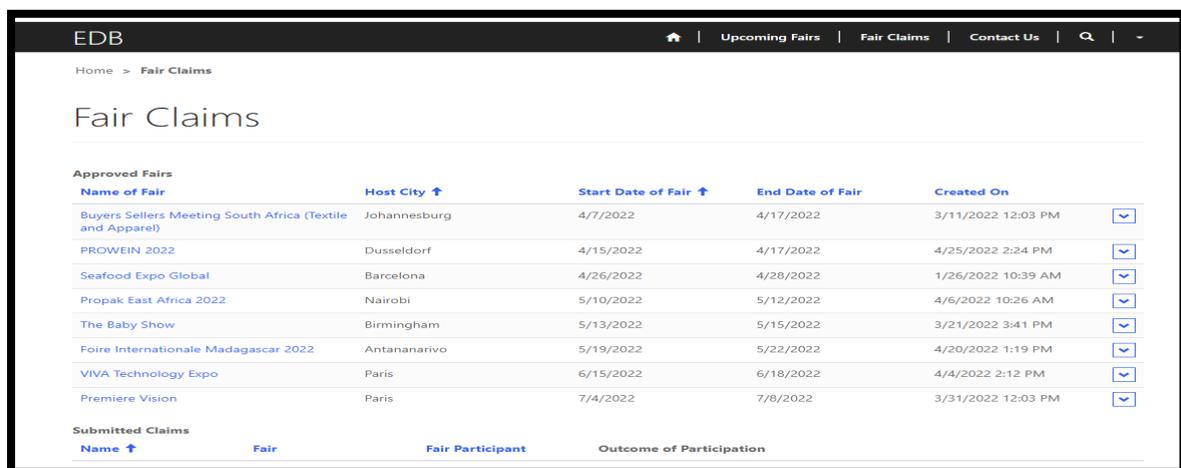
In order to submit a fair claim, you must have already applied to participate in the international fair and receive approval from the committee.

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.

The screenshot shows the 'Claim From Fair' form with the following pre-filled information:

- Name of Fair ***: Training Fair
- Country of Fair ***: American Samoa
- Start Date of Fair ***: 5/3/2020
- Host City ***: Adana
- End Date of Fair ***: 5/5/2020

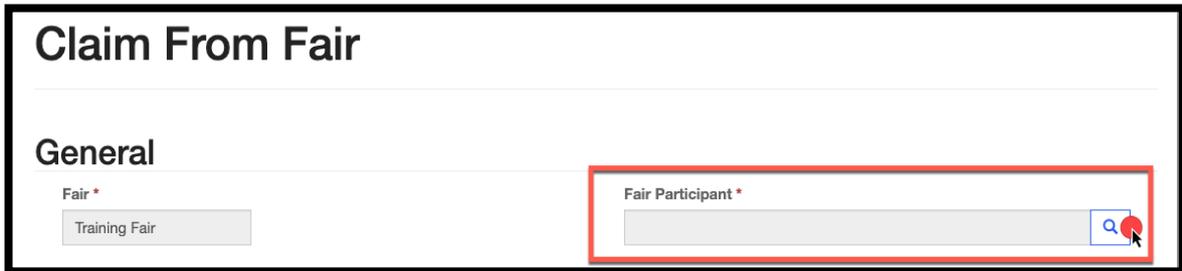
The 'Submit Claim' button is highlighted with a red box.

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

The screenshot shows the 'Claim From Fair' form with all input fields highlighted in red. The form is divided into several sections:

- General**: Includes fields for Fair (Training Fair), Fair Participant, Outcome of Participation, Participate in Next Fair Edition (No), and various order-related fields (Value and Quantity of Confirmed Orders, Value and Quantity of Orders in Negotiation, Value and Quantity of Trial Orders, Potential Value of Contract, and Amount in MUR (Approx)).
- Costs**: Includes fields for Participation Fee (MUR), Travel Cost (MUR), Accommodation Cost (MUR), and their respective Actual Claim for (MUR).
- Company Bank Details**: Includes fields for Bank Name, Account Name, Account Number, and Currency.
- Submit Required Documents ***: Includes a 'Choose Files' button and 'No file chosen' text.
- Navigation**: Includes 'Previous' and 'Submit' buttons.

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.



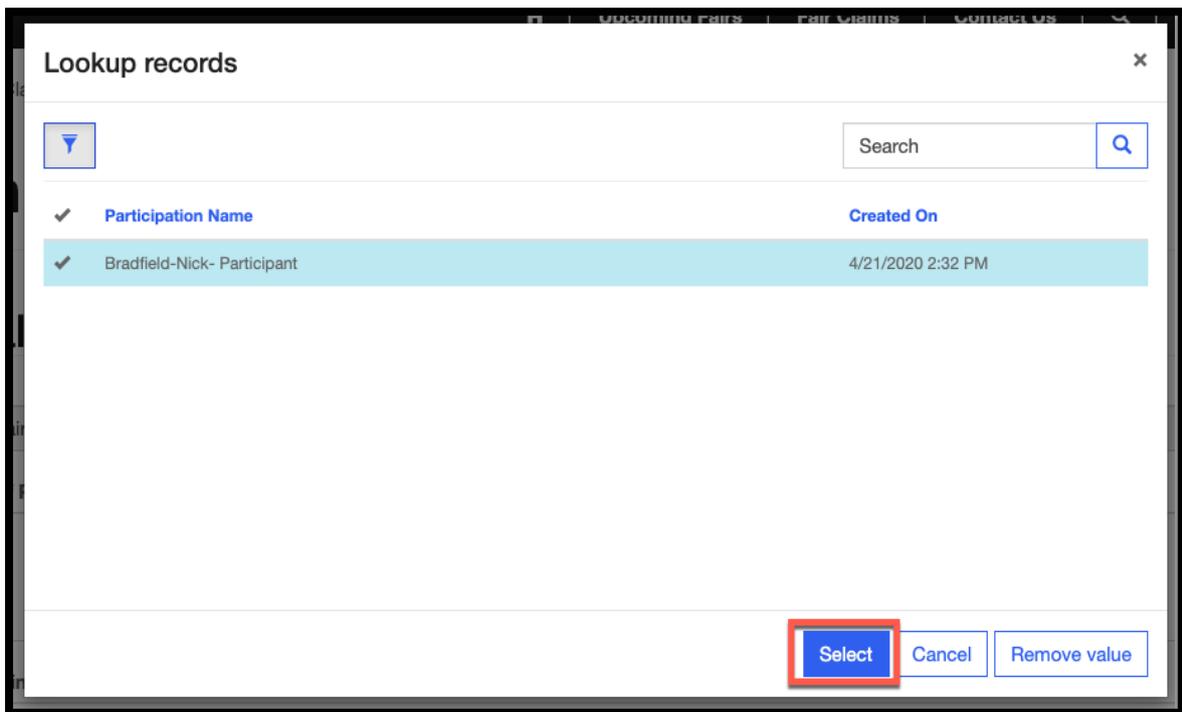
Claim From Fair

General

Fair *
Training Fair

Fair Participant *
[Input field with magnifying glass icon]

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



Lookup records

Search [Input field]

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

Select Cancel Remove value

10.Fill in the additional information required:

General

Fair *

Fair Participant *

✕ 🔍

Outcome of Participation *

Participate in Next Fair Edition

No

<p>Value of Confirmed Orders (MUR)</p> <input style="width: 95%;" type="text"/>	<p>Quantity of Confirmed Orders</p> <input style="width: 95%;" type="text"/>
<p>Value of Orders in Negotiation (MUR)</p> <input style="width: 95%;" type="text"/>	<p>Quantity Of Orders in Negotiation</p> <input style="width: 95%;" type="text"/>
<p>Value of Trial Orders (MUR)</p> <input style="width: 95%;" type="text"/>	<p>Quantity of Trial Orders</p> <input style="width: 95%;" type="text"/>
<p>Potential Value of Contract (Incl Currency)</p> <input style="width: 95%;" type="text"/>	<p>Amount in MUR (Approx)</p> <input style="width: 95%;" type="text"/>

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.

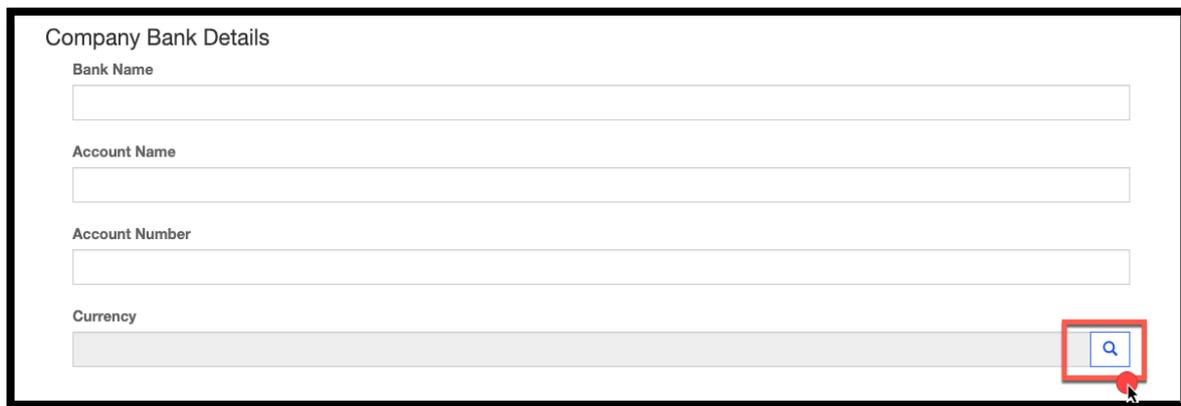
12. Next, fill in details regarding the costs incurred: Participation Fee (MUR), Actual Participation Fee (MUR), Travel Cost (MUR), Actual Claim for Travel (MUR), Accommodation Cost (MUR) and Actual Claim for accommodation.

Costs

<p>Participation Fee (MUR)</p> <input style="width: 95%;" type="text"/>	<p>Actual Participation Fee (MUR) *</p> <input style="width: 95%;" type="text"/>
<p>Travel Cost (MUR)</p> <input style="width: 95%;" type="text"/>	<p>Actual Claim for Travel (MUR) *</p> <input style="width: 95%;" type="text"/>
<p>Accommodation Cost (MUR)</p> <input style="width: 95%;" type="text"/>	<p>Actual Claim for Accommodation (MUR) *</p> <input style="width: 95%;" type="text"/>

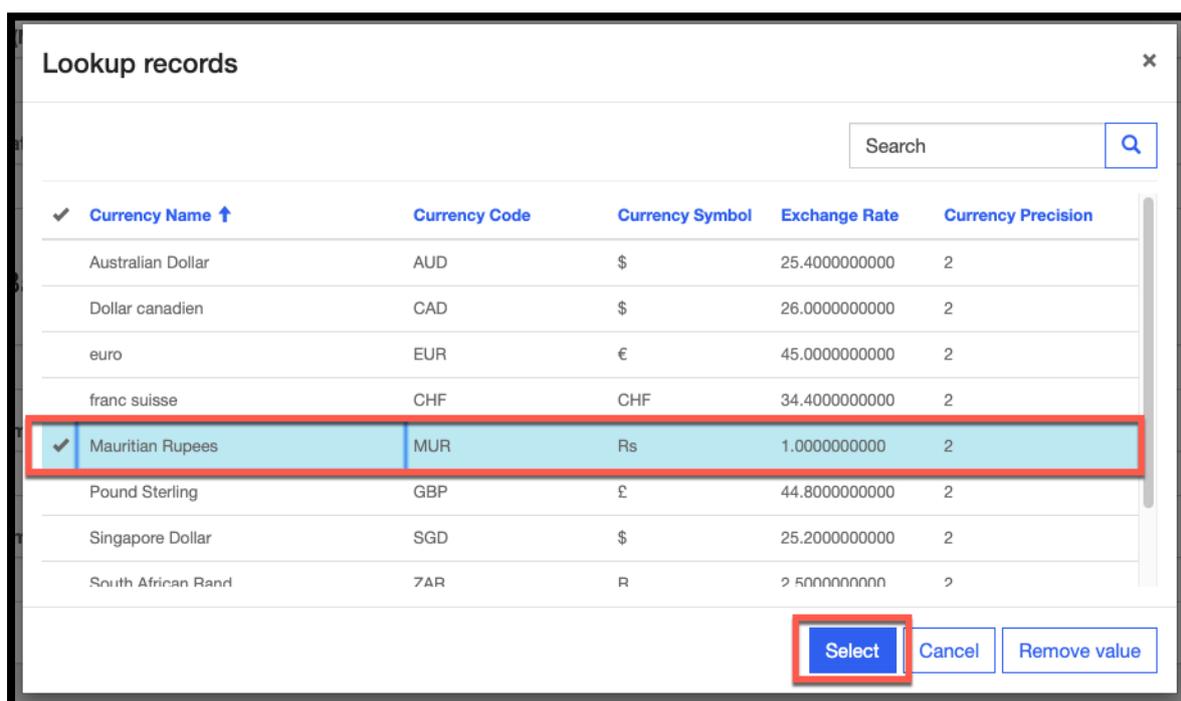
13. Your Company Bank Details need to be provided. Fill in your SME's Bank Name, Account Name, and Account Number.

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



The image shows a form titled "Company Bank Details" with four input fields: "Bank Name", "Account Name", "Account Number", and "Currency". A magnifying glass icon is located at the bottom right of the "Currency" field, highlighted with a red box.

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



The image shows a "Lookup records" window with a search bar and a table of currencies. The "Mauritian Rupees" row is highlighted with a red box. At the bottom, there are three buttons: "Select", "Cancel", and "Remove value".

<input checked="" type="checkbox"/>	Currency Name ↑	Currency Code	Currency Symbol	Exchange Rate	Currency Precision
	Australian Dollar	AUD	\$	25.4000000000	2
	Dollar canadien	CAD	\$	26.0000000000	2
	euro	EUR	€	45.0000000000	2
	franc suisse	CHF	CHF	34.4000000000	2
<input checked="" type="checkbox"/>	Mauritian Rupees	MUR	Rs	1.0000000000	2
	Pound Sterling	GBP	£	44.8000000000	2
	Singapore Dollar	SGD	\$	25.2000000000	2
	South African Rand	ZAR	R	2.5000000000	2

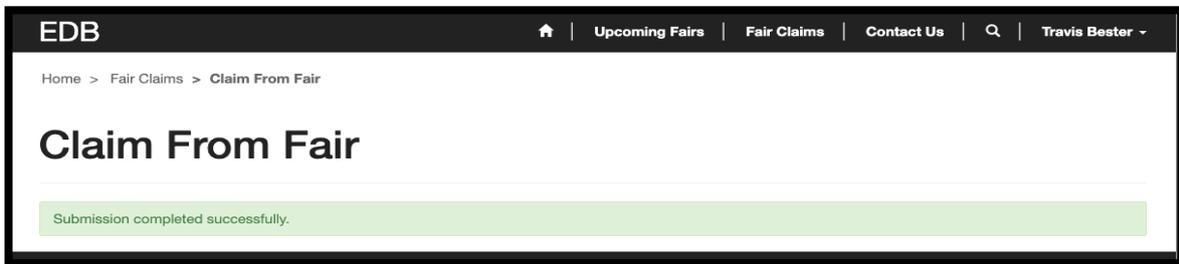
16. Once selected click **Select** at the bottom of the form.

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.



The screenshot shows a web form with a 'Currency' dropdown menu set to 'Mauritian Rupees'. Below this is a 'Submit Required Documents *' section with a 'Choose Files' button and the text 'No file chosen'. At the bottom of the form, there are two buttons: 'Previous' and 'Submit'. The 'Submit' button is highlighted with a red border.



Congratulations!

You have successfully submitted a fair claim.

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

Contact Us

SME REFUND SCHEME

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Website: <https://www.edbmauritius.org/schemes?scheme=3>