



Vendor User Manual

SRM – SUPPLIER RELATIONSHIP MANAGEMENT

ONLINE INVOICE & PAYMENT CONFIRMATION



هيئة كهرباء ومياه دبي Dubai Electricity&Water Authority

VERSION 1.3





Table of Contents

1.	Introduction	3
2.	Log in to DEWA website	5
3.	Creating Invoice (Service Entry/Goods Receipt)	8
4.	Creating Invoice - Advance	22
5.	Creating Invoice - Shipment	24
6.	Creating Invoice/Request Letter - Retention	25
7.	Checking the status of the Invoice document	26
8.	Payment Confirmation	27
9.	Logout	31





1) Introduction

In SAP Supplier Relationship Management (SAP SRM), Supplier should create Invoices that contain items with Goods Receipt or Service Entry (Confirmation) reference and the same will be verified and approved by Finance Department on receipt of Physical Invoice (Physical Invoice should contain SRM Invoice number for the reference). During Invoice creation vendor should select the Bank details for receiving the payment. In case bank details are not available for selection then they should register the bank details with Finance Department as per the existing procedure to create the Invoice.

Supply Purchase Order:

Invoice should be created once Goods Receipt done by DEWA stores. Based on the Goods Receipt supplier should create the Invoice. Invoice will be approved/rejected by Finance Department. Payment will be released to supplier based on Quality Inspection completion for the items delivered, Purchase Order payment term and approval of Invoice. During approval/rejection of Invoice supplier will get notification on his registered email with DEWA. Delivery for Turnkey Purchase Order (material part) should follow the process of supply Purchase Order.

Service Purchase Order:

Invoice should be created once Service Entry (Confirmation) approved by DEWA users. Based on the accepted Service Entry (Confirmation) supplier should create the Invoice. Invoice will be approved/rejected by Finance Department. Payment will be released to supplier based on Purchase Order payment term and approval of Invoice.

During approval/rejection of Invoice supplier will get notification on his registered email with DEWA.





Note:

1. Goods Receipt pending: Supplier should contact Stores/User Department

- 2. Service Entry (Confirmation) not yet approved: Supplier should contact User Department
- 3. Quality Inspection pending: Supplier should contact User Department

4. Invoice accepted by customer and Quality Inspection is done: Supplier should contact Finance Department after the

due date if payment is not received.

5. In case bank details are not available for selection then they should register the bank details with Finance Department as per the existing procedure to create the Invoice.

6. In case of any support for queries/issues related to Invoice, please contact thru fd.support@dewa.gov.ae



2) Login to DEWA Website

Login in to Dewa website http://dewa.gov.ae , Click on the link Suppliers and Partners





هيئة كهرباء ومياه دبي Dubai Electricity&Water Authority

Click on My Account to login as a Supplier





Login using your Supplier user id and password



Login

Forgot Password?

Clear

Register New Online User



3) Create Invoice for Supply/Service Purchase Order

Click on Purchase Order Collaboration link

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Click on create link under All Invoices and Credit memos





Click on the link For a Confirmation to submit the Invoice for Service Purchase Order Click on the link For a Goods Receipt to submit the Invoice for Supply Purchase Order

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Select the approved Service Entry (Confirmation) / Goods Receipt and then click on create Invoice button

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Enter the below details

- 1. Free text for your reference in the Invoice name field
- 2. Enter the vendor Invoice ref number and Invoice Date
- 3. Select the bank details to which the payment to be received
- 4. Enter the Service completion/Delivery completion date
- 5. Enter the Payment Amount (Payment Amount is the amount for which DEWA is liable to vendor including VAT)
- 6. Select Tax codes for each item. Tax code will be defaulted from PO. If any change in tax code then vendor can change the code and press "Update Price" button to adopt tax code changes. Total price will updated as per added tax amounts.
- 7. Attach Invoice documents (Invoice, Delivery Note, etc)

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Scroll down and select the attachment type and then click on browse button to attach the required documents for submitting the Invoice (Minimum requirement is to attach Physical Invoice copy)

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Submission of Delivery Invoice for Turnkey Purchase Order (material part) should follow the process of supply Purchase

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Dubai Electricity & Water Authority 🛛 🗡



Click on Send button to submit the Invoice

GOVERNMENT OF DUBAI

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GOVERNMENT OF DUBAI nnoai Fiectucità & maret Horivourà Home Customer Consultants & Contractors Suppliers & Partners About DEWA AA* Accessibility dubai**.ae** A My Account Help & Support Q Search _ SIEMENS LLC Start Page > Create Invoice > List of Confirmations > Display Invoice ▶ Find Last Logged On: ▽ Purchase Orders Info: Your changes have been adopted successfully All 03/11/2016 12:13:10 Display Invoice: 900000063 New Display Document Flow | 🖨 Print Changed In Process General Information Confirmed Vendor eServices Partly Confirmed Basic Data Terms of Payment Rfx and Auction Rejected Number: 900000063 Payment in Days Discount in % Name: Canceled by Customer 51301478 Purchase Order 30 0.000 Shipping Notifications Date: 03.11.2016 Collaboration 0 0.000 External Reference No.: 3451500161 All View Open Purchase Orders 0 Status: In Process Document Sent Display Company Data Sent Unplanned Delivery Costs: 0.00 EUR Change Password All Sugesstion and Complaints Vendor Invoice Ref Number: VI4321 ▽ Invoices and Credit Memos BANK: 100315020012 Support All -New Vendor Registration RFx and Quotation submission for Contracts 💿 Item Overview Section Number Description Product Quantity Net Value Тах External Referer RFx and Quotation 10 Gas Turbines K51/52/53 Fire protection I submission for Local 1.000 Activ.unit 81,100.70 EUR Default tax Code 345150016 Purchase Section 4 • 81.100.70 EUR Purchase Order Review and Net Value Acknowledgement Unplanned Delivery Costs 0.00 EUR Default tax Code 0.00 EUR Gross Price 81,100.70 EUR





To view the status of the Invoice click on the link All Invoice and Credit memos in the Purchase Order collaboration





Click on the Inv	voice number to v	view Invo	ice detai	ls					
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Click on Display document flow to view the status of the Invoice and Purchase Order

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View Open Purchase Orders Display Company Data Change Password	All In Process Sent ♥ Confirmations	Unplanned Delivery Co Vendor Invoice Ref Nur	sts: 0.00 E	UR		
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New Vendor Registration RFx and Quotation submission for Contracts		📑 Item Overvi	ew			×
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Purchase Order Review and Acknowledgement https://new.dewa.gov.ae/en/				Unplanned Del Default tax Cod Gross Price	livery Costs Ie	0.00 EUR 0.00 EUR 81,100.70 EUR



Status display	Status display of Purchase Order, Service Entry (Commation), Goods Receipt, Quanty inspection and involce								
	OVERNMENT OF DUBAI					اء ومياہ دبے & Dubai Electricity	هیئة کـهـرب Uater Authority	\bigcirc	
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SIEMENS LLC	▶ Find	 Sta 	ırt Page ≻ List o	of Invoices > Dis	play Invoice > Display Document Flo	ow			
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Langet	Changed	Do	Journent T	Number	Document Name	11.05.2015	Status	Potal value	Quality inspection
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Purchase Order	Canceled by Customer								
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<i>c</i>	▽ Invoices and Credit Memos								
Support	All								

Status display of Purchase Order, Service Entry (Confirmation), Goods Receipt, Quality Inspection and Invoice

Based on the status please follow up with concern department:

Goods Receipt pending: Supplier should contact Stores/User Department

Service Entry (Confirmation) not yet approved: Supplier should contact User Department

Quality Inspection pending: Supplier should contact User Department

Invoice accepted by customer and Quality Inspection is done: Supplier should contact Finance Department after the

due date if payment is not received.



4) Invoice submission for Advance

For submitting the Invoice Advance, please select the Create - Invoice - Advance button

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	Home Cust	omer Consultants & Contractors Suppliers &	Partners About DEWA	dubei.ee AA* Accessibility		
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Purchase Order Collaboration	Rejected	Number.	5000070503		30	
View Open Purchase Orders	Shipping Notifications	Name:	FO			
Dicnlay Company Data	All	Date:	26.03.2019			
Supplier Profile Lindate	In Process	Status:	Confirmed		Terms of Delivery	
Change Pacsword	Sent Sent	Total Net Value:	12,500.00		Incoterm	Location
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suggestion and comptaints	Invoices and Credit Memos	Total Value with VAT:	13,125.00			
Support	All	Follow-On Documents:				
New Vendor Registration		₩ 1 2	3			
Update Vendor Profile		Purchase Order Confirmation In	voice			
RFx and Quotation submission for Contracts Section		Response				
RFx and Quotation submission for Local Purchase Section		PO Adk. Cmnts.				8
RFx and Quotation submission for Turnkey Projects						

- 1. Enter the vendor Invoice ref number and Invoice Date
- 2. Select the bank details to which the payment to be received
- 3. Enter the Payment Amount (Payment Amount is the amount for which DEWA is liable to vendor including VAT)
- 4. The tax codes will be defaulted from the PO.
- 5. Select the line item for which Invoice is to be submitted. If the Invoice is for all the line items, then click on Select all button. For submitting the Invoice for partial amount, please enter the amount of advance including the tax value. Click on Calculate button for the system to show the full Invoice value along with VAT.
- 6. Attach Invoice documents (Invoice, Delivery Note, etc)



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Last Logged On:	▶ Find ▼ Purchase Orders	Sain rage / Lis of reliciase does / Jospie reliciase does / Greete Availor Payment
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	In Process	
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Rfx and Auction	Partly Confirmed Rejected	Number: 50055.0502
Purchase Order Collaboration	Canceled by Customer	Invoice Date: 27.02.2019 [t]
View Open Purchase Orders	▽ Shipping Notifications	Invoice No.: ADV_INV_001
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Supplier Profile Update	In Process Sent	Payment Amt: 420 00 ×
Change Password		Down Payment Date
Suggestion and Complaints	All	VAT Amount 0.00
	Invoices and Credit Memos	Total Value with VAT. 0.00
Support	All	
New Vendor Registration		
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RFx and Quotation submission for Contracts Section		Item Overview
RFx and Quotation submission for		Select all Deselect all
Local Purchase Section		Item Selection Number POltem Short Text Net Price Tax Code % Advance Advance Amount Remaining Advance Amount Net Value Vat voir ocal Value with Vat our oc
RFx and Quotation submission for Turnkey Projects		O0001 0001 GD TEst 12,500.00 V2 21.000 2,625.00 420.00 0.00 0.00 420.00
Purchase Order Review and Acknowledgement		Attachments
Online Service Entry		
Online Invoice		File name MIME Type Length Created by Created on Time Attchmt type I No result found
		Attachment Type: Invoke Document - I V Path Browse Add

Click on Post Document, then the document will be sent to DEWA for approval.



5) Invoice Submission for Shipment

For all turnkey Projects, if Shipment payment is applicable as part of the project, then the Shipment Invoice can be submitted thru SRM. For submitting the Shipmnet Invoice, the prerequisite is that the ASN (Advance Shipping Notification) should be created in SRM. The system will show the list of ASN generated. Based on the quantity entered and the payment terms as per the contract, the system will calculate the amount along with VAT (wherever applicable)

For submitting the Invoice for shipmnet, please select the button Create Invoice - Shipment

Last Logged On:	Find Perchase Orders	 Slast Page > List of Purchase Orders > Display Purchase Order											
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2//05/2019 10:40:24	New	Confirm Create ASN Display History Di	Ceste Asia Display Inisitary Display Document now 1 😳 Print Ceste invoce - Advance Ceste invoce - Snipment Ceste invoce - Retensor										
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Purchase Order Collaboration	Canceled by Customer	Number:	5000070595										
View Open Purchase Orders	Shipping Notifications	Name:	PO										
Display Company Data	All	Date:	16.03.2019										
Supplier Profile Lindate	In Process	Status:	In Process					Terms of D	lelivery				
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update vendor profile		Purchase Order Shipping Notif. Response (4)	Goods Receipt Invoice										
RFx and Quotation submission for Contracts Section													
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Local Purchase Section		PO AGE CHINES.											٩.
RFx and Quotation submission for Turnkey Projects													1
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unune service Entry		Number ShortText Product	PO Quantity Purchase Order Val	e Required on	Confirmed Quantity	Confirmed for 3	Status	Gross Price	Gross Value	Net Price	Net Value	Tax description	5
untine trivoice		1 TRANSFORMER BAY T132GISC	11 10 each 100,000.00 AED	30.10.2019	10 each	30.10.2019 0	.ontrino.	10,000.00	100,000.00	10,000.00	100,000.00	input vA1 5% - Goods/	1
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- 1. Enter the vendor Invoice ref number and Invoice Date
- 2. Select the bank details to which the payment to be received
- 3. Enter the Payment Amount (Payment Amount is the amount for which DEWA is liable to vendor including VAT)
- 4. The tax codes will be defaulted from the PO.
- 5. Select the line item for which Invoice is to be submitted. If the Invoice is for all the line items, then click on Select all button. For submitting the Invoice for partial amount, please enter the quantity for which the Invoice should be submitted. Click on Calculate button for the system to show the full Invoice value along with VAT.
- 6. Attach Invoice documents (Invoice, Delivery Note, etc)
- 7. Click on the post document button to submit the Invoice for Shipment.





6) Invoice/Release Letter submission for Retention

For submitting the Invoice/Request Letter for retention Advance, please select the Create Invoice - Retention

SIEMENS LLL								
Last Logged On:	▶ Find	Start Page > List of Purchase Orders > Display Purch	iase Order					
	Purchase Orders	Purchase Order: 3091700036						
27/03/2019 10:40:24	New	Create Confirmation Display History Display D	ocument Flow 🚔 Print Creat	e Invoice - Advance Create Invoice - Sh	ipn of Create Invoice - Retention)		
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Purchase Order Collaboration	Rejected	Number:	5000070594					
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Suggestion and Complaints	All	The left has been all been		644.80				
Support	 Invoices and credit memos 	Total value was VAT:		13,540.80				
		Follow-On Documents:						
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Update Vendor Profile		Purchase Order Confirmation	Invoice					
RFx and Quotation submission for Contracts Section		Response						
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Acknowledgement		* Expand All ** Collapse All						
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- 1. Select the Invoice type
 - a. TOC Taking Over Certificate
 - b. DLCC Defect liability clearance certificate
 - c. General Retention
- 2. Enter the vendor Invoice ref number and Invoice Date
- 3. Select the bank details to which the payment to be received
- 4. Enter the Payment Amount (Payment Amount is the amount for which DEWA is liable to vendor including VAT)
- 5. Enter the Invoice/Request amount (Since the tax for the retention part is already paid with normal invocie, this amount will not have the VAT part)
- 6. Select the currency
- 7. Enter the comments if any
- 8. Attach Invoice documents (Invoice, Delivery Note, etc)
- 9. Click on the post document button to submit the Invoice/Request Letter.



7) Check the invocie status report

To check the status of the invoices submitted thru SRM, please click on the invoice status report button.

COVERNMENT OF DUBAI		الدِمـــارات The emirates	ميئة كهرباء ومياه دبي Dubai Biectricity äWater Ruthority				
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▷ Find ♥ Purchase Orders All New Changed In Process	Star Page > List of Purchase Orders > Die Purchase Order: 3521000046 Create Confirmation Die ant ristory Dis Confirm Payment ocument I Invoice S	play Purchase Order	Invoice – Advance Create Invoice – Shipment	Click Status	on Invoice report button		
Confirmed Partly Confirmed Rejected Canceled by Customer ♥ Shipping Notifications All In Process Sent	Basic Data Purchase Order ID: Number: Name: Date: Status: Total Net Value: VAT Amount: Total Value with VAT.	3521000046 5000002806 PO 21 09 2021 Confirmed 10,000.00 500.00 70.000.00 10.000.00	Terms 9aym 30	of Payment hent in Days of Delivery	Discount in %		
	Follow-On Documents:	10,500.00	CFR	ciii	Costs & Freight		

On clicking of the invocie status report, below report will be shown which will show the status of the invoice submitted thru SRM.

My Dashboard My	Profile					
Find	 Start Page > L 	ist of Purchase Orders > Display Pu	rchase Order > Invoice Sta	tus Report		
Purchase Orders	Purchase Ord	er-Invoice Report				
All	List of	Invoice Documents				
New						
Changed						
In Process	Purchas	e Order No. SRM Ref No	DEWA Ref No	Invoice Type	Status	Payment Status
Confirmed	3521000	043 9000002065	1700000160	Invoice for Advance	Accepted by Customer	Payment processed
Partly Confirmed	3521000	9000002066	1700000162	Request for retention	Accepted by Customer	Payment processed
Rejected	3521000	900002067	1700000161	Request for TOC payment	Accepted by Customer	
Canceled by Customer	3521000	9000002068	5105603393	Invoice	Accepted by Customer	Payment processed
	3521000	043 9000002069	1700000164	Request for retention	Accepted by Customer	
All	3521000	9000002070		Request for retention	Document Sent	
In Process	3521000	9000002071		Request for retention	Document Sent	
Sent	3521000	9000002072	1700000163	Request for retention	Rejected by Customer	
	3521000	9000002073		Request for retention	Document Sent	
All	3521000	043 9000002074	1700000166	Request for retention	Accepted by Customer	
Invoices and Credit Memos	4					



Share 🔾 🛛 Back to top 🔨

8) Payment Confirmation

For any payment made by DEWA, supplier should confirm the receipt of payment within ten days on receipt of Payment. As per our SRM requirements, the deadline for your receipt acknowledgement for this is 10 days. If the payment is not confirmed withing 10 days, then the payment will be auto confirmed. In view of this, we take this to mean that you have duly received the said payment and will not consider any further representations on this matter.

Find	Start Page > List of Purchase Orders	> Display Purchase Order		
Purchase Orders		- Display Furchase order		
All	Purchase Order: 3521000043		Click on Pay	ment
New	Confirm Reymont Documons Prevent	Display Document Flow I G Print Create Invoice – Advan		
Changed		ace status report	Confirmation	button
In Process	Ceneral Information			
Confirmed	Basic Data		Terms of Payment	
Partly Confirmed	Purchase Order ID:	3521000043	Payment in Days	Discount in %
Rejected	Number:	5000002800	20	
Canceled by Customer	Name:	PO	30	
Shinning Notifications	Date:	26.08.2021		
	Status:	Confirmed		
All	Total Net Value:	10,000.00		
In Process	VAT Amount:	500.00	Terms of Delivery	
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Confirmations	Follow-On Documents:		CER	Costs & Freight
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Invoices and Credit Memos	Purchase Order Confirmation	n Invoice		
All	Response			
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On clicking payment confirmation button, below screen will be shown with the list of payments and its status along with the payment data.

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My Dashboard My P	rofile								
▶ Find	∢ s	Start Page > List of Purchase Order	s > Display Purchase Order >	List of Payment Document	5				
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In Process		Payment Document No.	Purchase Order No.	Payment Amount	Currency	Status	Date	Payment Commation	
Confirmed		1500006068	3521000043	9,060.00	AED		30.08.2021	No	
Partly Confirmed		1500006064	3521000043	10,000.00	AED	Payment processed	26.08.2021	Yes	
Rejected		1500006067	3521000043	3,000.00	AED	Payment Initiated		Yes	
Canceled by Customer		1500006080	3521000043	2,500.00	AED	Payment processed	22.09.2021	No	
Shipping Notifications		1500006066	3521000043	2,000.00	AED	Payment processed	26.08.2021	Yes	
All		1500006065	3521000043	1.050.00	AED	Payment processed	28.08.2021	Yes	
Sent		1500006079	3521000043	10.000.00	AED	Payment processed	20.09.2021	Yes	
		4				,			
All									
Invoices and Credit Memos									



Click on the payment document # with the payment status as payment processed for payment confirmation.

Diagonal My Pro	file			
Find Purchase Orders All New	Start Page > List of Purchase Order Confirm Payment View Payment In case of any disputes on any or me Department Confirmed:	s > Display Purchase Order > List of Payment Documents t advice	> Confirm Payment	
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In Process	Purchase Order ID:	3521000043		
Confirmed	Payment Document No.:	1500006080		
Partly Confirmed	Status:	Payment processed		
Rejected	Payment Amount:	2,500.00		
Canceled by Customer	Currency:	AED		
Shipping Notifications	Comments:			
All				
In Process				
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▽ Invoices and Credit Memos				
All				

Click on View Payment Advice button to view the payment advice as below





ہیئة کہ رہاء ومیاہ دبے Dubai Electricity & Water Authority									
	PAYMENT ADVICE								
Beneficiar	y Details								
Your Account Address:	with us:		Payme: Payme:	nt Document 1500006080 nt Date 21.09.2021					
	PO Box: 565 Dubai								
Please be advice account #AE.	ed that we have	e remitted an amo The detail	unt of AED s of th e s a	2,500.00 to your whe are as listed below:					
Invoice Number	Invoice Date	Purchase Order	Amount	DEWA Document reference					
DSEWF	08.09.2021	3521000043	2,500.00	1700000168					

Once the payment details are correct, please enter the comments and click on confirm payment button to confirm the payment.



▶ Find All New Changed In Process Confirmed Partly Confirmed Rejected Canceled by Customer Shipping Notifications All In Process Sent

All

All

My Dashboard

My Profile									
Ķ	Success: Payment confirmation successfully submitted Success: Payment confirm Payment List of Payment Documents List of Payment Documents								
	Payment Document No.	Purchase Order No.	Payment Amount	Currency	Status	Date	Payment Confirmation		
	1500006068	3521000043	9,060.00	AED		30.08.2021	No		
	1500006064	3521000043	10,000.00	AED	Payment processed	26.08.2021	Yes		
	1500006067	3521000043	3,000.00	AED	Payment Initiated		Yes		
	1500006080	3521000043	2,500.00	AED	Payment processed	22.09.2021	Yes		
	1500006066	3521000043	2,000.00	AED	Payment processed	26.08.2021	Yes		
	1500006065	3521000043	1,050.00	AED	Payment processed	28.08.2021	Yes		
	1500006079	3521000043	10,000.00	AED	Payment processed	20.09.2021	Yes		

In case of any disputes on any of the payment, please register a complaint using the below link

MENU – Support Services – Suggestion & Complaints

4

Note: Please quote the payment document# for which you have a complaint.

Consumer	MAIN SERVICES	Submission of Generation Projects Documents				
Builder	SUPPORT SERVICES	Suggestions & Complaints Change Password				
Partner	USEFUL LINKS & GUIDES					
Supplier						
Student						
Careers						
About Us						



9)	Click	on	Logout
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GOVERNMENT OF DUBAI					هيئة كهرباء ومياه دبي Dubai Electricity&Water Authority						
Home Customer Consultants & Contractors Suppliers & Partners About DEWA					it DEWA 🖂	dubai.ae 🛛 🗚 Acce		ibility			
	A My Account Services Part	iner	s Help &	Support		Sea	arch	Q			
SIEMENS LLC	▶ Find	∣∢	Start Page > List of Invoices > Display Invoice > Display Document Flow								
Last Logged On:	✓ Purchase Orders		Document Flow								
	All								Back to Document		
03/11/2016 12:13:10	New		Document T	Number	Document Name	Document	Status	Total Value	Quality Inspection		
Logout	Changed		Purchase Orde	r 5000038486	PO	11.05.2015	In Process	81,100.70 EUF			
	In Process		Confirmation	800000807	Invoice No. 46785130147833	08.07.2015	Accepted b	81,100.70 EUF			
Vendor eServices	Confirmed		Invoice	900000063	Invoice No. 46785130147833	03.11.2016	Document	81,100.70 EUF			
Dfu and Austian	Partly Confirmed										
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