Vendor User Manual

SRM – SUPPLIER RELATIONSHIP MANAGEMENT

VERSION 1.2
# 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
Select “Suppliers and Partners”

Login using your user id and password.
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

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

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