



# Vendor User Manual

## SRM – SUPPLIER RELATIONSHIP MANAGEMENT

VERSION 1.2

## INDEX

### Online Service Entry/ Confirmation

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For Service or Turnkey PO, the provision of online registering by the Supplier of the quantity of services completed has been made available in our SRM system.

Confirmation / Service Entry is required to be done for the services / jobs undertaken by the vendor online.

The services actually performed (work actually done) is recorded in a Service Entry Sheet with reference to purchase order. It is a must to notify the actual services performed by the service provider, in terms of quantity and values.

Once confirmation is given by the Supplier, DEWA will verify and approve if found correct.

The Supplier shall be eligible for Invoice Submission for the quantities/amount already entered and approved in the Service Entry.

This manual is developed to serve as a guide for creating confirmations/Service Entry by the Supplier.

Login in to DEWA website <http://dewa.gov.ae>

English دبي، الإمارات AA\* تمكين الوصول

الرئيسية المتعاملون الاستشاريون والمقاولون الموردون والشركاء عن الهيئة

Search

حسابي | الخدمات | الاستخدام | الابتكار | المساعدة والدعم

موقع إلكتروني ذكي. من أجل مدينة أذكى.

رسالة العضو المنتخب والرئيس التنفيذي سعادة سعيد محمد الطاير

اقرأ المزيد <

## Select "Suppliers and Partners"

The screenshot shows the DEWA website header with the following elements:

- Government of Dubai logo on the left.
- DEWA logo and name in Arabic and English on the right.
- Navigation menu: Home, Customer, Consultants & Contractors, **Suppliers & Partners** (circled in red), About DEWA.
- Additional links: dubai.ae, AA\* Accessibility, العربية.
- Green navigation bar: My Account, Services, Partners, Help & Support, Search.
- Main banner: "Our partners. Our family. Our valuable partners are part of our major resources needed to operate successfully." with an image of two men in traditional attire.
- URL bar: <https://staging.dewa.gov.ae/en/suppliers-and-partners>
- Section title: Services

## Login using your user id and password.

The screenshot shows the DEWA Supplier Portal login page with the following elements:

- Government of Dubai logo on the left.
- DEWA logo and name in Arabic and English on the right.
- Navigation menu: Home, Customer, Consultants & Contractors, Suppliers & Partners, About DEWA.
- Additional links: dubai.ae, AA\* Accessibility.
- Green navigation bar: My Account, Services, Partners, Help & Support, Search.
- Left sidebar menu:
  - Vendor eServices
  - Register New Online User
  - Forgot Password
  - FAQ
  - Support
  - New Vendor Registration
  - RFX and Quotation submission for Contracts Section
  - RFX and Quotation submission for Local Purchase Section
  - Purchase Order Review and Acknowledgement
  - Online Service Entry
  - Online Invoice
- Main content area:
  - DEWA Supplier Portal banner: "DEWA has adapted a green procurement approach promoting environment friendly products." with an image of a woman in a headscarf and a man in a uniform.
  - Section title: "Login to my account"
  - Username input field
  - Password input field
  - Login button (green)
  - Clear button (grey)

## User Training Manual

# PURCHASE ORDER COLLABORATION

### Definition of links [Refer to highlighted area below]

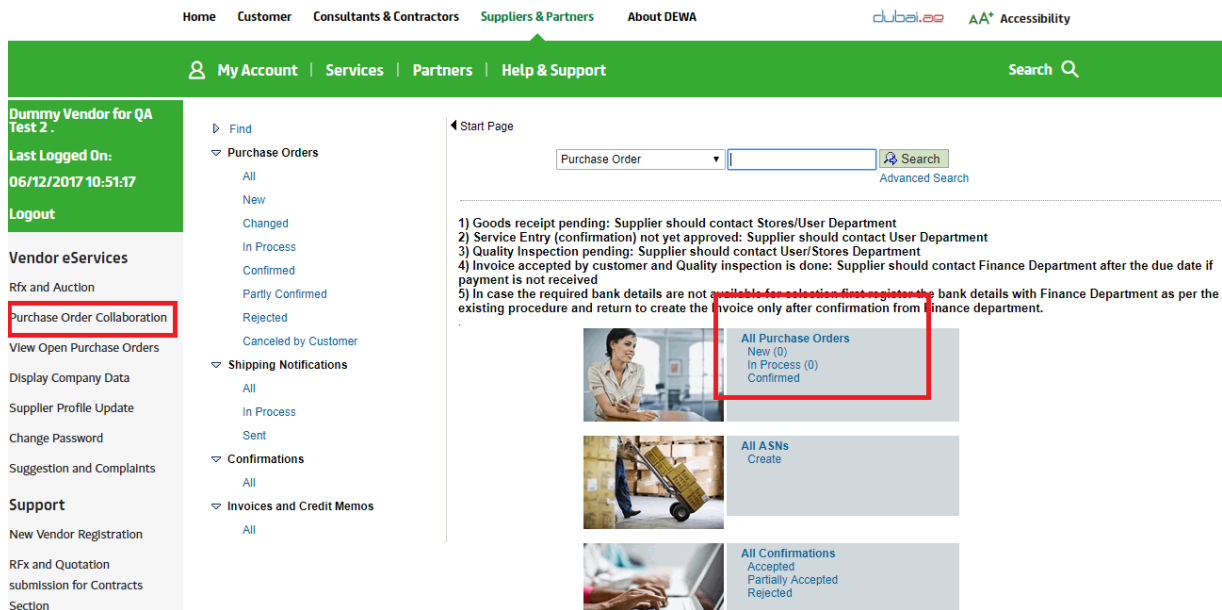
**Purchase Order Collaboration** – Contains list of all awarded purchase orders

**New** – List of purchase orders not acknowledged (not processed) **Changed**

– List of purchase orders which are changed by purchaser/buyer

**In Process** – List of purchase orders which are processed (under acknowledgement / confirmation)

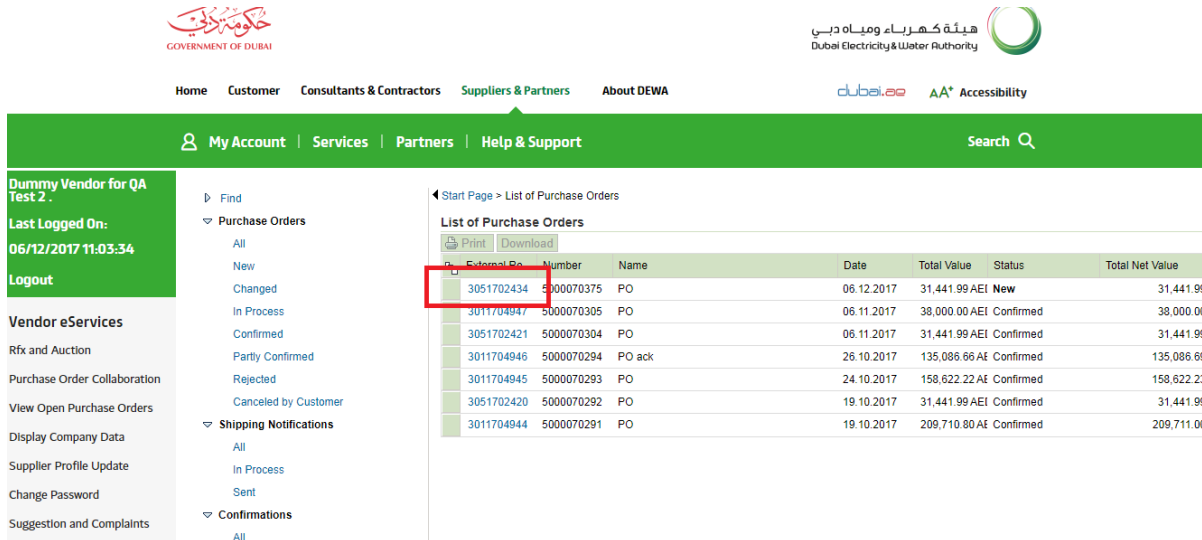
**Partly Confirmed** – List of purchase orders partially confirmed by supplier



The screenshot shows the DEWA Vendor Portal interface. The top navigation bar includes 'Home', 'Customer', 'Consultants & Contractors', 'Suppliers & Partners', and 'About DEWA'. Below this is a green header with 'My Account', 'Services', 'Partners', and 'Help & Support'. The left sidebar contains 'Dummy Vendor for QA Test 2', 'Last Logged On: 06/12/2017 10:51:17', 'Logout', 'Vendor eServices', 'Rfx and Auction', 'Purchase Order Collaboration' (highlighted with a red box), 'View Open Purchase Orders', 'Display Company Data', 'Supplier Profile Update', 'Change Password', 'Suggestion and Complaints', 'Support', 'New Vendor Registration', 'RFX and Quotation submission for Contracts Section', and 'Section'. The main content area shows a search bar for 'Purchase Order' and a list of purchase order categories: 'All Purchase Orders' (New (0), In Process (0), Confirmed), 'All ASNs' (Create), and 'All Confirmations' (Accepted, Partially Accepted, Rejected). A red box highlights the 'All Purchase Orders' category.

Choosing any of the above link to show the list of purchase orders relevant to that category.

## Sample List of purchase orders



The screenshot shows the DEWA Supplier Portal interface. The top navigation bar includes 'Home', 'Customer', 'Consultants & Contractors', 'Suppliers & Partners', and 'About DEWA'. The user is logged in as 'Dummy Vendor for QA Test 2'. The main content area displays a 'List of Purchase Orders' table. The 'External Po' column in the table is highlighted with a red box.

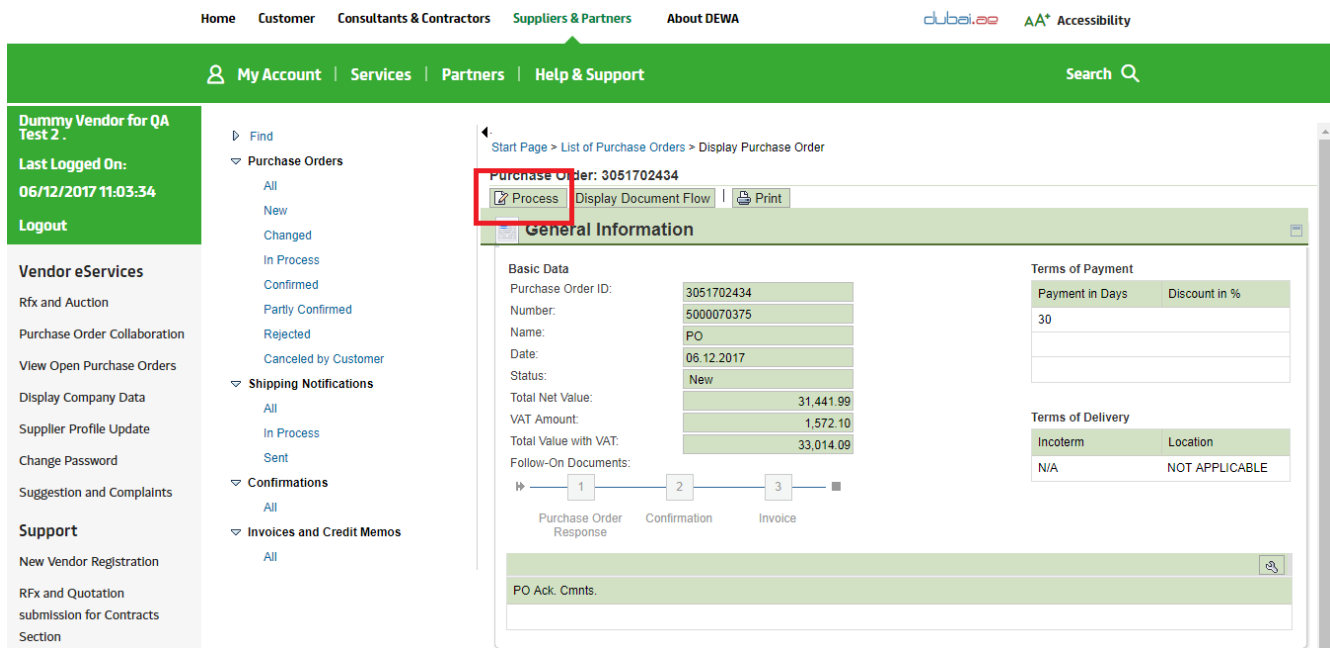
External Po	Number	Name	Date	Total Value	Status	Total Net Value
3051702434	5000070375	PO	06.12.2017	31,441.99 AED	New	31,441.99
3011704947	5000070305	PO	06.11.2017	38,000.00 AED	Confirmed	38,000.00
3051702421	5000070304	PO	06.11.2017	31,441.99 AED	Confirmed	31,441.99
3011704946	5000070294	PO ack	26.10.2017	135,086.66 AED	Confirmed	135,086.69
3011704945	5000070293	PO	24.10.2017	158,622.22 AED	Confirmed	158,622.23
3051702420	5000070292	PO	19.10.2017	31,441.99 AED	Confirmed	31,441.99
3011704944	5000070291	PO	19.10.2017	209,710.80 AED	Confirmed	209,711.00

Click on the document number as shown above to display further information for a particular Purchase Order.

## PO ACKNOWLEDGEMENT

In order to create Service Entry the PO has to be in a acknowledgement state. If not acknowledged then follow the below steps.

1. Choose “confirm all items” to select items for acknowledgements.
2. Enter PO acknowledgement comments
3. Click on “Send” to complete PO acknowledgement



Home Customer Consultants & Contractors Suppliers & Partners About DEWA dubai.ae AA\* Accessibility

My Account Services Partners Help & Support Search

Dummy Vendor for QA Test 2  
Last Logged On: 06/12/2017 11:03:34  
Logout

Vendor eServices  
Rfx and Auction  
Purchase Order Collaboration  
View Open Purchase Orders  
Display Company Data  
Supplier Profile Update  
Change Password  
Suggestion and Complaints  
Support  
New Vendor Registration  
RFX and Quotation submission for Contracts Section

Find  
Purchase Orders  
All  
New  
Changed  
In Process  
Confirmed  
Partly Confirmed  
Rejected  
Canceled by Customer  
Shipping Notifications  
All  
In Process  
Sent  
Confirmations  
All  
Invoices and Credit Memos  
All

Start Page > List of Purchase Orders > Display Purchase Order  
Purchase Order: 3051702434  
Process Display Document Flow Print

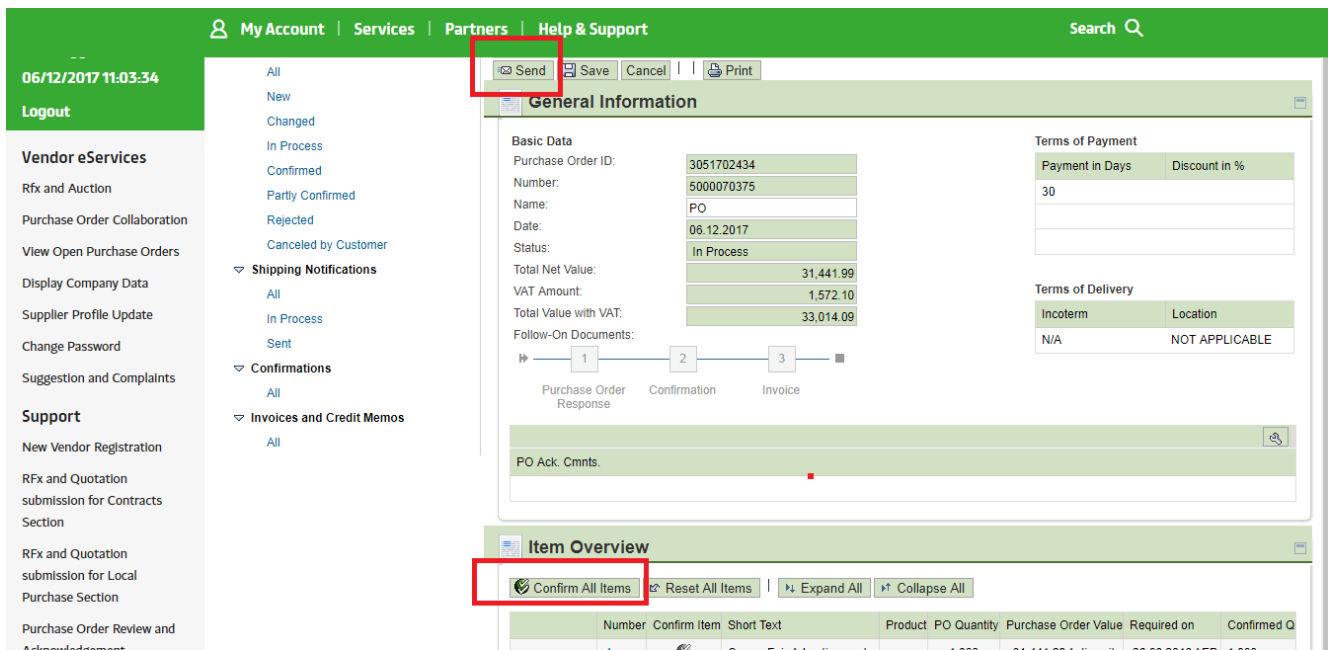
General Information

Basic Data  
Purchase Order ID: 3051702434  
Number: 5000070375  
Name: PO  
Date: 06.12.2017  
Status: New  
Total Net Value: 31,441.99  
VAT Amount: 1,572.10  
Total Value with VAT: 33,014.09  
Follow-On Documents:  
1 2 3  
Purchase Order Response Confirmation Invoice

Terms of Payment  
Payment in Days Discount in %  
30

Terms of Delivery  
Incoterm Location  
N/A NOT APPLICABLE

PO Ack. Cmnts.



My Account Services Partners Help & Support Search

06/12/2017 11:03:34  
Logout

Vendor eServices  
Rfx and Auction  
Purchase Order Collaboration  
View Open Purchase Orders  
Display Company Data  
Supplier Profile Update  
Change Password  
Suggestion and Complaints  
Support  
New Vendor Registration  
RFX and Quotation submission for Contracts Section  
RFX and Quotation submission for Local Purchase Section  
Purchase Order Review and Acknowledgment

All  
New  
Changed  
In Process  
Confirmed  
Partly Confirmed  
Rejected  
Canceled by Customer  
Shipping Notifications  
All  
In Process  
Sent  
Confirmations  
All  
Invoices and Credit Memos  
All

Send Save Cancel Print

General Information

Basic Data  
Purchase Order ID: 3051702434  
Number: 5000070375  
Name: PO  
Date: 06.12.2017  
Status: In Process  
Total Net Value: 31,441.99  
VAT Amount: 1,572.10  
Total Value with VAT: 33,014.09  
Follow-On Documents:  
1 2 3  
Purchase Order Response Confirmation Invoice

Terms of Payment  
Payment in Days Discount in %  
30

Terms of Delivery  
Incoterm Location  
N/A NOT APPLICABLE

PO Ack. Cmnts.

Item Overview  
Confirm All Items Reset All Items Expand All Collapse All

Number	Confirm Item	Short Text	Product	PO Quantity	Purchase Order Value	Required on	Confirmed Q
1	<input checked="" type="checkbox"/>	Case Fee Adjustment		1.000	31,441.99	30.09.2018	1.000



**NB. Order has to be acknowledged prior to creating confirmation / service entry sheet. Follow the above steps to complete PO Acknowledgement.**

## CREATING CONFIRMATION / SERVICE ENTRY

Home Customer Consultants & Contractors Suppliers & Partners About DEWA dubai.ae AA\* Accessibility

My Account | Services | Partners | Help & Support Search

Dummy Vendor for QA Test 2

Last Logged On: 06/12/2017 11:03:34

Logout

**Vendor eServices**

Rfx and Auction

Purchase Order Collaboration

View Open Purchase Orders

Display Company Data

Supplier Profile Update

Change Password

Suggestion and Complaints

**Support**

New Vendor Registration

Rfx and Quotation submission for Contracts Section

view

Changed

In Process

Confirmed

Partly Confirmed

Rejected

Cancelled by Customer

Shipping Notifications

All

In Process

Sent

Confirmations

All

Invoices and Credit Memos

All

Create Confirmation

Display History

Display Document Flow

Print

**General Information**

Basic Data		Terms of Payment	
Purchase Order ID:	2051702434	Payment in Days	Discount in %
Number:	5000070375	30	
Name:	PO		
Date:	06.12.2017		
Status:	Confirmed		
Total Net Value:	31,441.99		
VAT Amount:	1,572.10		
Total Value with VAT:	33,014.09		

Follow-On Documents:

1 → 2 → 3

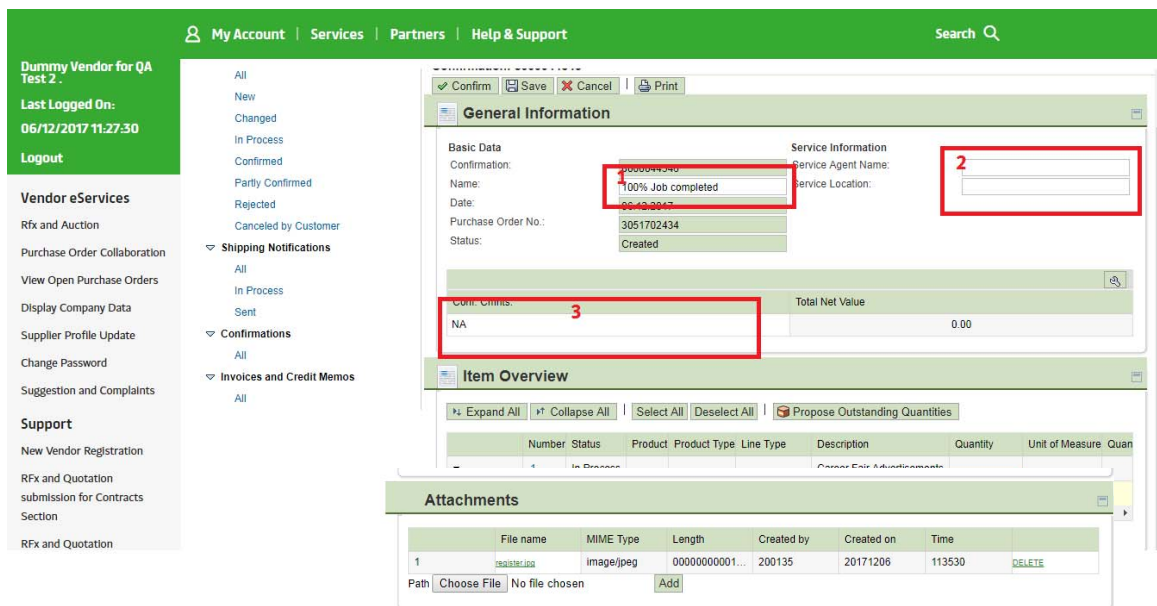
Purchase Order Response    Confirmation    Invoice

PO Ack. Cmnts.

**Item Overview**

After choosing create confirmation, follow below steps to complete and send the document

1. Type Document Name. For eg. , Short text related to job done.
2. Type Service Agent Name & Service Location. [Optional]
3. Type Confirmation comments
4. Enter quantity Or value, if permitted (In case if you are entering value then enter the service value without VAT amount in the confirmation and select the tax code during Invoice submission to include the VAT amount)
5. Attach the file.
6. Confirm



The screenshot shows a web application interface for creating a confirmation. The top navigation bar includes 'My Account', 'Services', 'Partners', and 'Help & Support'. The left sidebar shows the user is logged in as 'Dummy Vendor for QA Test 2' and lists various services and support options. The main content area is titled 'General Information' and contains the following fields:

- Confirmation:** 10000045678 (highlighted with a red box and labeled '1')
- Name:** 100% Job completed (highlighted with a red box and labeled '1')
- Date:** 06-13-2017
- Purchase Order No.:** 3051702434
- Status:** Created
- Service Agent Name:** (highlighted with a red box and labeled '2')
- Service Location:** (highlighted with a red box and labeled '2')
- Conf. Comments:** NA (highlighted with a red box and labeled '3')
- Total Net Value:** 0.00

Below the 'General Information' section is the 'Item Overview' table, which is currently empty. At the bottom, there is an 'Attachments' section with a table showing one attachment:

File name	MIME Type	Length	Created by	Created on	Time	
eswater.jpg	image/jpeg	00000000001...	200135	20171206	113530	DELETE

Below the attachment table, there is a 'Path' field with a 'Choose File' button and a message 'No file chosen', followed by an 'Add' button.

My Account | Services | Partners | Help & Support Search

**Dummy Vendor for QA Test 2 .**

Last Logged On:  
06/12/2017 11:27:30

Logout

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**Vendor eServices**

Rfx and Auction

Purchase Order Collaboration

View Open Purchase Orders

Display Company Data

Supplier Profile Update

Change Password

Suggestion and Complaints

**Support**

Find

▼ Purchase Orders

- All
- New
- Changed
- In Process
- Confirmed
- Partly Confirmed
- Rejected
- Cancelled by Customer

▼ Shipping Notifications

- All
- In Process
- Sent

▼ Confirmations

- All

▼ Invoices and Credit Memos

Start Page > List of Purchase Orders > Display Purchase Order > Display Confirmation

Info: Your changes have been adopted successfully

Warning: Performance timeframe is in the future ( Number 1.1 )

Confirmation: 8000044546

Display Document Flow | Print

**General Information**

Basic Data		Service Information	
Confirmation:	8000044546	Service Agent Name:	A
Name:	100% Job completed	Service Location:	B
Date:	06.12.2017		
Purchase Order No.:	3051702434		
Status:	Completion Reported		

Conf. Cmnts.	Total Net Value
NA	31,441.99

## Frequently Asked Questions

Q1. Is Confirmation / service entry applicable to all type of purchase orders?

Ans. No, confirmation / service entry is applicable only for service / job purchase

orders Q2. Do I need to acknowledge the order prior to creating Confirmation / service

entry? Ans. Yes, order needs to be acknowledged prior to creating confirmation.

Q3. Is it possible to create confirmation for partial

quantity? Ans. Yes, partial confirmation / service entry is

possible.

Q4. How will I know the balance quantity of job left for creating confirmation?

Ans. Propose quantity is available. Once chosen, system will propose the balance quantity available for creating confirmation.

Q5. How do I change the value of any service?

Ans. Contact relevant department responsible for issuing purchase

order Q6. What happens after confirmation is created and sent?

Ans. After confirmation is sent, the service entry sheet is available to the concerned engineer in DEWA for review and approval or rejection.

Q7. What if the confirmation / service entry sheet is rejected by engineers?

Ans. If confirmation / service entry sheet is rejected by the engineer, supplier has to create confirmation again.

Q8. Why it is sometimes “create confirmation” is disabled?

Ans. If the concerned DEWA engineer creates a confirmation on his own, then suppliers are restricted to create confirmation / service entry sheet.

Q9. How will I know the status of confirmation?

Ans. Status column is provided which will give current information against each service level.

Q10. What type of attachments normally I have to attach?

Ans. Job completion certificates, test certificates, invoice copies, any other document showing the amount of job completed.

Q11. How will I know confirmation / service entry sheet is approved?

Ans. Status column will show approved status. Message is also sent to supplier's registered mobile number.