Vendor User Manual

SRM – SUPPLIER RELATIONSHIP MANAGEMENT

ONLINE INVOICE & PAYMENT CONFIRMATION

VERSION 1.3
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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](http://dewa.gov.ae), Click on the link Suppliers and Partners
Click on My Account to login as a Supplier
Login using your Supplier user id and password
3) **Create Invoice for Supply/Service Purchase Order**

Click on Purchase Order Collaboration link

Click on the scrollbar to page down

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

Net Value:
58,185.00 AED

Unplanned Delivery Costs:
0.00 AED

Input VAT % - goods:
2.00% 794.00 AED

Gross Price:
61,185.70 AED
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)

Submission of Delivery Invoice for Turnkey Purchase Order (material part) should follow the process of supply Purchase Order.
Click on Add button to attach the selected file
Click on Send button to submit the Invoice
To view the status of the Invoice click on the link All Invoice and Credit memos in the Purchase Order collaboration.
Click on the Invoice number to view Invoice details

<table>
<thead>
<tr>
<th>Type</th>
<th>Number</th>
<th>Name</th>
<th>Date</th>
<th>Status</th>
<th>Gross Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice</td>
<td>9000000006</td>
<td><em>Doc No. 4678513014783</em></td>
<td>13.11.2016</td>
<td>Document Sent</td>
<td>81,190.70 EUR</td>
</tr>
<tr>
<td>Invoice</td>
<td>9000000008</td>
<td>SE</td>
<td>11.11.2016</td>
<td>Document Sent</td>
<td>3,835,362.45</td>
</tr>
<tr>
<td>Invoice</td>
<td>9000000007</td>
<td>GR</td>
<td>30.10.2016</td>
<td>Accepted by Cust.</td>
<td>39,595.38 AED</td>
</tr>
<tr>
<td>Invoice</td>
<td>9000000006</td>
<td>SE</td>
<td>30.10.2016</td>
<td>Accepted by Cust.</td>
<td>3,835,362.45</td>
</tr>
</tbody>
</table>
Click on Display document flow to view the status of the Invoice and Purchase Order.
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

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)
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 Shipment 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 shipment, please select the button Create Invoice - Shipment

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

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 invoice, 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 invoice status report**

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

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

On clicking payment confirmation button, below screen will be shown with the list of payments and its status along with the payment data.
Click on the payment document # with the payment status as payment processed for payment confirmation.

Click on View Payment Advice button to view the payment advice as below
Once the payment details are correct, please enter the comments and click on confirm payment button to confirm the payment.

<table>
<thead>
<tr>
<th>Invoice Number</th>
<th>Invoice Date</th>
<th>Purchase Order</th>
<th>Amount</th>
<th>DEWA Document reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>D8EWF</td>
<td>08.09.2021</td>
<td>0521000043</td>
<td>2,500.00</td>
<td>1700000168</td>
</tr>
</tbody>
</table>
In case of any disputes on any of the payment, please register a complaint using the below link

MENU – Support Services – Suggestion & Complaints

Note: Please quote the payment document# for which you have a complaint.
9) Click on Logout