

GlassHUB

USER MANUAL



To revolutionize
global supply chain
compliance
industry

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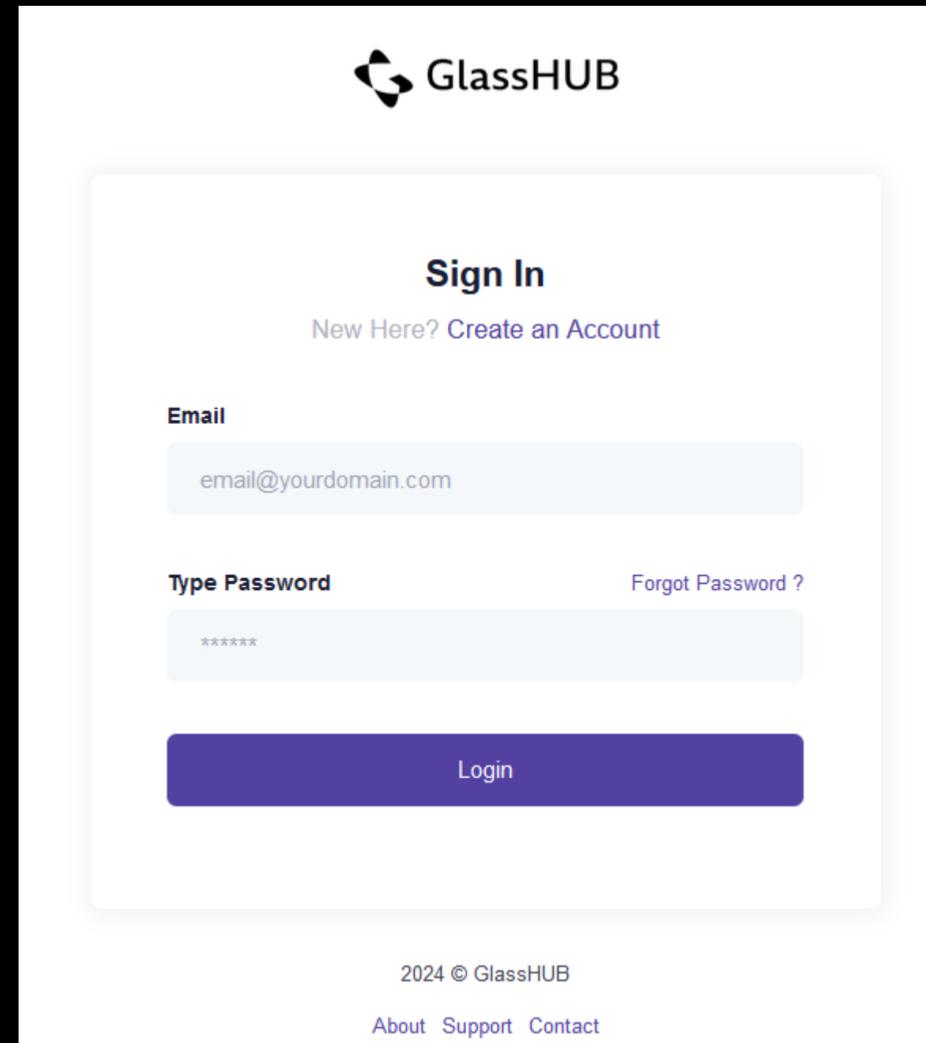
Supplier - User Manual

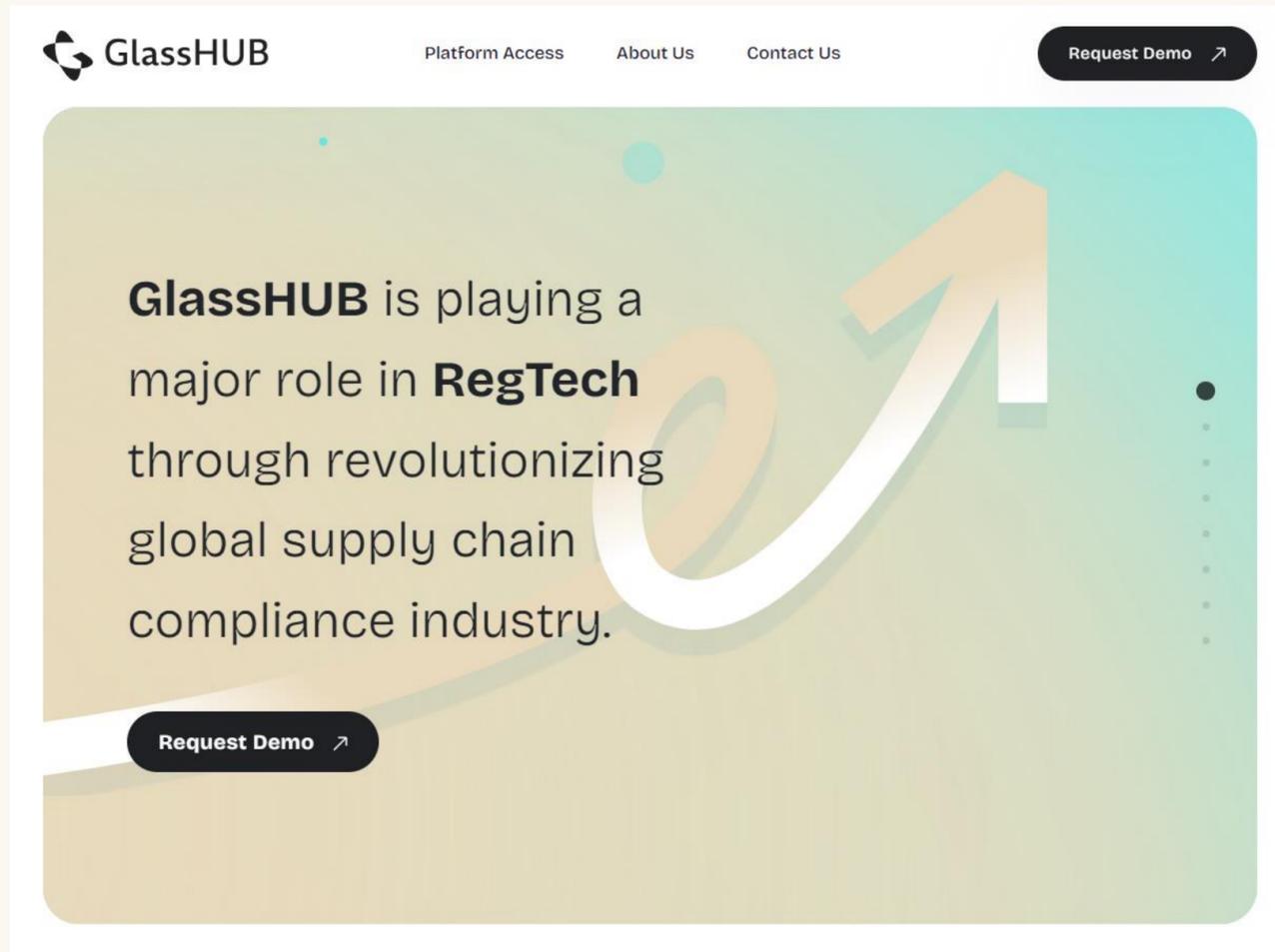
Audit Firm - User Manual

GlassHUB Platform

To have the access to GlassHUB platform, Click on to direct you to GlassHUB platform.

www.glasshub.ai





Company Overview

To know more about GlassHUB innovative solution, please visit company's website for more details.



To mapping you to the right user manual, kindly find out which question you're related to:

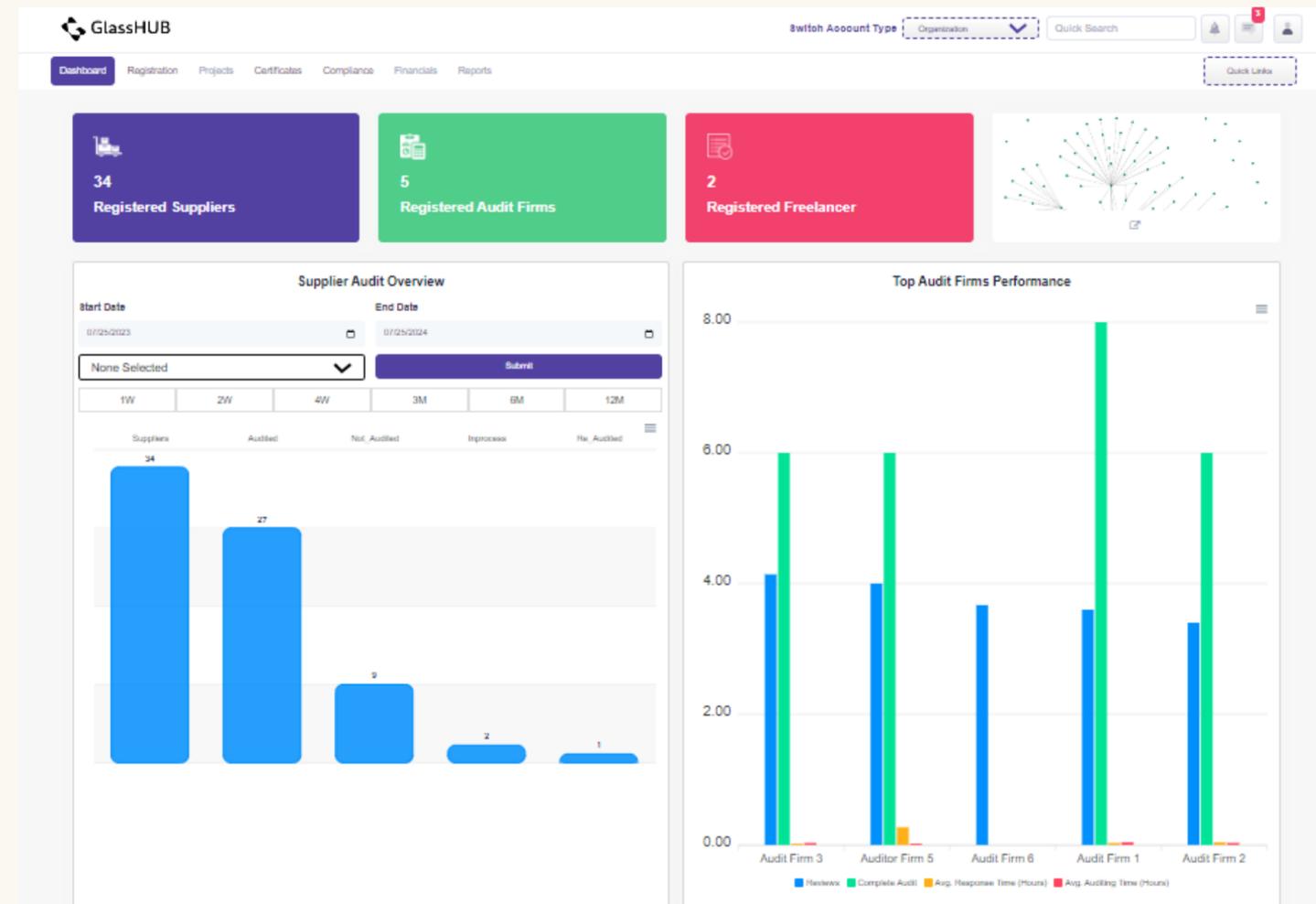
- Are you a business that wants to receive supply/services from vendor?
- Are you a business that wants to offer supply/services to organizations?
- Are you a firm audit suppliers for various compliance criteria and certificates?





Organization – User Manual

1. Add Compliance and Certificate.
2. Onboard/Invite Suppliers.
3. Having 360° full visibility over Audit & Supplier performance.
4. Mesh Network & Exchange business.

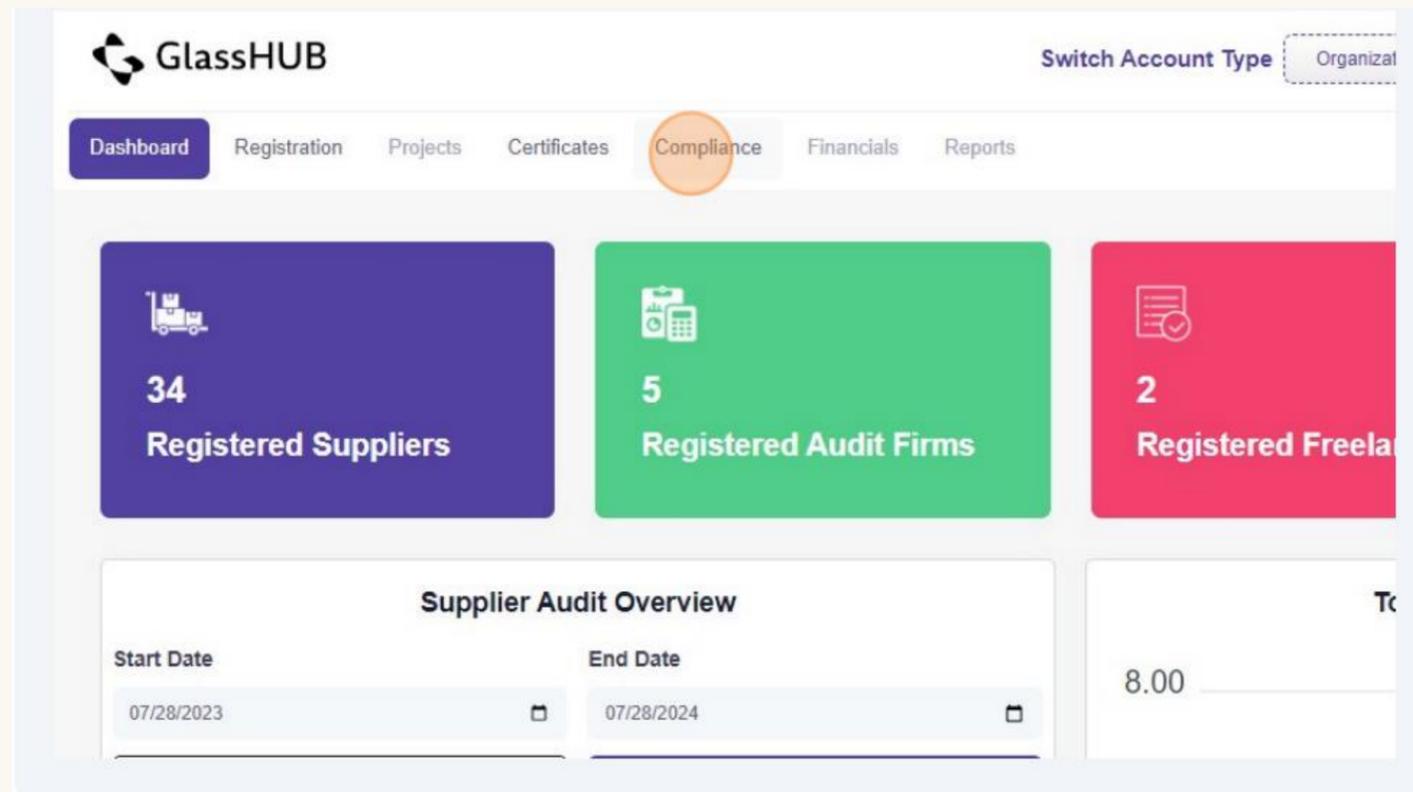




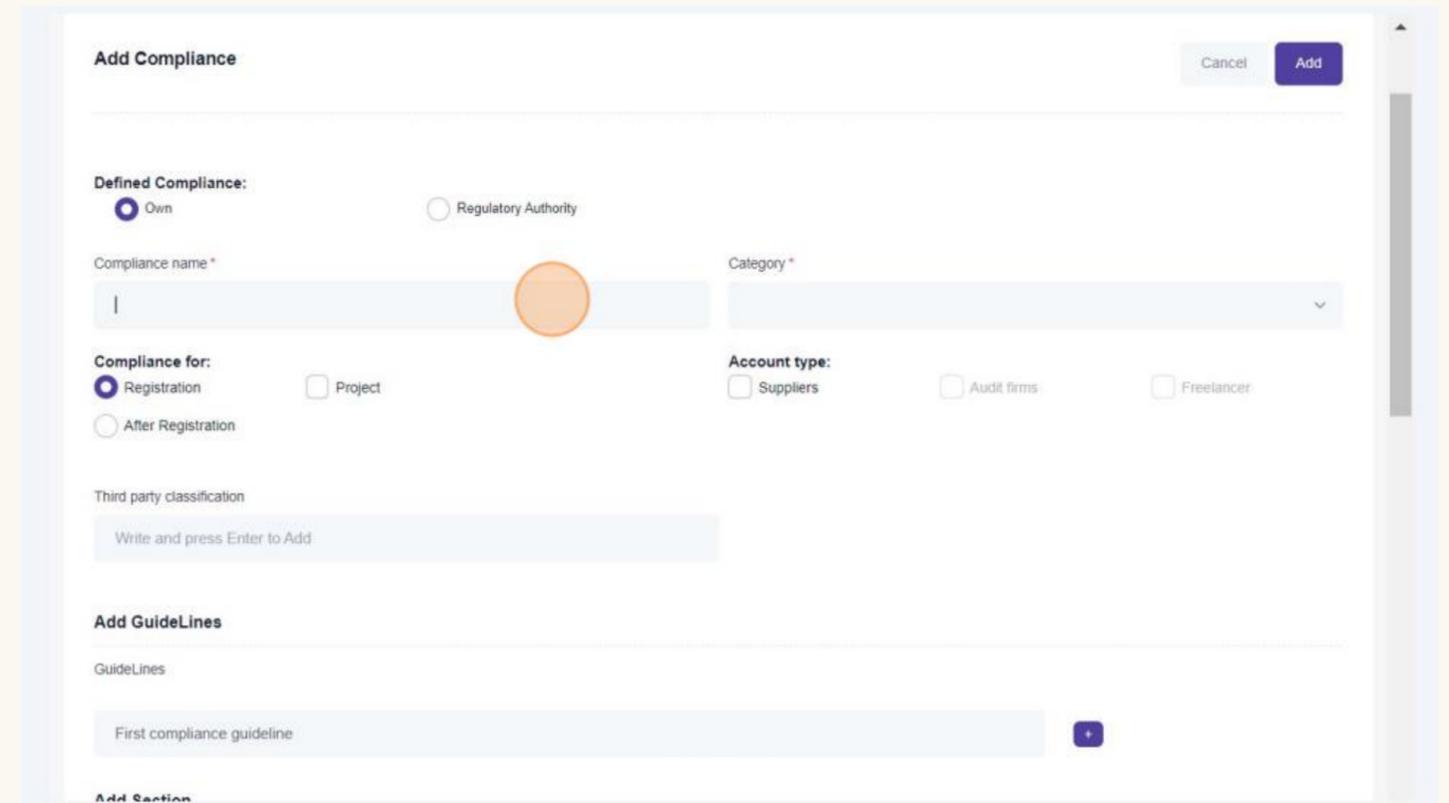
Organization – User Manual

- Add your own compliance or any regulatory authority should be added.

1



2





Organization – User Manual

- Identify who will be conducting compliance audit, either by authorized audit firm or any audit firm in the marketplace.

Add Section +

Compliance Audit

Compliance through audit firm?

Authorized Audit Firms *

Compliance through any audit firm.

Summary

Please enter your text



Organization – User Manual

1- Add the certificate either by identified certificate by regulatory authority or your own certificate

2- Fill all the details needed in the certificate, such as; Expiry date of the certificate and reference no. and Description.

Dashboard Registration Projects **Certificates** Compliance Financials Reports Quick Links

Add Certificate

Own Certificate Regulatory Certificate

Category * Information and Communication Regulatory Authority * STC

Certificate Name * Security Pass Reference No. (Certificate No) * j0-000-000000

Organization Name Your organization name

Lifetime Expiry

Upload Certificate [view](#)

Choose File No file chosen

PDF, JPG, DOC, DOCX

Description *



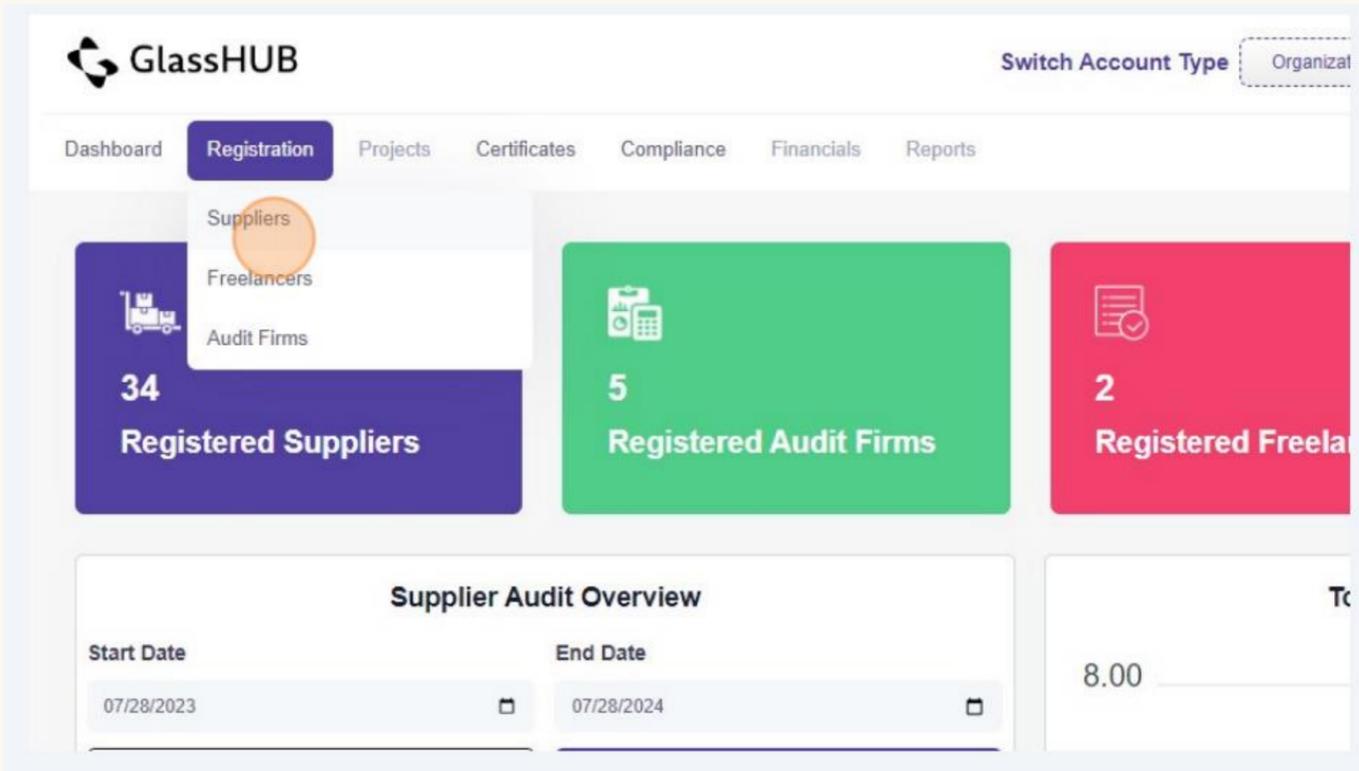
Organization – User Manual

There're many ways to onboard your suppliers/vendors:

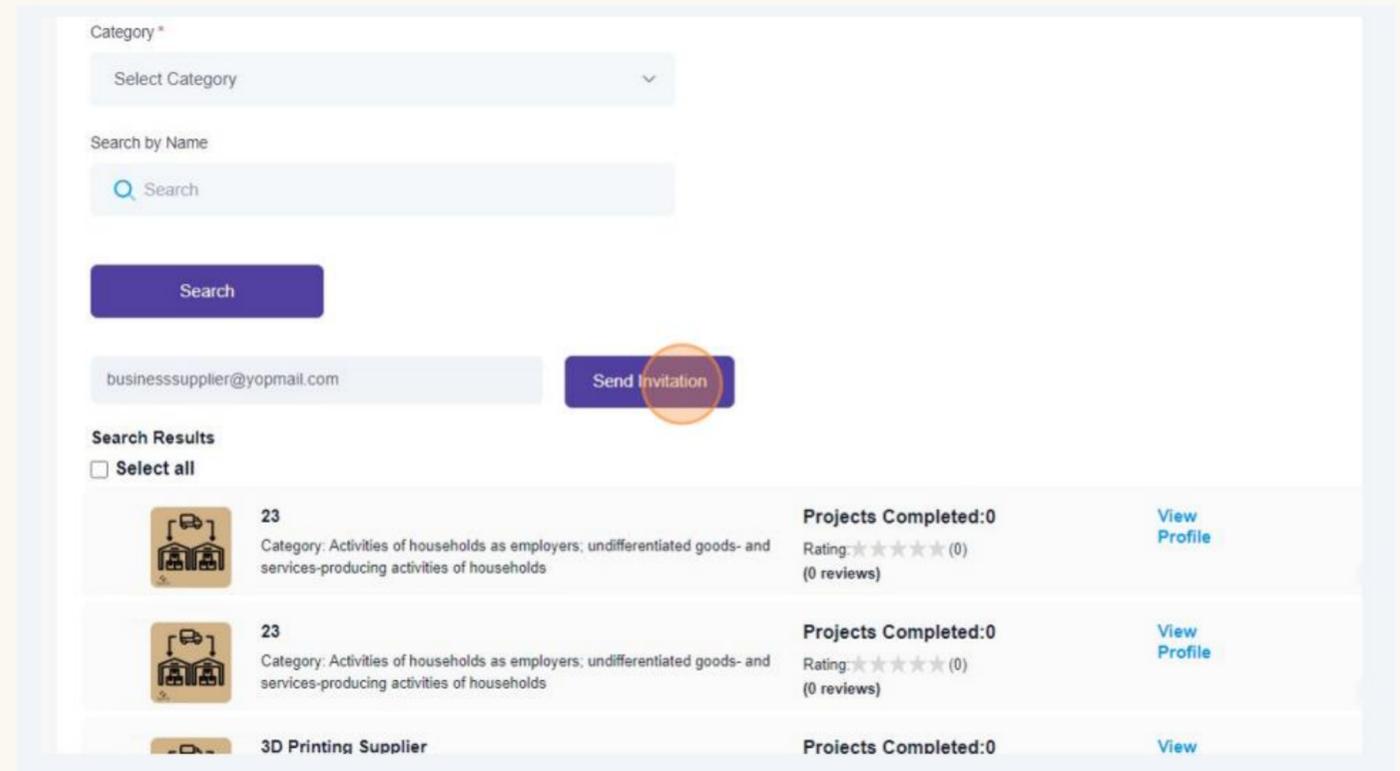
FIRST: Send invitations to your suppliers.

1. Click on “Registration” > “Suppliers”.
2. Write down the email address of supplier to send invitation.

1



2





Organization – User Manual

SECOND: Bulk Registration is the great feature to sign up all your suppliers.

1. Download the excel sheet.
2. Fill all vendors information & import the file.

1

2

Registered | New Requests | Request Registration | **Bulk Registration** | Onboarding

Suppliers Bulk Import

Import File *

Choose File | No file chosen

CSV,XLSX

Note: [Click here to download import excel format](#)

Submit

Registered | New Requests | Request Registration | **Bulk Registration** | Onboarding | Tiering Board

Suppliers Registration

Suppliers Bulk Import

Import File *

Choose File | Supplier_Import_File (7).xlsx

CSV,XLSX

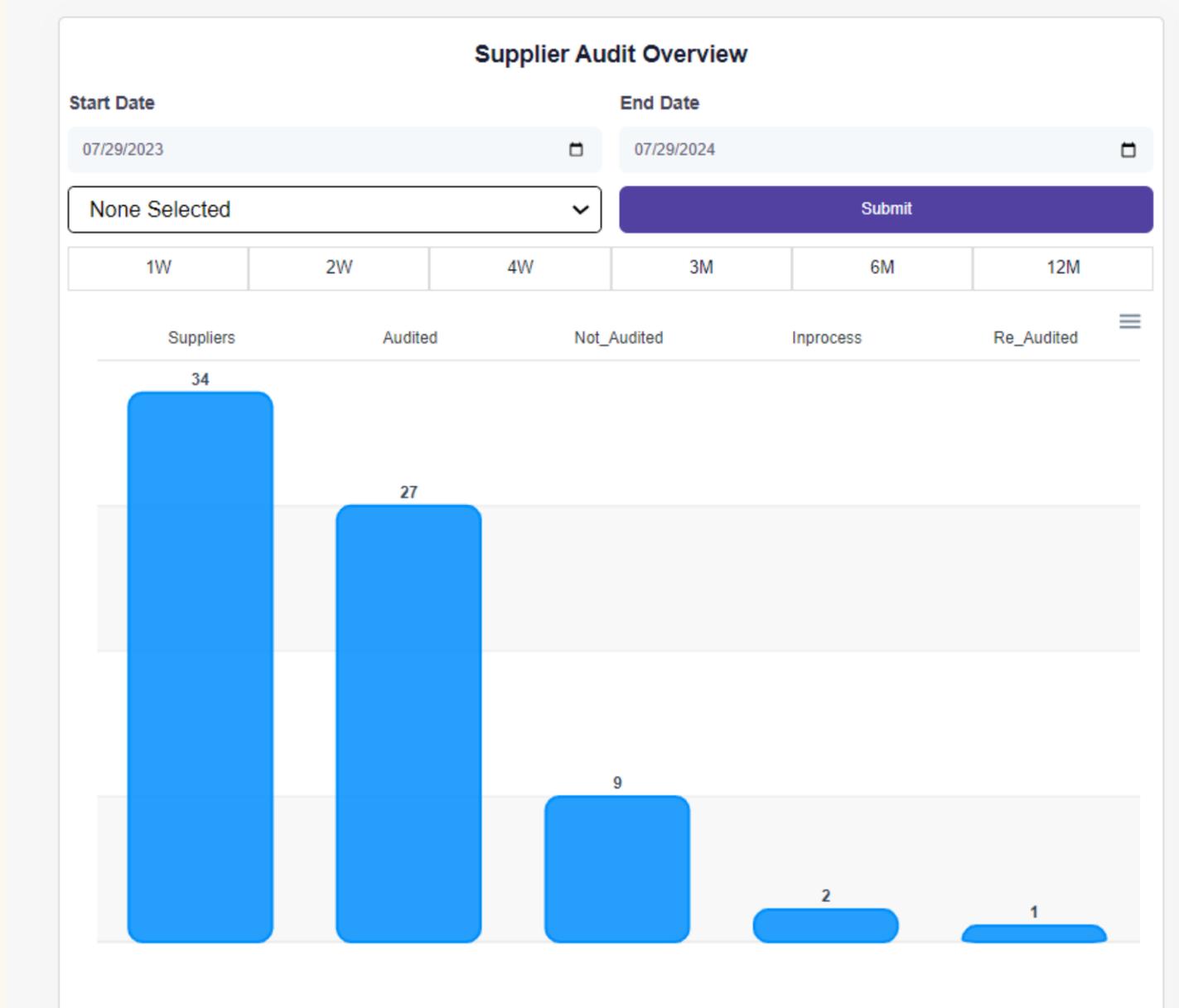
Note: [Click here to download import excel format](#)

Submit

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Organization – User Manual



Organization have a full overview of suppliers' audit performance.

This chart shows; total number of registered suppliers, audited & not audited suppliers and shows the whole audit timeline for each supplier, audit reports, certifications, compliance's evidences,...etc.

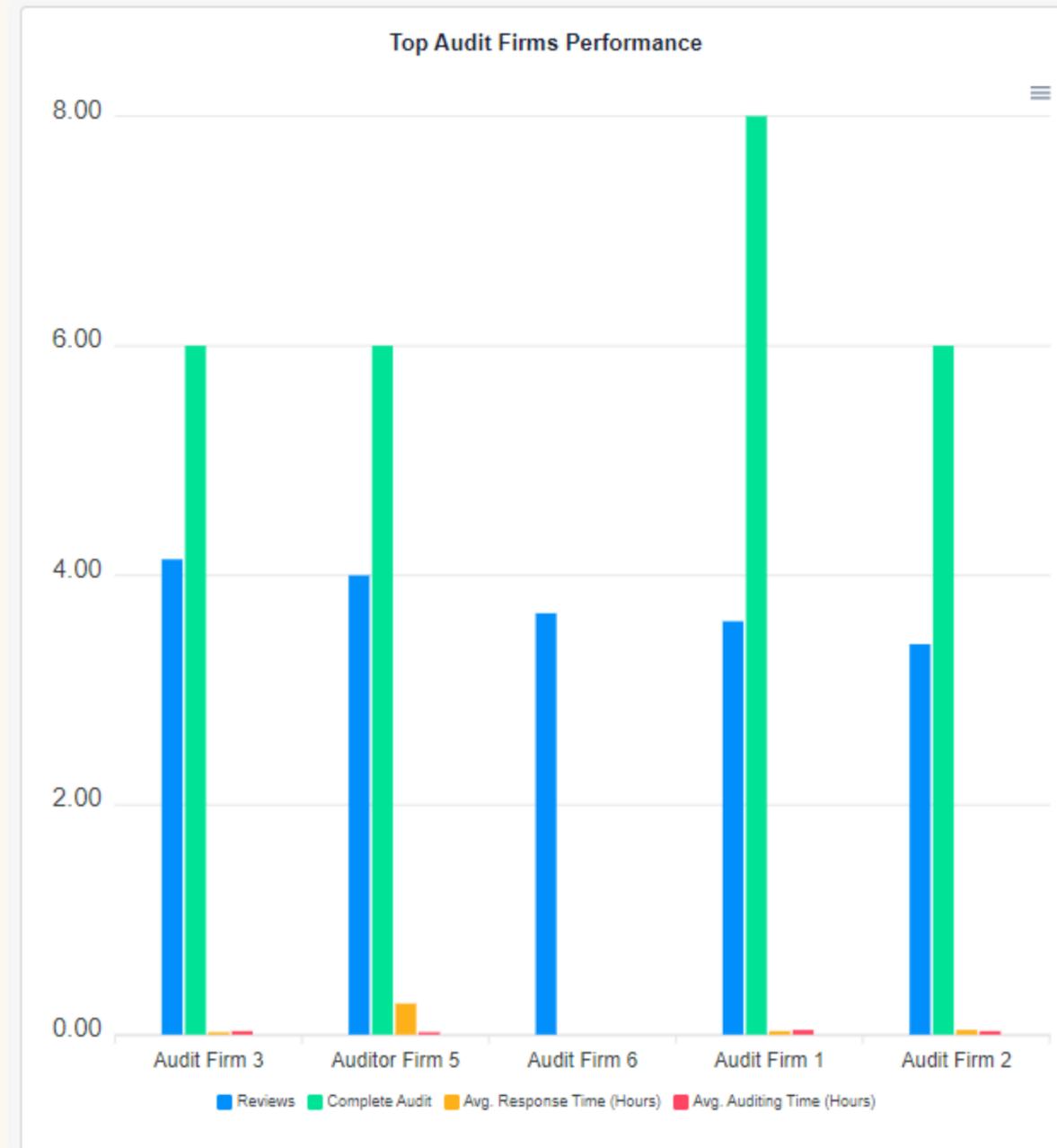


Organization – User Manual

Not only suppliers, also top Audit firms' performance.

This chart shows some criteria such as; Review by suppliers, Complete audit, Avg. response time and Avg. auditing time.

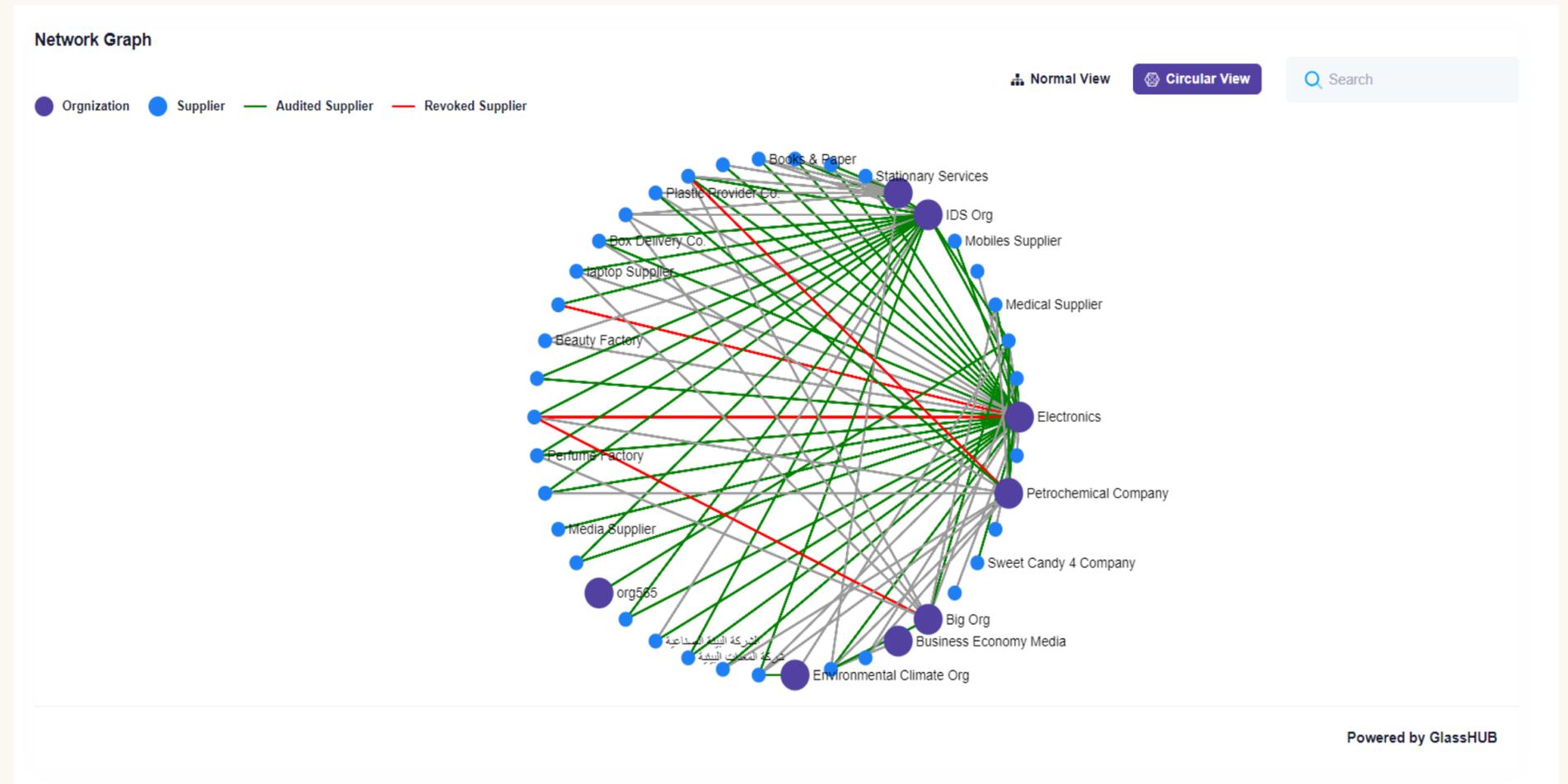
These features giving a transparent view of audit firms performance are registered with the organization.





Organization – User Manual

Network Graph: a great feature to organization, shows your suppliers connections with other entities and shows the status of suppliers instantly, if they're revoked or audited or not audited.





Supplier – User Manual

1. Request Registration with Organizations and Audit Firms.
2. Request Audit RFQ with organization and authorized audit firms for required compliance.
3. Full view of quotation, PO process and payment operation.
4. Upload and manage the evidence.
5. Receive Audit Report and Certificate.

The screenshot displays the GlassHUB Supplier dashboard. At the top, there is a navigation bar with the GlassHUB logo, a 'Switch Account Type' dropdown menu set to 'Supplier', a 'Quick Search' input field, and notification icons. Below the navigation bar is a menu with options: Dashboard, Registration, Audits, Projects, Certificates, Financials, and Reports. The main content area features three large colored cards: a green card showing '1 Active Projects', a purple card showing '0 Completed Projects', and a blue card showing '0.00 SAR Revenue'. Below these cards are three white panels. The first panel, 'You may also signup as', has radio buttons for 'Organization', 'Audit Firm', and 'Regulator', with a 'Get Started' button. The second panel, 'Active projects Status', shows 'Request supply project' for 'Organization: IDS Org' at '0% In Process'. The third panel, 'Getting Started', contains links for 'Register Organization', 'Register Audit Firm', 'Financials Summary Report', and 'All Certificates'.



Supplier – User Manual

There're many ways to build your connection with organizations and audit firms, These ways are:

- **“Request Registration”** by clicking on “Registration” > “Organization”.
 1. Click on “Request Registration”.
 2. Choose the required organization.
 3. Click on “Send Request”.

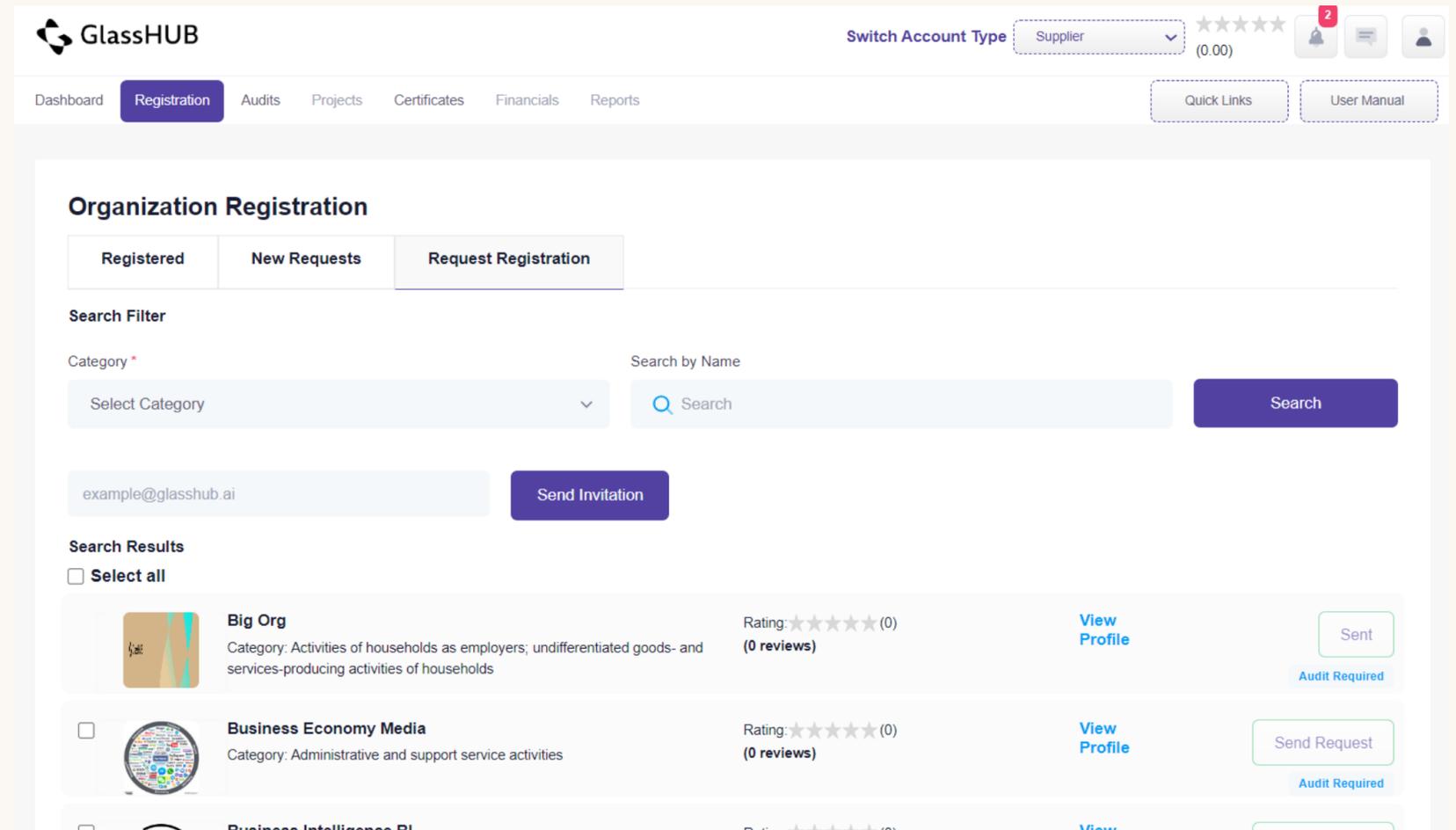
The screenshot displays the GlassHUB interface for organization registration. At the top, the user is logged in as a 'Supplier' with a balance of (0.00). The navigation menu includes 'Dashboard', 'Registration' (active), 'Audits', 'Projects', 'Certificates', 'Financials', and 'Reports'. The main content area is titled 'Organization Registration' and features three tabs: 'Registered', 'New Requests', and 'Request Registration'. Below the tabs is a search filter section with a 'Category' dropdown and a 'Search by Name' input field. A 'Search' button is located to the right of the search input. Below the search filter is an input field for an email address (example@glasshub.ai) and a 'Send Invitation' button. The search results section shows a list of organizations with their names, categories, ratings, and 'View Profile' links. The first result is 'Big Org' with a rating of 0 reviews and an 'Audit Required' status. The second result is 'Business Economy Media' with a rating of 0 reviews and an 'Audit Required' status. The third result is 'Business Intelligence BI' with a rating of 0 reviews.



Supplier – User Manual

The other way to build your connection is, **“Send Invitation”**.

1. Click on “Request Registration”.
2. Write down the email address of organization to “Send Invitation”.





Supplier – User Manual

- Other way supplier might receive “**New Request**” from organizations to expanding relations.

The screenshot shows the GlassHUB interface for a Supplier account. At the top, the GlassHUB logo is on the left, and the account type is set to 'Supplier' with a balance of (0.00) on the right. A navigation bar includes 'Dashboard', 'Registration' (highlighted), 'Audits', 'Projects', 'Certificates', 'Financials', and 'Reports'. There are also 'Quick Links' and 'User Manual' buttons. The main content area is titled 'Organization Registration' and has three tabs: 'Registered', 'New Requests' (selected), and 'Request Registration'. Two requests are listed:

Organization Name	Category	Action
Big Org	Category: Activities of households as employers; undifferentiated goods- and services-producing activities of households	Accept / Reject
Electronics	Category: Activities of households as employers; undifferentiated goods- and services-producing activities of households	Accept / Reject

At the bottom of the page, there is a pagination control showing '1' of 1 items.

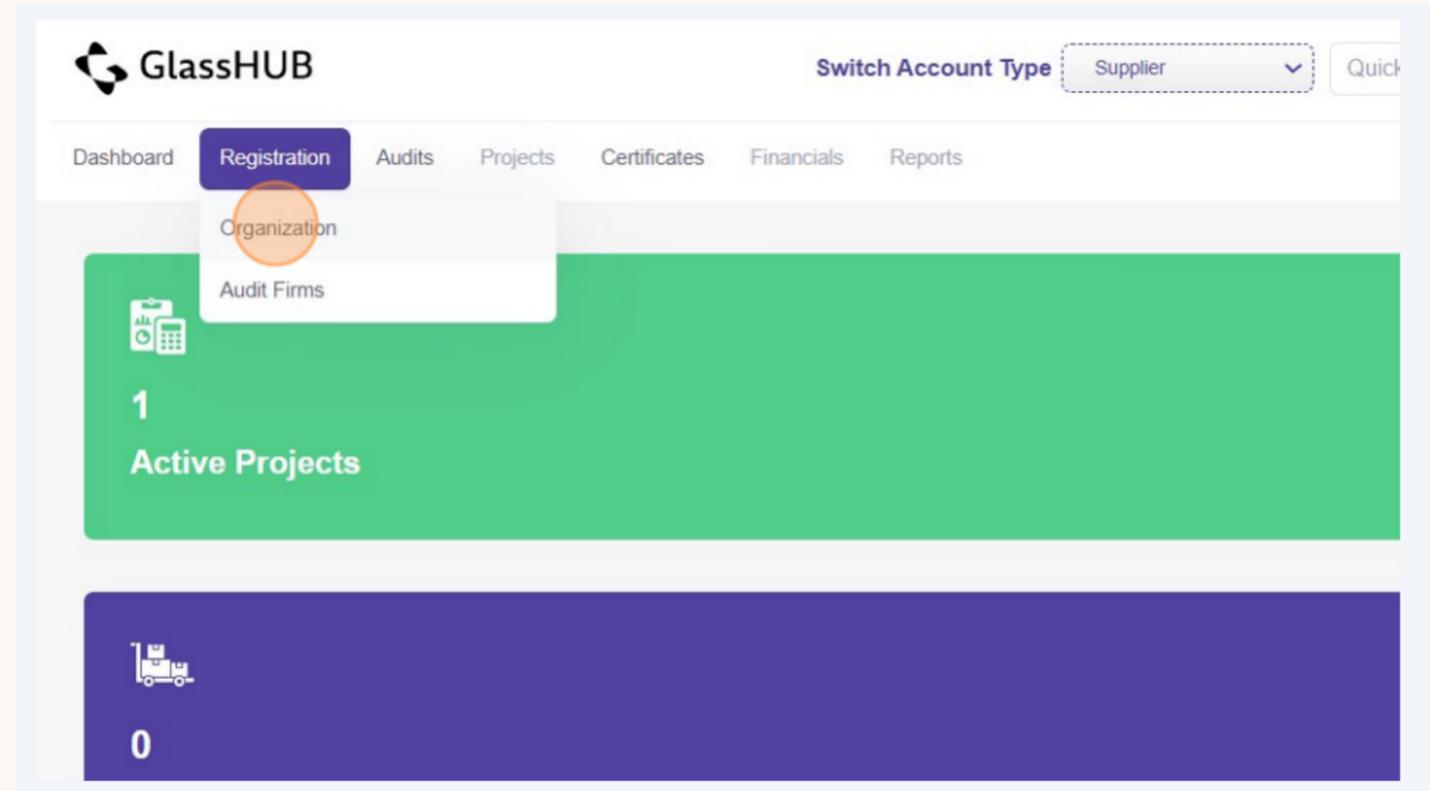


Supplier – User Manual

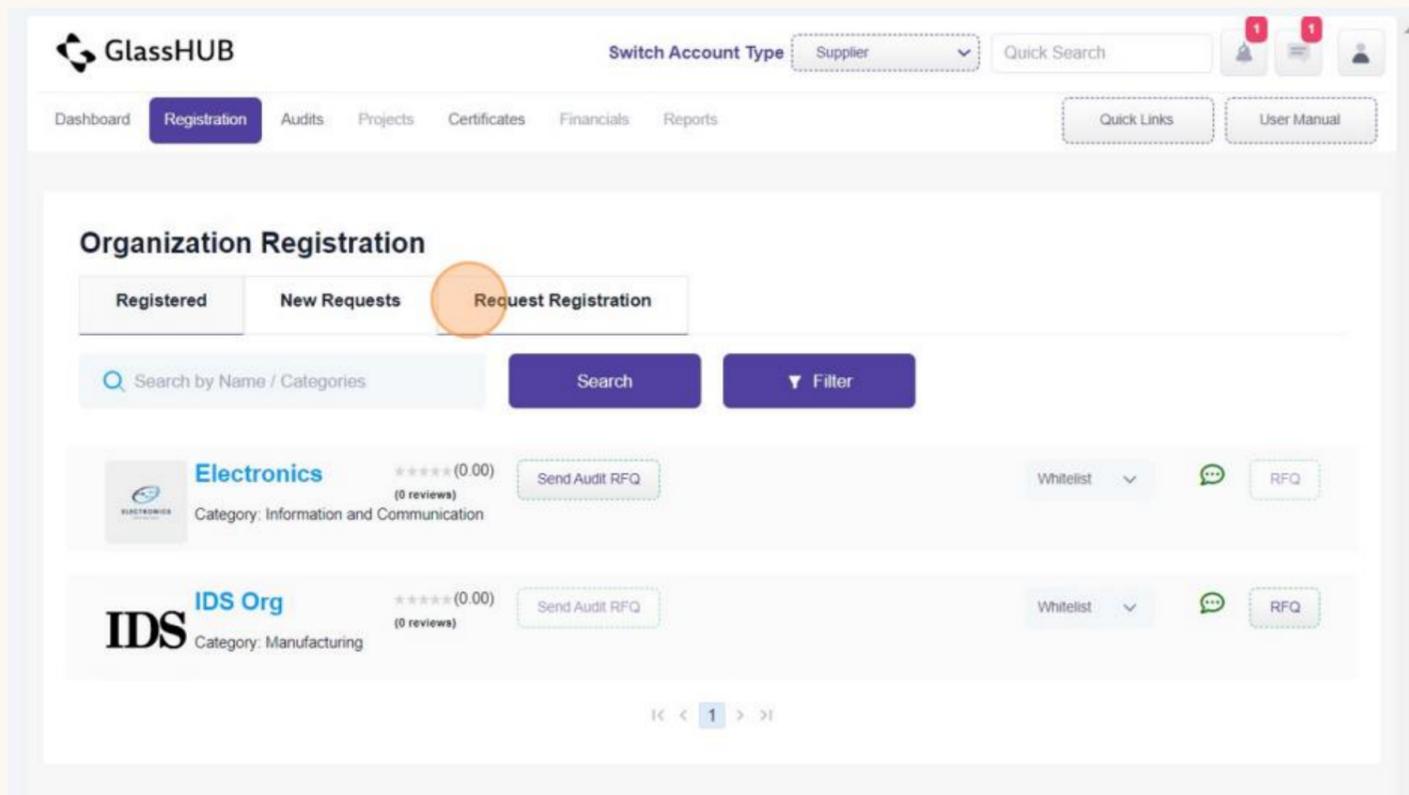
To start auditing journey with authorized audit firm. Follow up the next steps:

1. Click on “Registration” > “Organization”.
2. Choose the required Organization.

1



2





Supplier – User Manual

- 3. Click on “Audit Required”.
- 4. Click on the required compliance to send “Audit RFQ”.

4

All Compliance ✕

Search by Name / Categories

ID	Date	Compliance Name	Account Type	Compliance For	Defined Compliance	Action
485	2024-03-17	Cyber Security Framework	Supplier	Registration	Saudi Central Bank	Send RFQ
499	2024-04-20	TEST by ASEM	Supplier	Registration	Own	Send RFQ
522	2024-05-09	Compliance 1	Supplier	Registration	Own	Send RFQ
547	2024-06-23	Cyber Compliance	Supplier	Registration	Own	Send RFQ

3

Big Org Category: Activities of households as employers; undifferentiated goods- and services-producing activities of households	Rating: ★★★★★ (0) (0 reviews)	View Profile	Send Request Audit Required
Business Economy Media Category: Administrative and support service activities	Rating: ★★★★★ (0) (0 reviews)	View Profile	Send Request Audit Required
Business Trading Category: Financial and insurance activities	Rating: ★★★★★ (0) (0 reviews)	View Profile	Send Request Audit Required
Comp1 Category: Agriculture, Forestry and Fishing	Rating: ★★★★★ (0) (0 reviews)	View Profile	Send Request No Audit Required
DWS Group Category: Financial and insurance activities	Rating: ★★★★★ (0) (0 reviews)	View Profile	Send Request Audit Required
Electronics Category: Information and Communication	Rating: ★★★★★ (0) (0 reviews)	View Profile	Respond No Audit Required



Supplier – User Manual

- 5. Fill all required information to send “Audit RFQ”.
- 6. Select one or more than one from audit firms to request quotation.

5

Control no	Reference no
Control No 1	C1

6

need certificate

Audit Firm	Action
Internal Audit Co.	Request Quotation
Global Audit	Request Quotation
Financial Advisory	Request Quotation
KPS Company for Auditing	Request Quotation
Audit Firm 6	Request Quotation



Supplier – User Manual

To view all your “Audits”

1. Click on “Audits” > “All Audits”.
2. Click on “View Details”.

2

CODE	Date	Audit Firm	Organization	Live Chat/Inbox	Agreement	Audit Requirements	Audit Progress	Status	View Detail
000000332	2024-07-29	Internal Audit Co.	Business Trading			View Details	Completion Percentage <div style="width: 25%;"></div>	25% In Process	
000000314	2024-07-17	BCC - Audit Services	Electronics			View Details	Completion Percentage <div style="width: 0%;"></div>	0% In Process	
000000183	2024-05-07	Audit Firm 3	Electronics			View Details	Completion Percentage <div style="width: 0%;"></div>	0% Cancelled	
000000182	2024-05-07	Audit Firm 2	Electronics			View Details	Completion Percentage <div style="width: 100%;"></div>	100% Completed	
000000181	2024-05-07	Audit Firm 1	Electronics			View Details	Completion Percentage <div style="width: 0%;"></div>	0% Cancelled	

1

GlassHUB Switch Account Type: Supplier

Dashboard Registration **Audits** Projects Certificates Financials Reports

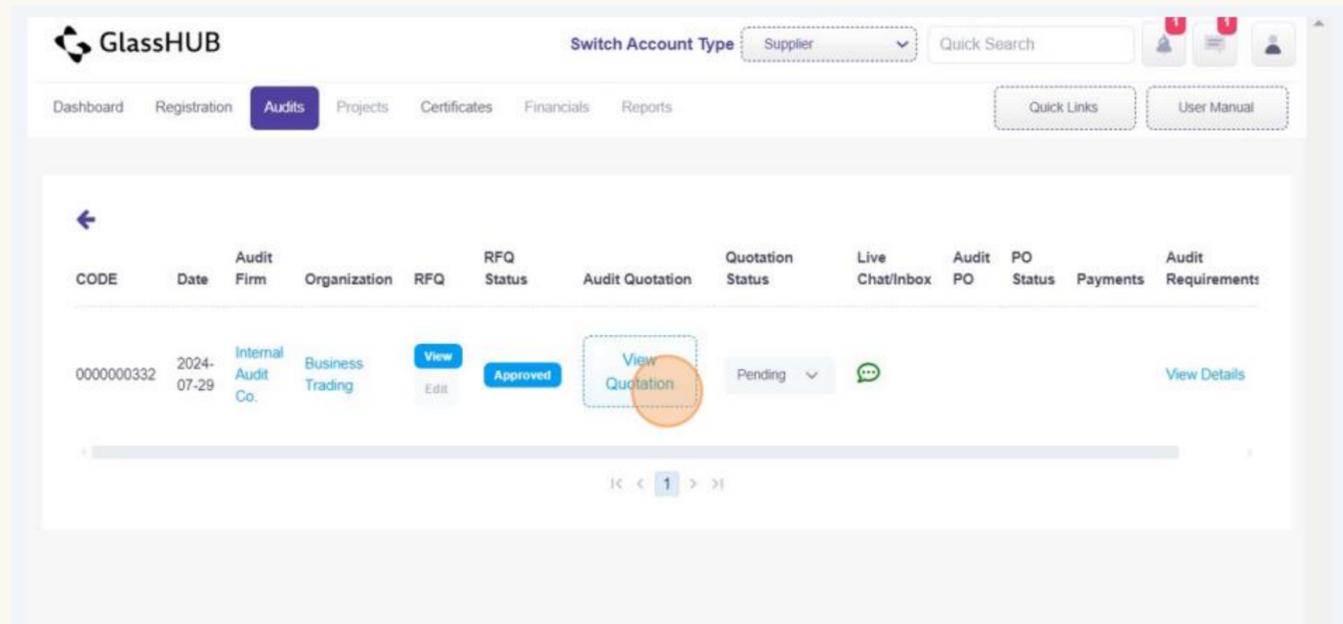
Pending
In Process
Completed
All Audits

1 Active Projects

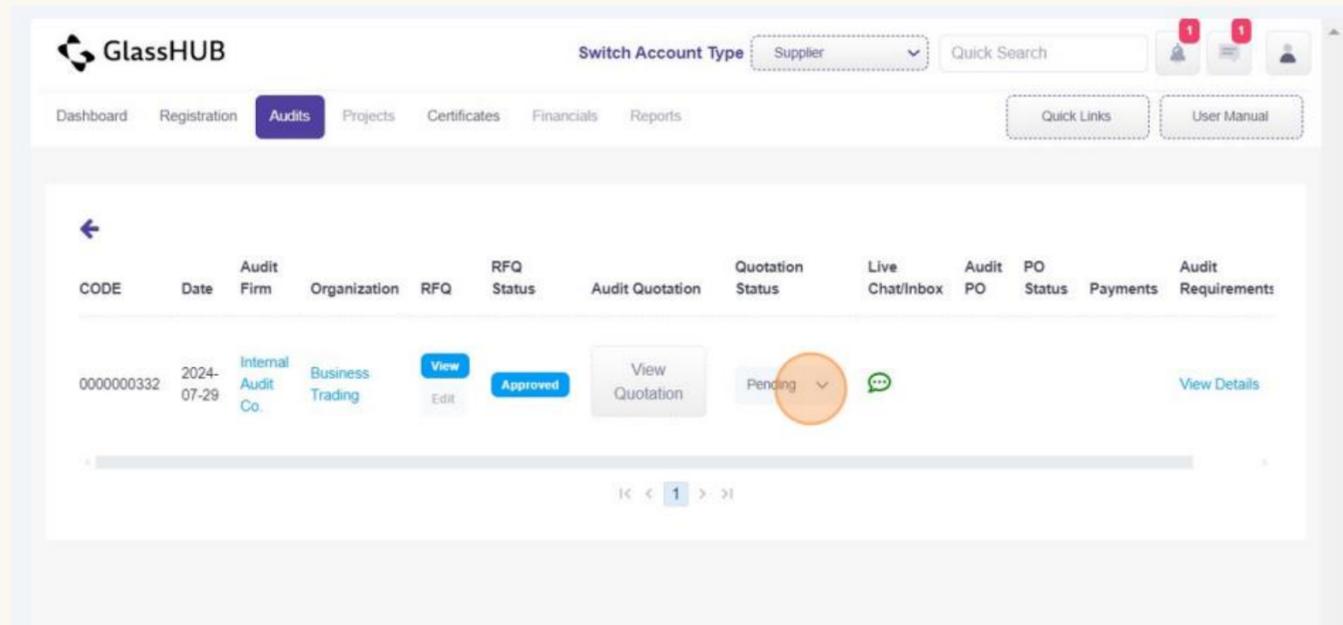
0 Completed Projects



Supplier – User Manual



- View “Quotation” from Audit Firm



- Take an action in the “Quotation” and Reply back with PO



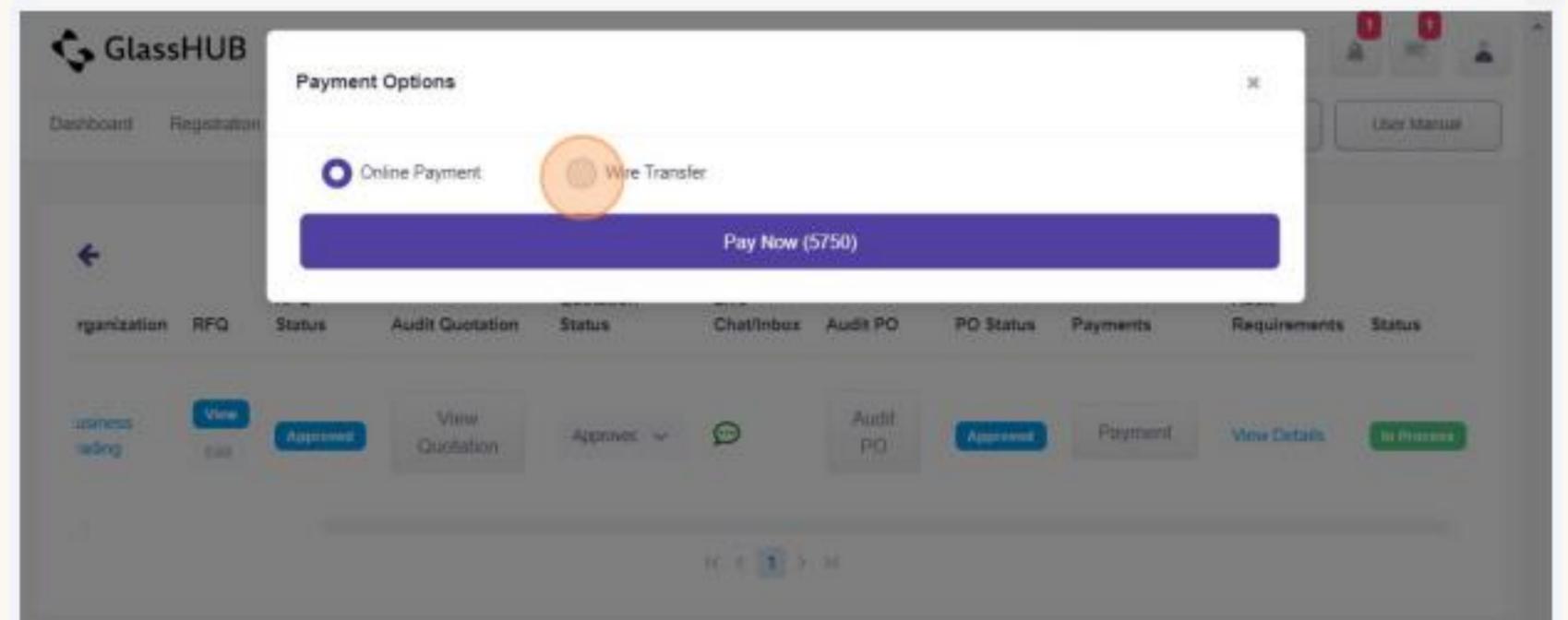
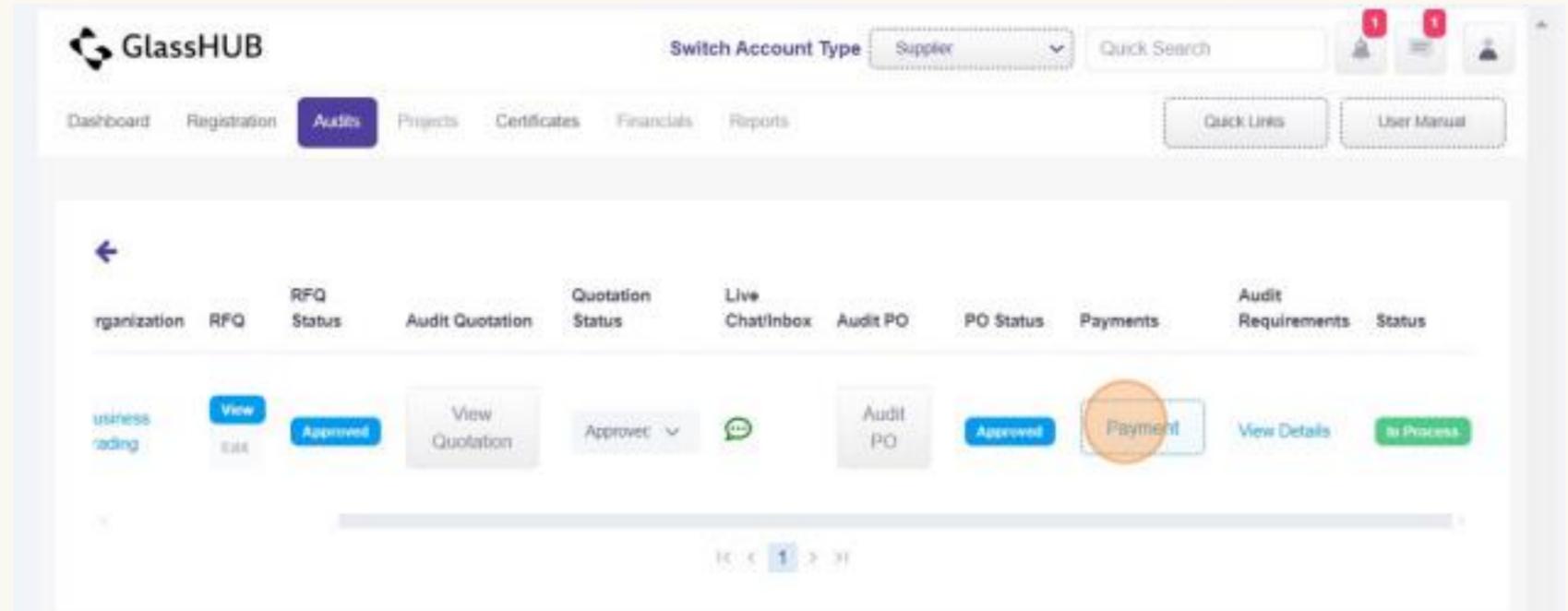
Supplier – User Manual

1

Once audit firm accepts PO, Payment button shows up.

1. To start “Payment” Operation either “Online payment” or “Wire Transfer”
2. Fill all required information and upload the receipt of Transaction.

2





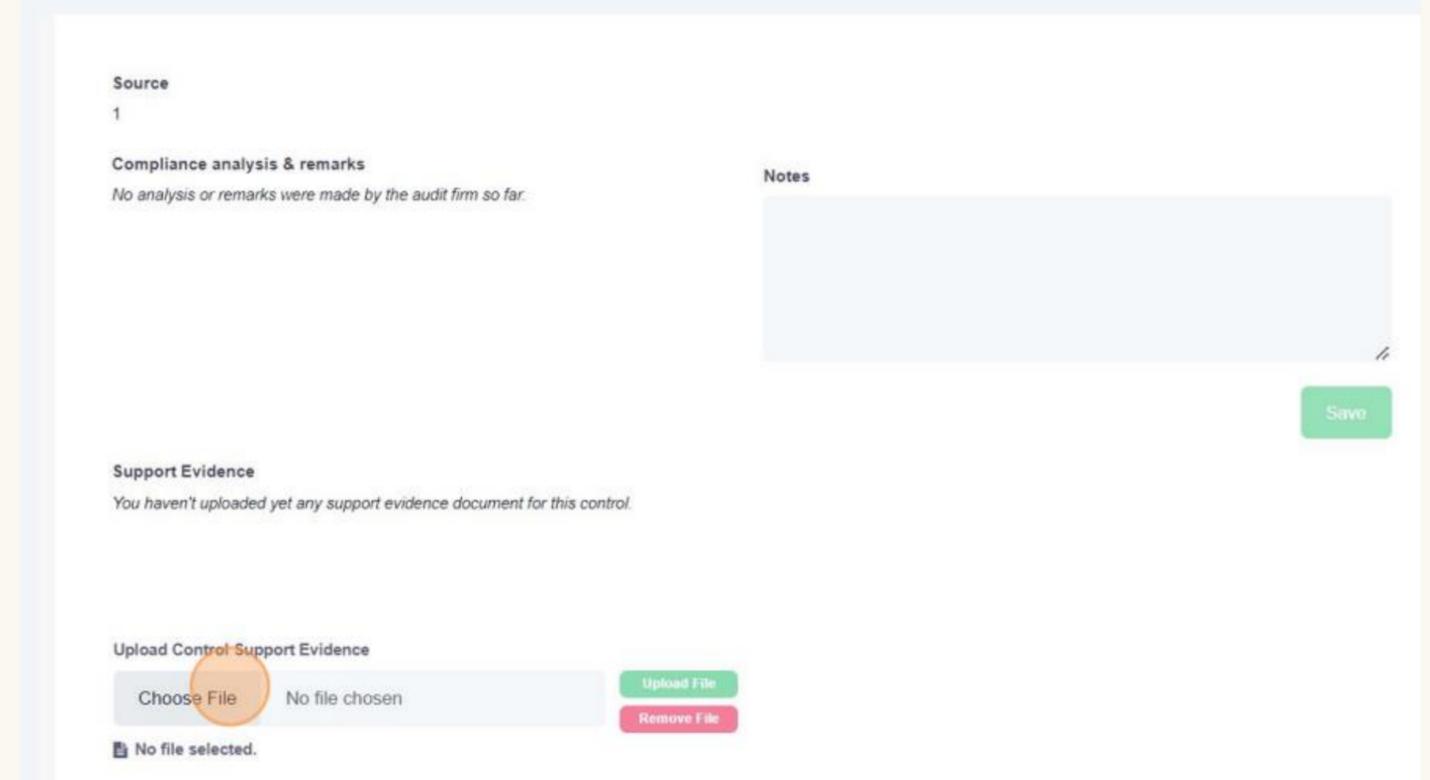
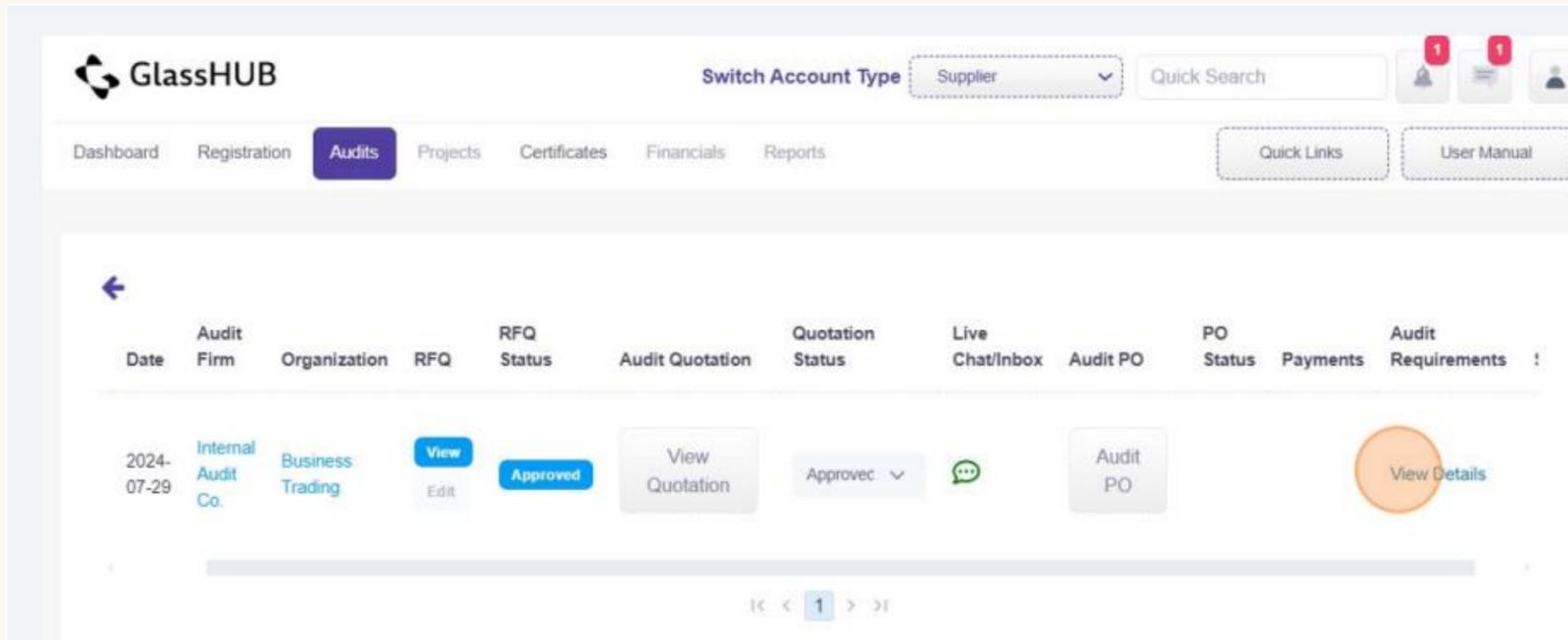
Supplier – User Manual

1

Click on “View Details” to start uploading evidence.

2

Lastly, confirm uploading all evidence. Once it confirms you won't be able to add/edit.





Supplier – User Manual

View all listed/expired certificates by Suppliers.

All Certificate CSV PDF

All Certificate **Expired Certificate**

Ref No	Company Name	Certificate	Category	Compliance	Validity	Expiry Date	Verification	Preview	A
138	DWS Group	Security Compliance	Financial and insurance activities	Security Compliance	2026-04-23	2026-04-23	✓		

1

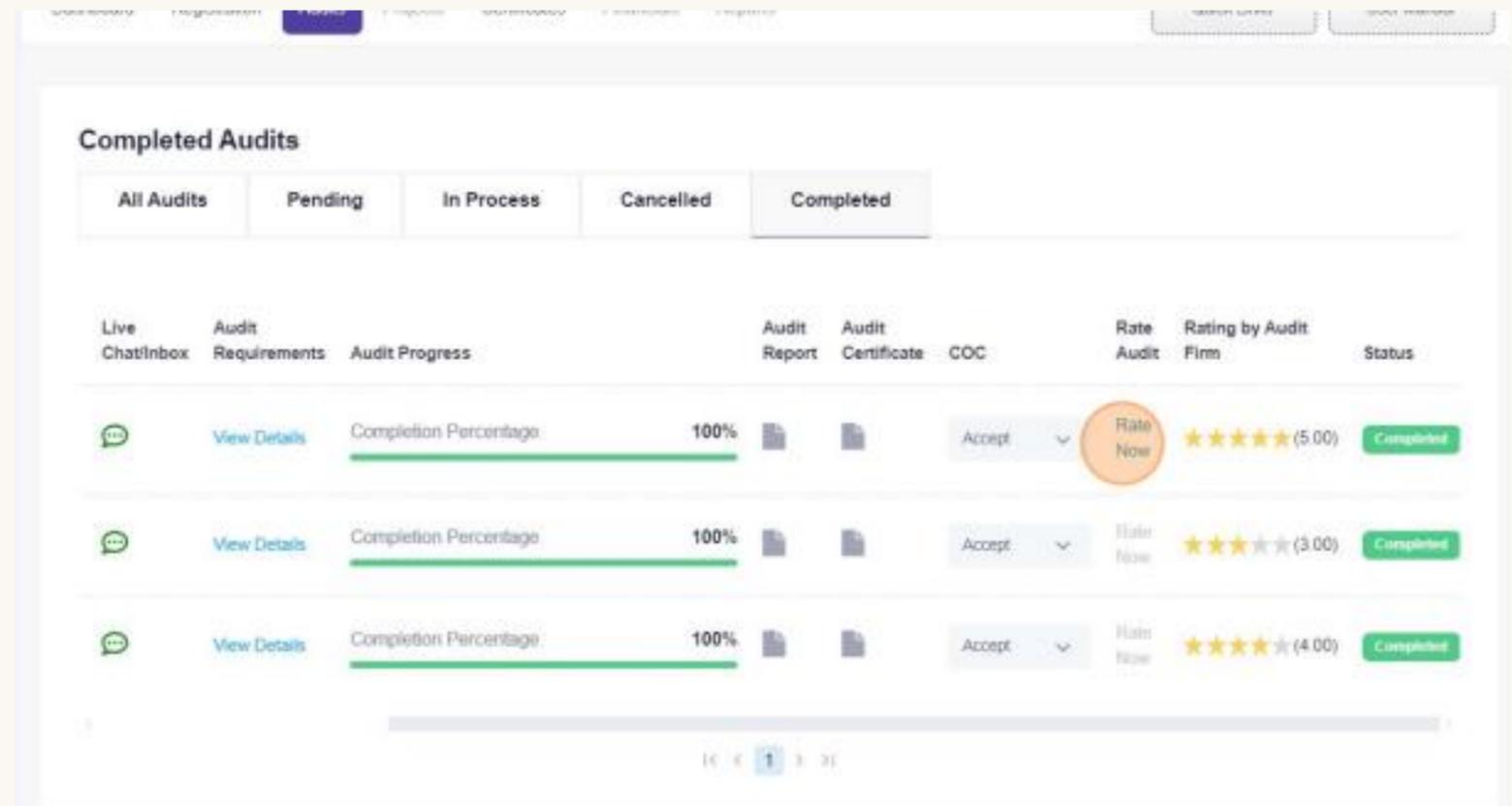
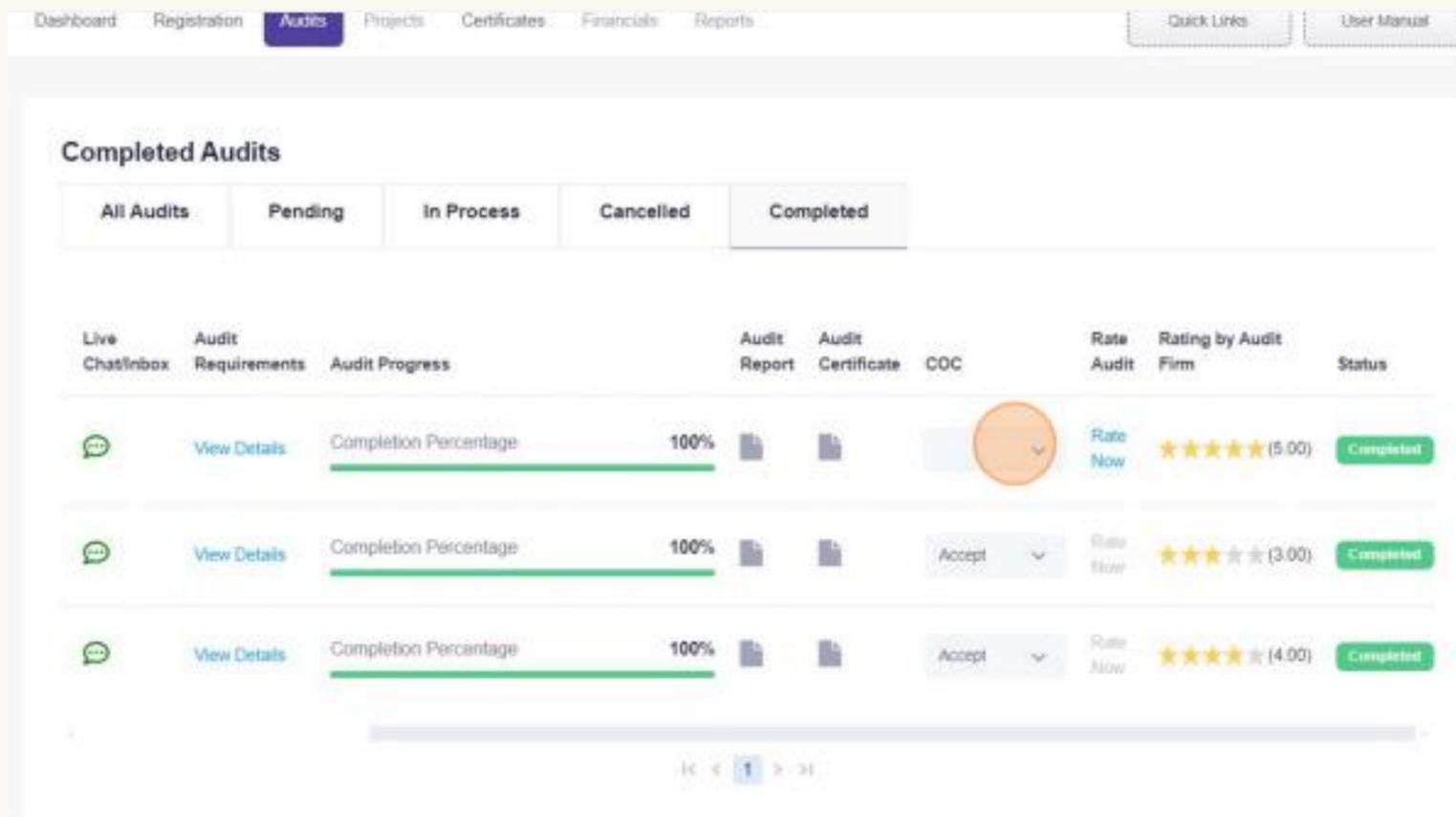


Supplier – User Manual

Download all “Audit Reports & Certificates”

1. Click on “CoC” to accept it.

2. Start to “Rate” Audit Firm and review audit firm rating





Supplier – User Manual

View all listed/expired certificates by Suppliers.

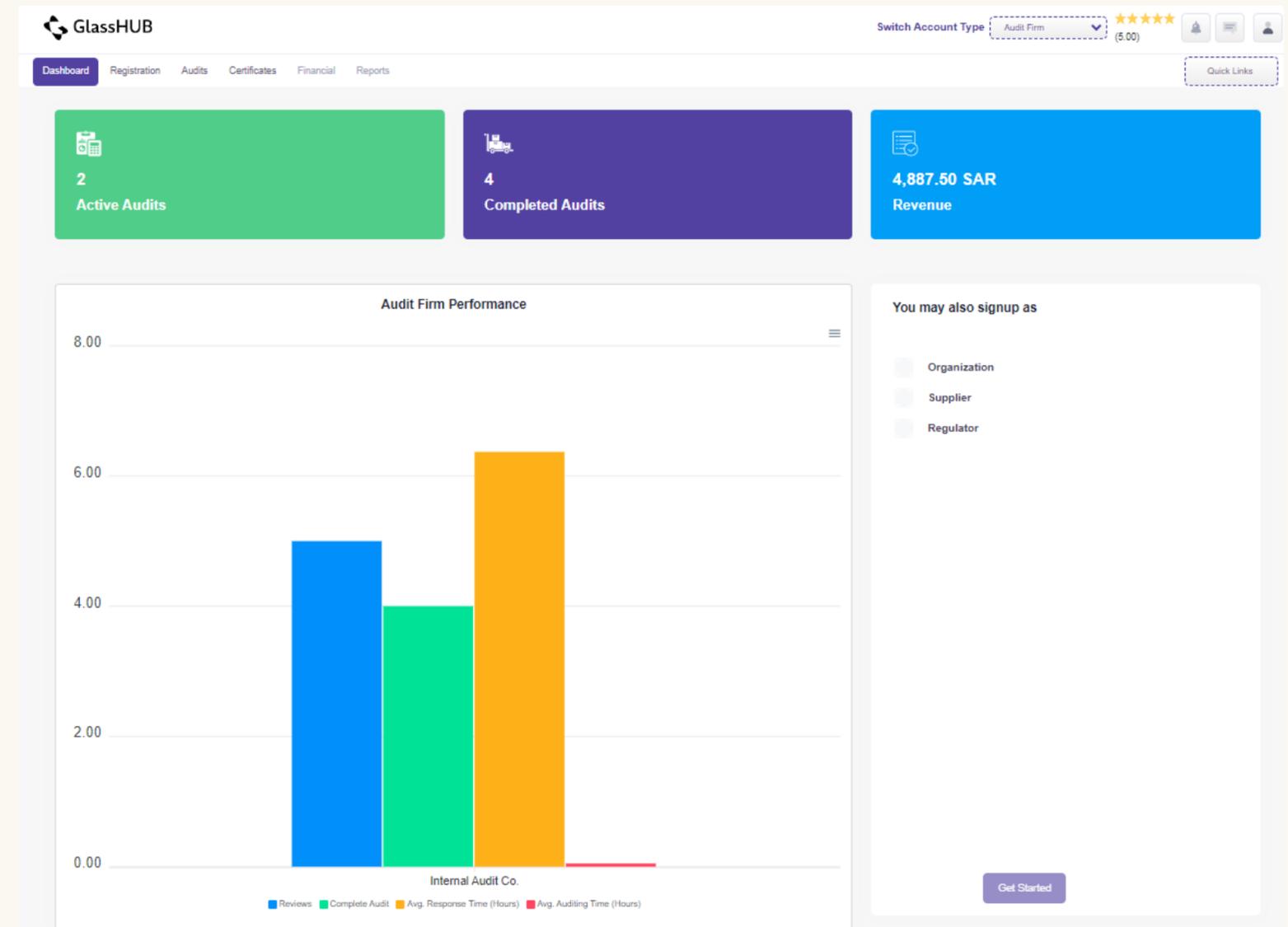
The screenshot displays the 'All Certificate' page in the GlassHUB interface. At the top, there is a navigation bar with the GlassHUB logo, a 'Switch Account Type' dropdown set to 'Supplier', a star rating '(0.00)', and notification, chat, and user profile icons. Below the navigation bar, a menu contains 'Dashboard', 'Registration', 'Audits', 'Projects', 'Certificates' (highlighted), 'Financials', and 'Reports'. On the right of this menu are 'Quick Links' and 'User Manual' buttons. The main content area is titled 'All Certificate' and includes 'CSV' and 'PDF' buttons. Below the title are two tabs: 'All Certificate' (active) and 'Expired Certificate'. A table lists the certificates with the following columns: Ref No, Company Name, Certificate, Category, Compliance, Validity, Expiry Date, Verification, Preview, and A. One certificate is listed with Ref No 138, Company Name DWS Group, Certificate Security Compliance, Category Financial and insurance activities, Compliance Security Compliance, Validity 2026-04-23, Expiry Date 2026-04-23, and Verification status checked. A pagination bar at the bottom shows '1' of 1 pages.

Ref No	Company Name	Certificate	Category	Compliance	Validity	Expiry Date	Verification	Preview	A
138	DWS Group	Security Compliance	Financial and insurance activities	Security Compliance	2026-04-23	2026-04-23	✓		



Audit Firm – User Manual

1. Request Registration with Organizations and Suppliers.
2. Receive Audit requests and replay with Quotations.
3. Provide justifications and managing evidence.
4. Export Draft and final audit report and certificate.
5. Pass and collect audit payments.





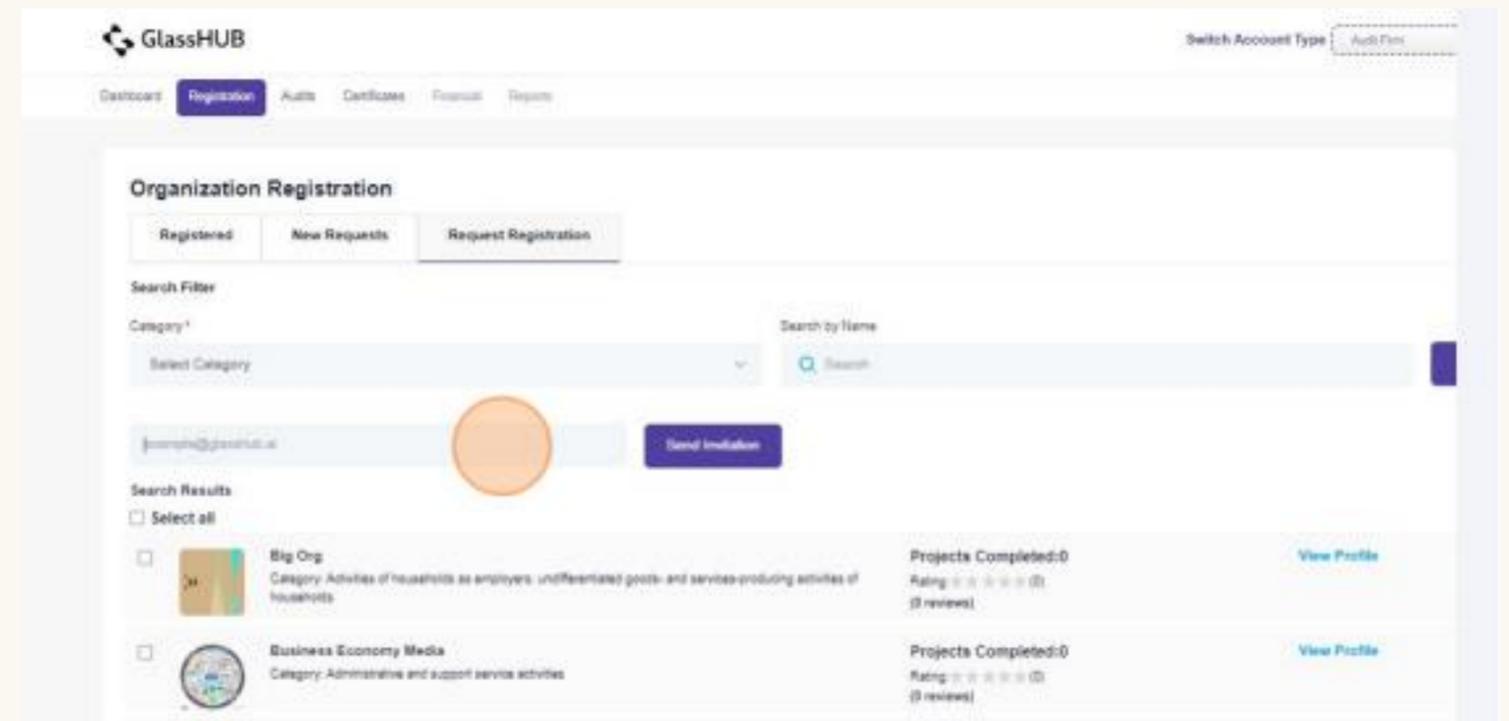
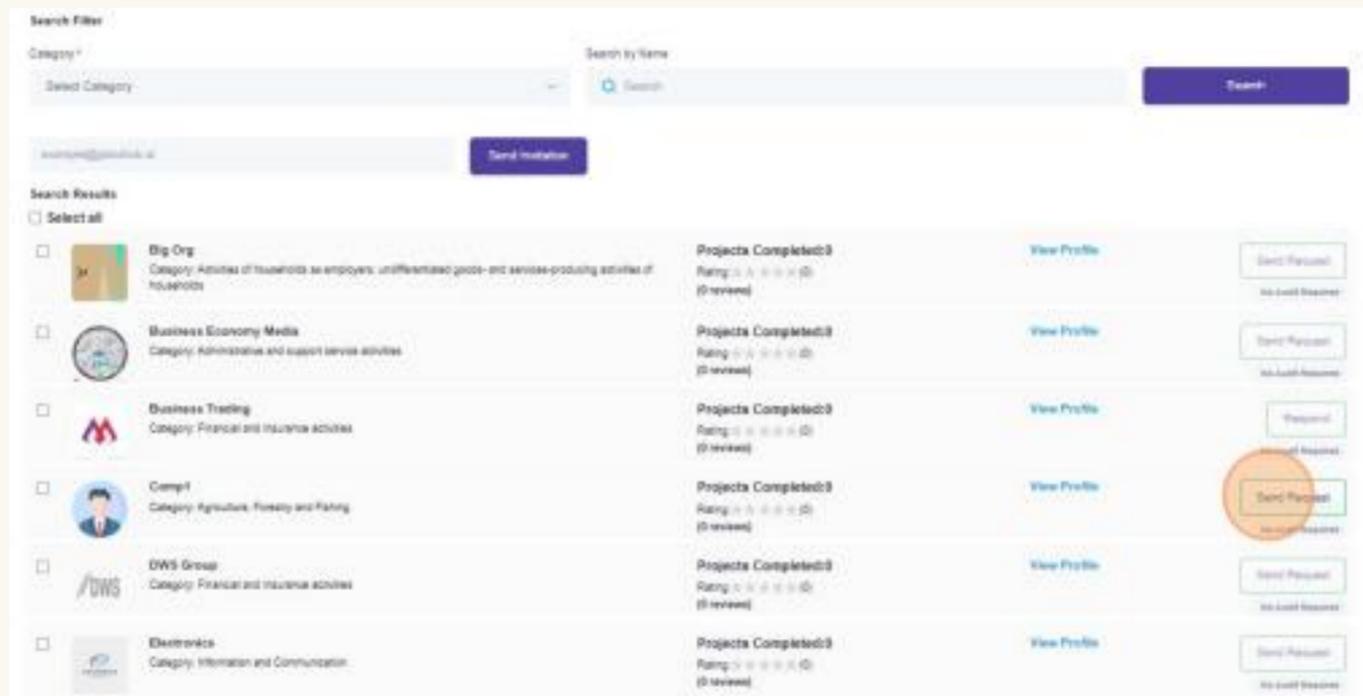
Audit Firm – User Manual

1

To build your connections with suppliers.

1. Click on “Registration” > “Suppliers”.
2. Send “Request Registration” and “Invitation” to suppliers to sign up.

2





Audit Firm – User Manual

To build your connections with Organizations:

1. Click on “Registration” > “Organization”.
2. Send request registration and invitation to organization to sign up.

The screenshot displays the 'Organization Registration' interface on the GlassHUB platform. At the top, there's a navigation bar with 'Registration' highlighted. Below it, a search filter section allows users to search by 'Category' (with a dropdown menu) and 'Search by Name' (with a search input field and a 'Search' button). A 'Send Invitation' button is visible next to an email address input field. The main content area shows a table of search results for organizations. Each row includes a checkbox, a profile icon, the organization name, its category, the number of projects completed, a rating (with 0 reviews), a 'View Profile' link, and a 'Send Request' or 'Respond' button. The organizations listed are 'Big Org', 'Business Economy Media', 'Business Intelligence BI', 'Business Trading', and 'Comp1'.



Audit Firm – User Manual

To view all audit requests:

1. Click on “Audits” > “Audit Requests”.
2. Review RFQs and take an action either to accept or reject.

Request	In Process	Cancelled	Completed											
CODE	Date	Customer Name	Type	Live Chat	Audit For	RFQ	RFQ Status	Quotation	Quotation Status	Audit PO	PO Status	Agreement	Audit Progress	Payment
0000000355	2024-08-01	Ahmed Services Supplies	Supplier		Registration	RFQ	Approved	Quotation						
0000000354	2024-08-01	Classic Cars	Supplier		Registration	RFQ	Approved	Quotation						
0000000353	2024-08-01	Supplies Shahad	Supplier		Registration	RFQ	Approved	Quotation	Approved	PO	Select Or		View Details	Payment
0000000340	2024-07-31	شركة المعدات البيئية	Supplier		Registration	RFQ	Approved	Quotation	Approved	PO	Approved		View Details	Payment
0000000337	2024-07-30	Beauty Factory	Supplier		Registration	RFQ	Approved	Quotation	Approved	PO	Approved		View Details	Payment
0000000332	2024-07-29	Devices Vender	Supplier		Registration	RFQ	Approved	Quotation	Approved	PO	Approved		View Details	Payment



Audit Firm – User Manual

1. Fill all required information to send “Audit Quotation”.
2. Take an action on issued “PO” by supplier and proceed the agreement.

1

2

Request	In Process	Cancelled	Completed	Audit For	RFQ	RFQ Status	Quotation	Quotation Status	Audit PO	PO Status	Agreement	Audit Progress	Payment
Registration	RFQ	Approvec	Quotation	Approved	PO	Select Or	View Details	Payment					
Registration	RFQ	Approvec	Quotation	Approved	PO	Approvec	View Details	Payment					
Registration	RFQ	Approvec	Quotation	Approved	PO	Approvec	View Details	Payment					
Registration	RFQ	Select Or	Cancelled										
Registration	RFQ	Approvec	Quotation	Approved	PO	Approvec	View Details	Payment					

Audit Quotation

Quotation# * 0000000227 From * 07/31/2024

Title * Comply To * 08/07/2024

Upload File Choose File No file chosen

Sending By
Internal Audit Co.
Email: internalaudit@mailinator.com
Head Office Address: null

Sending To
شركة المعدات البيئية
Email: envsup@yopmail.com
Head Office Address: Al Malqa, Riyadh Saudi Arabia

Item *	Quantity *	Unit Price *	Amount *
NCA Compliance - [IDS Org]	1	Enter Unit Price	0

Description: Enter Description



Audit Firm – User Manual

1

Control No: 1 / 1

Control Status *
 Compliant Non-Compliant Not-Applicable

Control Classifications: **Advanced** RFIQ Classifications: **Advanced**

Control Name *
Cybersecurity Strategy

Add Justification
Need More Evidence |

Control #
1-1-3

Control statement
The cybersecurity strategy must be reviewed periodically according to planned intervals or upon changes to related laws and regulations

guidelines
NA

On-site Assessment

Previous Finish

Save

2

GlassHUB

Switch Account Type: Audit Firm (5.00)

Dashboard Registration **Audits** Certificates Financial Reports

Control No: 1 / 1

Control Status *
 Compliant Non-Compliant Not-Applicable

Control Classifications: **Advanced** RFIQ Classifications: **Advanced**

Control Name *
Cybersecurity Strategy

Add Justification
Need More Evidence

Control #
1-1-3

Control statement
The cybersecurity strategy must be reviewed periodically according to planned intervals or upon changes to related laws and regulations

Previous Finish

Save

Click on “Control Status” depend on supplier’s evidence.

1. Add justifications – if required – to supplier and click on “Next” to proceed all controls.
2. Click on “Finish” to complete the audit report.



Audit Firm – User Manual

1. Click on “Confirm” of adding justifications – if need to be added by supplier.
2. Fill all required information to submit the audit report.

1

The screenshot shows the 'Audit' section of the GlassHUB interface. At the top, there are navigation tabs: Dashboard, Registration, Audits (selected), Certificates, Financial, and Reports. A 'Quick Links' button is in the top right. The main form area includes: 'Control No: 1 / 1', 'Control Status' with radio buttons for 'Compliant' (selected), 'Non-Compliant', and 'Not-Applicable', and 'Previous' and 'Finish' buttons. Below this are 'Control Classifications' and 'RFQ Classifications', both with 'Advanced' buttons. The 'Control Name' field contains 'Cybersecurity Strategy' and 'Control #' is '1-1-3'. The 'Control statement' field contains 'The cybersecurity strategy must be reviewed periodically according to planned intervals or upon changes to related laws and regulations'. There is an 'On-site Assessment' checkbox (unchecked) and a 'Notes' field with 'No more evidence'. The 'Support Evidence' section shows a file upload button with a file named '172370340101...016GoLogo01.png'. At the bottom, there is a 'Compliance analysis & remarks' section with a rich text editor and 'Previous' and 'Finish' buttons. An 'Ask any Question' button is at the bottom left.

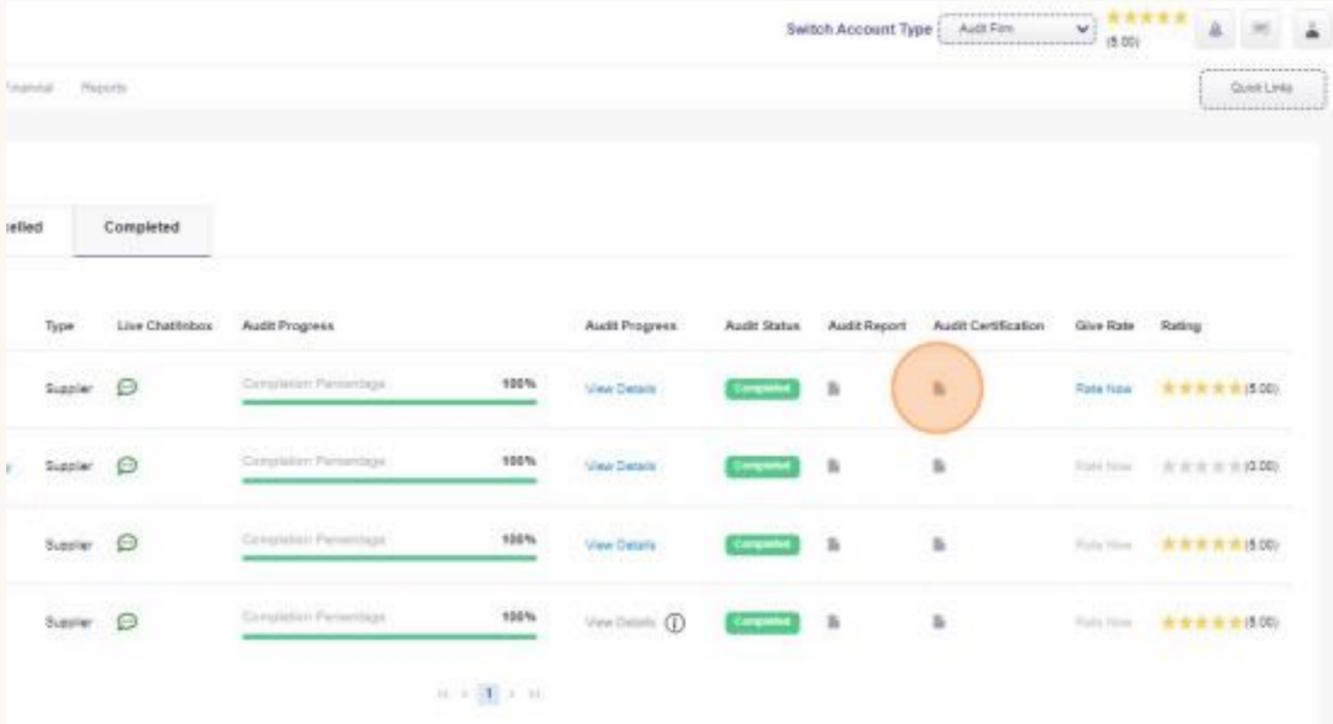
2

The screenshot shows a confirmation dialog box with a yellow warning icon. The text reads: 'Are you sure? You want to send all justifications to the supplier? Control id: 1-1-3 Justification: Need More Evidence'. At the bottom, there are 'Yes' and 'No' buttons. The background shows a blurred view of the audit form from the previous screenshot.

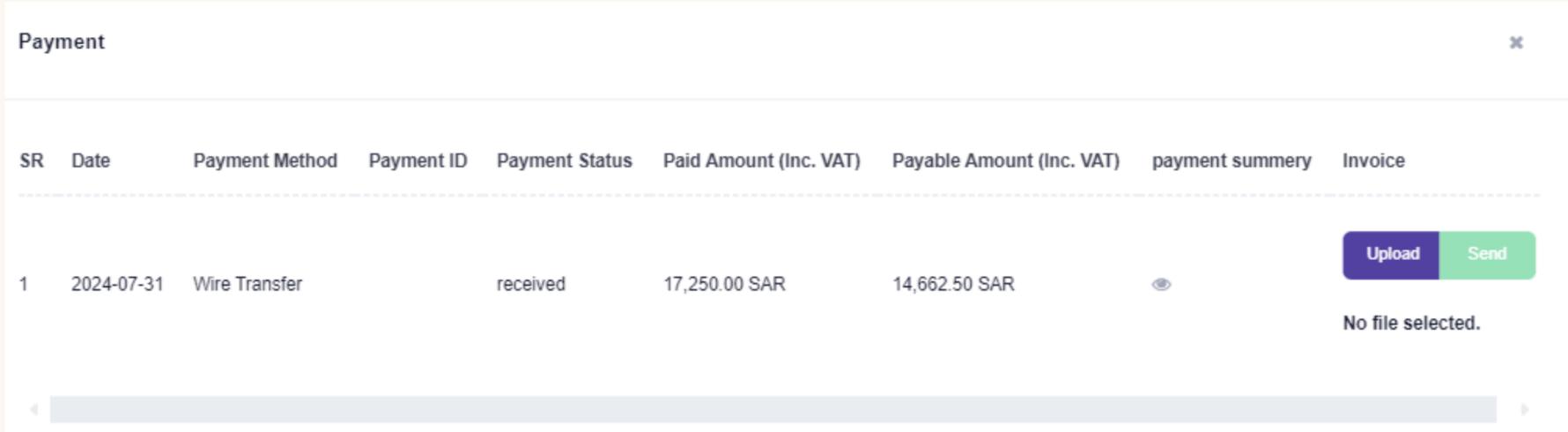


Audit Firm – User Manual

- After completing the Audit Report & Certificate, Supplier will receive Audit Documents and giving a rate.



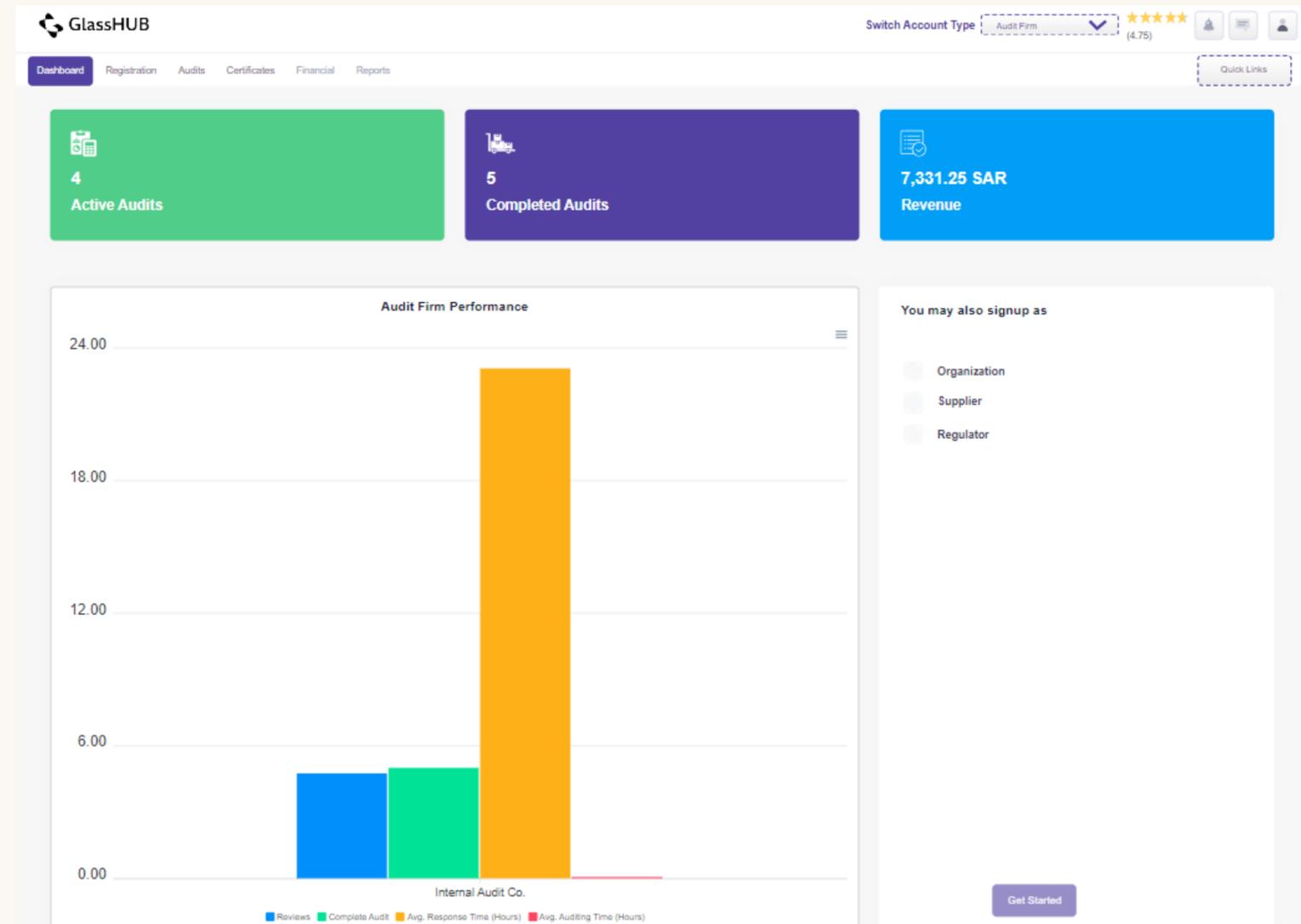
- Audit firm upload invoice to GlassHUB Financial team, the payable amount will be released audit firm account.





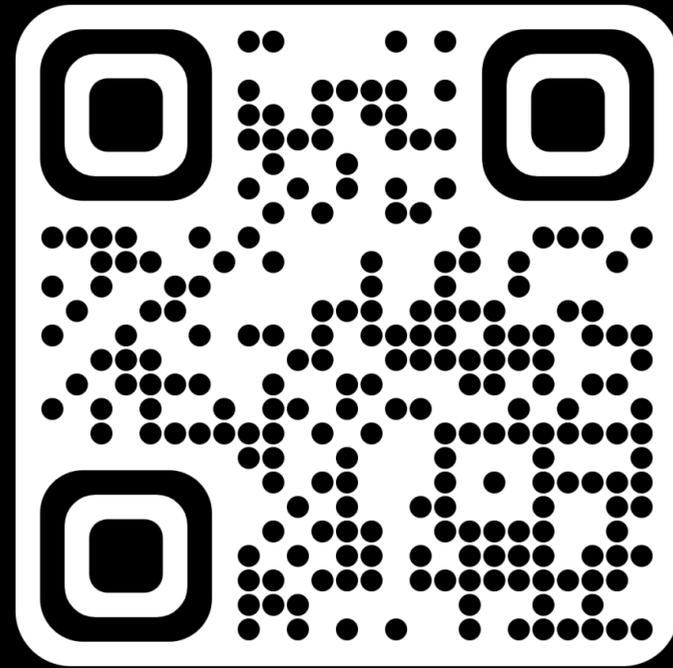
Audit Firm – User Manual

- Here's Audit Firm KPIs which shows 4 performance measurement KPIs.
- Audit firm could navigate "Revenue".





GlassHUB



THANK YOU

Contact us for more information

Feel free to email
us all your questions or concerns

customer1st@glasshub.ai

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calls, FaceTime or WhatsApp Phone
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