# Member Companies Ideas Platform FAQs

1. **What are the benefits of the Idea Management platform?**

The benefits of the Idea Management platform are as follows:

1) Have a sound and effective system that records all Ideas and calculates the top Ideas through its voting function.

2) Helps us improve our services, workflows and processes.

2. **I have a complaint; can I post the complaint as an Idea, if this can expedite the resolution of the complaint?**

In order to submit your complaints, you may either call our Contact Centre at 8003622 or send an email to customercare@dmcc.ae. Idea Management platform will solely monitor constructive Ideas related to the announced theme.

3. **How can I submit my Idea?**

You can submit your Idea through your Member Portal by selecting the 'Idea' tab on the top. Click here to see the Idea Management System Guide.

4. **How can members participate in this platform?**

Members can participate on 2 levels:

1) As **Idea Owners** by posting Ideas.

2) As **Voters** by promoting and commenting on other Ideas.

5. **Who can participate in this platform?**

All DMCC member companies can participate in this platform.

## 6.    Who can submit an Idea on behalf of the Company?

Only admins can submit an Idea on behalf of the company. The company admin must inform the company management about the theme and discuss the Ideas before posting with the company management.

## 7.    What if after submitting an Idea I want to edit it?

As there is no way to edit your Ideas; we recommend to submit the Idea only once you are sure.

## 8.    What is an Idea Theme?

An Ideas Theme is the topic on which the Ideas need to be posted. The theme will be accompanied with a description to clarify it further. In order to structure the incoming Ideas we highly recommend members to post their Ideas.

## 9.    Where can I find the Idea Theme to post Idea in line with the Theme?

All DMCC member companies will be notified about the Idea Theme through their 'Portal Announcements' section.

## 10.   Can I post an Idea without the Idea Theme?

No, all Ideas must be related to the announced Idea Theme; where while submitting the Idea, you will need to insert the announced Idea Theme by entering the first word of the Theme in the search tab, in order to easily locate the Idea Theme and successfully submit your Idea.

## 11.   How many Ideas can I submit per Idea Theme?

Each company can only submit a maximum of three Ideas per Idea Theme.

## 12.   Will I be able to see other members' posted Ideas?

Yes, you can see all posted Ideas within the current theme and vote or comment on any Idea. In order to keep being updated, it is advisable that you regularly check the Ideas page.

### 13. After posting an Idea on behalf of the company, what is the process that follows?

Once you submit an Idea, the following process will apply:
- The Idea will be sent to DMCC Idea Administrator to review and publish it.
- You will receive an email notification that your Idea is submitted.
- Your Idea will be then visible to all members to vote / promote the Idea.
- Ideas can be posted and voted at the same time.
- DMCC will review the most voted Ideas and work out an implementation plan.
- The shortlisted Idea owner will get an AED 5000 discount off their license renewal.

### 14. What if my Idea is already posted?

At the time of posting an Idea, the system will notify you if a similar Idea is already posted. If a similar Idea has been posted earlier, you can either vote for the Idea or comment on it; however, if your Idea is similar but can complement or add to the posted Idea, you may then post your Idea.

If two exact same Ideas were posted, the first posted Idea will be qualified while the Idea posted later will be declined due to duplication.

However, if two or more Ideas have some similarity but cover different aspects in a way where they complement each other, the DMCC Administrator will then merge those Ideas into one where the merged Idea can receive votes and if shortlisted and both Idea Owners will be recognised.

### 15. What are the guidelines for using the Idea platform?

Since this is a forum for all members to come together and post, vote and comment on Ideas, it is necessary to use this platform wisely and professionally. Hence, in order to best use this platform, we have put together a number of guiding pointers and dos and don'ts that Idea users should know / follow, as outlined below:

1) Just like emails, when posting or commenting on an Idea, please choose your language wisely and ensure you have posted a comprehensive and clear Idea.
2) Members can post a maximum of three Ideas per Idea Theme.

3) Only admins will be allowed to post Ideas on behalf of the company and hence we recommend that admins take full ownership to post the Ideas.

4) We recommend using only the "Promote" button to vote for an Idea you like and the "Comments" button when wishing to comment on Ideas.

5) There is no Undo button, once an Idea is promoted, it can neither be re-promoted nor demoted by the same user.

6) Idea Owners cannot promote their own Ideas.

7) All Ideas posted by the members will first go through an approval process and hence will take around 2 working days to view your posted Ideas in the Idea list.

8) Idea Owners will be updated through email notifications on the progress of their Ideas with change of status.