



# Vendor User Manual

SRM – SUPPLIER RELATIONSHIP MANAGEMENT

ONLINE INVOICE & PAYMENT CONFIRMATION

هيئة كهرباء ومياه دبي  
Dubai Electricity & Water Authority



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](mailto: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



Click on My Account to login as a Supplier

https://www.dewa.gov.ae/en/suppliers-and-partners

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My Account Services Partners Innovation Help & Support Search

Our partners. Our family.

Our valuable partners are part of our major resources needed to operate successfully.

Services

Login using your Supplier user id and password

Browser address bar: <https://srm.dewa.gov.ae/irj/portal/anonymous> Login - DEWA Supplier Portal

Government of Dubai and DEWA logos are present at the top of the page.

Navigation menu: Home, Customer, Consultants & Contractors, **Suppliers & Partners**, About DEWA. Additional links: dubai.ae, AA\* Accessibility.

Secondary navigation: My Account, Services, Partners, Help & Support. Search bar is available.

**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

**DEWA Supplier Portal**

DEWA has adapted a green procurement approach promoting environment friendly products.

## Login to my account

Username

Password

[Forgot Password?](#) [Register New Online User](#)



### 3) Create Invoice for Supply/Service Purchase Order

Click on Purchase Order Collaboration link

The screenshot shows the DEWA Vendor eServices portal. The left sidebar contains a menu with the following items: Vendor eServices, Rfx and Auction, **Purchase Order Collaboration** (highlighted with a red circle), View Open Purchase Orders, Display Company Data, Change Password, Sugession and Complaints, Support, New Vendor Registration, RFX and Quotation submission for Contracts Section, RFX and Quotation submission for Local Purchase Section, and Purchase Order Review and Acknowledgement. The main content area displays a 'Start Page' with a search bar and a list of links: All Purchase Orders (New (286), In Process (50), Confirmed), All ASNs (Create), All Confirmations (Accepted, Partially Accepted, Rejected), All Goods Receipts, and All Invoices and Credit Memos (Accepted, Rejected, Create). A callout box with an arrow pointing to the scrollbar on the right contains the text 'Click on the scrollbar to page down'.

Click on create link under All Invoices and Credit memos

The screenshot shows the 'All Invoices and Credit Memos' section of the portal. The 'Create' link is highlighted with a red circle. The sidebar on the left shows the 'Purchase Order Review and Acknowledgement' link.



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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My Account Services Partners Help & Support Search

SIEMENS LLC

Last Logged On:  
03/11/2016 12:13:10  
Logout

Vendor eServices

Rfx and Auction

Purchase Order Collaboration

View Open Purchase Orders

Display Company Data

Change Password

Suggestion and Complaints

Support

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 > Create Invoice

Create Invoice

For a Purchase Order

For a Confirmation

For an ASN

For a Goods Receipt

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

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Search

SIEMENS LLC

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All

In Process

Sent

Confirmations

All

Invoices and Credit Memos

All

Start Page > Create Invoice > List of Confirmations

Create Invoice

Number	Name	Date	Total Value	Status	Purch.doc.
8000001156	SE	26.10.2016	3,835,362.45 EUR	Accepted by ...	3451509305
8000001155	SE	26.10.2016	3,835,362.45 EUR	Accepted by ...	3451509306
8000001154	SE	26.10.2016	3,835,362.45 EUR	Accepted by ...	3451509307
8000001033	SE	22.06.2016	3,835,362.45 EUR	Accepted by ...	3451509294
8000000807	Invoice No. 46785130147833	08.07.2015	81,100.70 EUR	Accepted by ...	3451500161
8000000762	100	24.06.2015	70,000.00 AED	Accepted by ...	3051500317
8000000714	SF6 GAS Leakage Detection Rectification	18.06.2015	0.00 AED	Accepted by ...	3051401175
8000000637	46785130147369	04.06.2015	427,647.53 EUR	Partially Acce...	3451400302
8000000636	46785130146561	04.06.2015	29,567.77 EUR	Accepted by ...	3451400342
8000000313	Invoice No. 5130141054	12.03.2015	123,834.57 EUR	Accepted by ...	3441400013
8000000308	Reinstallation of GI Bus Duct G STN	10.03.2015	187,411.20 AED	Accepted by ...	3051402213
8000000273	Order Confirmation	03.03.2015	11,330.50 AED	Accepted by ...	3051402728

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)

My Account Services Partners Help & Support Search

SIEMENS LLC

Last Logged On: 27/03/2019 10:40:21

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

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Rfx and Quotation submission for Local Purchase Section

Rfx and Quotation submission for Turnkey Projects

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Online Service Entry

Online Invoice

Find

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Rejected

Canceled by Customer

Shipping Notifications

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In Process

Sent

Confirmations

All

Invoices and Credit Memos

All

Start Page > Create Invoice > List of Confirmations > Process Invoice

Process Invoice: 9000025114

Send Save Cancel Update Prices Print

General Information

Basic Data

Number: 9000025114

Name: INV-1

Date: 27.03.2019

External Reference No.: 3451700615

Status: In Process

Unplanned Delivery Costs: 0.00 AED

Terms of Payment

Payment in Days	Discount in %
30	0.000
0	0.000
0	

Vendor Invoice Ref Number: 123

BANK: 100315020012

Date Goods Supply/Service Complete: 15.02.2019

Payment Total: 500

Item Overview

Number	Description	Product	Quantity	Unit of Measure	Net Value	Tax	External Reference No.	Purchase Order Item
10	Tur ring metal spray and IC hub machining		1.000	Activ unit	62,594.21 AED		3451700615	0000000001

Select Add

Input VAT exempted

Input VAT 0% - Goods/Services

Input VAT 5% - Goods/Services

VAT 5% - Blocked

Input - Natural Gas - RCM

Input - Prior to Jan 2018 0%

Reverse charge (RCM)import - Service

Gross Price

62,594.21 AED

0.00 AED

3,129.71 AED

65,723.92 AED

Dummy Vendor for QA Test 2.

Last Logged On:  
28/11/2017 13:56:00

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

Start Page > Create Invoice > Goods Receipt List > Process Invoice

Process Invoice: 9000024938

Send Save Cancel Update Prices Print

#### General Information

##### Basic Data

Number: 9000024938  
Name: Invoice no :55747387  
Date: 28.11.2017  
External Reference No.: 3011704944  
Status: In Process  
Unplanned Delivery Costs: 0.00 AED  
Vendor Invoice Ref Number: 55747387  
BANK: 1234567890123456

##### Terms of Payment

Payment in Days	Discount in %
30	0.000
0	0.000
0	

#### Item Overview

#### Item Overview

Number	Description	Product	Quantity	Unit of Measure	Net Value	Tax	External Reference No	Purchase Order Item
1	MODULE:DIGITAL INPUT HDI 050;MICROSOL	1900002294	11	each	44,946.35 AED	Ing	3011704944	2
2	CABLE:32DIGITALINPUT CABLE WTH CONECTOR	2700092351	38	each	13,249.64 AED	Ing	3011704944	5
Net Value					58,195.99 AED			
Unplanned Delivery Costs					0.00 AED			
Input VAT 5% - goods					2,909.79 AED			
Gross Price					61,105.78 AED			

Verify total values

#### Partner Information

Partner	Number	Name	Street	Hou...	PostCode	City	Telephone	Fax	E-mail
Sold-to Party	101	DEWA							

#### Attachments

File name	MIME Type	Length	Created by	Created on	Time
No result found					
Path	Choose File	No file chosen	Add		

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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Logout

**Vendor eServices**

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Online Service Entry

Online Invoice

Shipping Notifications

All

In Process

Sent

Confirmations

All

Invoices and Credit Memos

All

Status: In Process

Unplanned Delivery Costs: 0.00 AED

Vendor Invoice Ref Number: 123

BANK: 100315020012

Date Goods Supply/Service Complete: 15.02.2019

Payment Amt: 500

**Item Overview**

Number	Description	Product	Quantity	Unit of Measure	Net Value	Tax	External Reference No.	Purchase Order Item
10	Tur ring metal spray and IC hub machinig		1.000	Activ unit	62,594.21 AED	I	3451700615	0000000001

Net Value: 62,594.21 AED

Unplanned Delivery Costs: 0.00 AED

Input VAT 5% - Goods/Services: 3,129.71 AED

Gross Price: 65,723.92 AED

**Partner Information**

Partner	Number	Name	Street	Hou...	PostCode	City	Telephone	Fax	E-mail
Sold-to Party	101	DEWA							

**Attachments**

	MIME Type	Length	Created by	Created on	Time	Attachmt type
No result						

Attachment Type: Invoice Document - I Path: Browse... Add

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

Desktop

Search Desktop

Organize New folder

Favorites

- Desktop
- Downloads
- Recent Places

Libraries

- Documents
- Music
- Pictures
- Videos

Computer

- Network

File name:

All Files (\*.\*)

Open Cancel

Purchase Order Collaborati...

0.00 EUR

VI4321

100315020012

Unit of Measure Net Value Tax External Reference No. Purchase Order Item

Activ. unit	81,100.70 EUR	Default tax Code	3451500161	0000000001
-------------	---------------	------------------	------------	------------

Net Value 81,100.70 EUR

Unplanned Delivery Costs 0.00 EUR

Default tax Code 0.00 EUR

Gross Price 81,100.70 EUR

Section

- RFx and Quotation submission for Local Purchase Section
- Purchase Order Review and Acknowledgement

Partner Information

Partner	Num...	Name	Street	H...	Po...	City	Tel...	Fax	E-mail
Sold-to Party	101	DEWA							

Attachments

File name	MIME Type	Length	Created by	Created on	Time
No result found					

Path

Browse... Add

Click on Add button to attach the selected file

05/11/2016 12:15:10  
Logout

Vendor eServices  
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View Open Purchase Orders  
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submission for Contracts  
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RFX and Quotation  
submission for Local  
Purchase Section  
Purchase Order Review and  
Acknowledgement

In Process  
Sent  
Confirmations  
All  
Invoices and Credit Memos  
All

Unplanned Delivery Costs: 0.00 EUR  
Vendor Invoice Ref Number: VI4321  
BANK: 100315020012

Item Overview

Product	Quantity	Unit of Measure	Net Value	Tax	External Reference No.	Purchase Order Item
1	1.000	Activ.unit	81,100.70 EUR	Default tax Code	3451500161	0000000001

Select
Add

Net Value 81,100.70 EUR  
Unplanned Delivery Costs 0.00 EUR  
Default tax Code 0.00 EUR  
Gross Price 81,100.70 EUR

Partner Information

Partner	Num...	Name	Street	H...	Po...	City	Tel...	Fax	E-mail
Sold-to Party	101	DEWA							

Attachments

File name	MIME Type	Length	Created by	Created on	Time
No result found					

Path C:\Users\natchiappan.m\Desktop Browse Add



Click on Send button to submit the Invoice

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Canceled by Customer

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Confirmations

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Invoices and Credit Memos

All

Start Page > Create Invoice > List of Confirmations > Process Invoice

Process Invoice: 9000000063

Send Save Cancel Update Prices Print

General Information

Basic Data

Number: 9000000063

Name: Invoice No. 467851301478

Date: 03.11.2016

External Reference No.: 3451500161

Status: In Process

Terms of Payment

Payment in Days	Discount in %
30	0.000
0	0.000
0	

Unplanned Delivery Costs: 0.00 EUR

Vendor Invoice Ref Number: VI4321

BANK: 100315020012

Item Overview

Product	Quantity	Unit of Measure	Net Value	Tax	External Reference No.	Purchase Order Item
tion I	1.000	Activ.unit	81,100.70 EUR	Default tax Code	3451500161	0000000001

Select Add

Net Value 81,100.70 EUR

Unplanned Delivery Costs 0.00 EUR

Default tax Code 0.00 EUR

Gross Price 81,100.70 EUR

<http://vqdsrm.dewa.gov.ae:50100/ij/portal/anonymous>

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Logout

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RfX and Quotation  
submission for Local  
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Rejected

Canceled by Customer

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Sent

Confirmations

All

Invoices and Credit Memos

All

Start Page > Create Invoice > List of Confirmations > Display Invoice

Info: Your changes have been adopted successfully

Display Invoice: 9000000063

Display Document Flow | Print

### General Information

#### Basic Data

Number: 9000000063  
Name: Invoice No: 467851301478  
Date: 03.11.2016  
External Reference No.: 3451500161  
Status: Document Sent  
Unplanned Delivery Costs: 0.00 EUR

#### Terms of Payment

Payment in Days	Discount in %
30	0.000
0	0.000
0	

Vendor Invoice Ref Number: VI4321  
BANK: 100315020012

### Item Overview

Number	Description	Product	Quantity	Net Value	Tax	External Refer
10	Gas Turbines K51/52/53 Fire protection I		1.000 Activ.unit	81,100.70 EUR	Default tax Code	345150016
				Net Value		81,100.70 EUR
				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

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**Confirmations**

All

**Invoices and Credit Memos**

All

Start Page

Invoice or Credit Memo

Search

Advanced

All Purchase Orders

New (286)

In Process (50)

Confirmed

All ASNs

Create

All Confirmations

Accepted

Partially Accepted

Rejected

All Goods Receipts

All Invoices and Credit Memos

Accepted

Rejected

Create

Click on the Invoice number to view Invoice details

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In Process

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**Confirmations**

All

**Invoices and Credit Memos**

All

Start Page > List of Invoices

**List of Invoices and Credit Memos**

Type	Number	Name	Date	Status	Gross Price
Invoice	9000000063	Invoice No. 46785130147833	03.11.2016	Document Sent	81,100.70 EU
Invoice	9000000058	SE	01.11.2016	Document Sent	3,835,362.45
Invoice	9000000057	GR	30.10.2016	Accepted by Cus...	39,595.38 AED
Invoice	9000000056	SE	30.10.2016	Accepted by Cus...	3,835,362.45

Click on Display document flow to view the status of the Invoice and Purchase Order

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**SIEMENS LLC**  
Last Logged On:  
03/11/2016 12:13:10  
Logout

Vendor eServices  
RFx and Auction  
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Display Company Data  
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Sugesstion 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 Acknowledgement  
<https://new.dewa.gov.ae/en/>

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 Invoices > Display Invoice  
Display Invoice: 9000000063  
Display Document Flow Print

**General Information**

Basic Data  
Number: 9000000063  
Name: Invoice No. 467851301478  
Date: 03.11.2016  
External Reference No.: 3451500161  
Status: Document Sent  
Unplanned Delivery Costs: 0.00 EUR  
Vendor Invoice Ref Number: V14321  
BANK: 100315020012

Terms of Payment  
Payment in Days Discount in %  
30 0.000  
0 0.000  
0

**Item Overview**

Number	Description	Product	Quantity	Net Value	Tax	External Referer
10	Gas Turbines K51/52/53 Fire protection I		1.000 Activ.unit	81,100.70 EUR	Default tax Code	345150016
				Net Value	81,100.70 EUR	
				Unplanned Delivery Costs	0.00 EUR	
				Default tax Code	0.00 EUR	
				Gross Price	81,100.70 EUR	

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

The screenshot displays the DEWA Vendor Portal interface. At the top, there are logos for the Government of Dubai and DEWA, along with navigation links like Home, Customer, Consultants & Contractors, Suppliers & Partners, and About DEWA. A green header bar contains 'My Account', 'Services', 'Partners', 'Help & Support', and a search bar. The left sidebar shows the user is logged in as 'SIEMENS LLC' on '03/11/2016 12:13:10' and lists 'Vendor eServices' such as 'Rfx and Auction', 'Purchase Order Collaboration', 'View Open Purchase Orders', 'Display Company Data', 'Change Password', 'Suggestion and Complaints', and 'Support'. The main content area shows a breadcrumb trail: 'Start Page > List of Invoices > Display Invoice > Display Document Flow'. Below this, a 'Document Flow' table lists documents with columns for Document Type, Number, Document Name, Date, Status, Total Value, and Quality Inspection. The table shows a Purchase Order (5000038486) in 'In Process' status, a Confirmation (8000000807) 'Accepted by customer', and an Invoice (9000000063) with a status of 'Document ...'.

Document T...	Number	Document Name	Document ...	Status	Total Value	Quality Inspection ...
Purchase Order	5000038486	PO	11.05.2015	In Process	81,100.70 EUR	
Confirmation	8000000807	Invoice No. 46785130147833	08.07.2015	Accepted b...	81,100.70 EUR	
Invoice	9000000063	Invoice No. 46785130147833	03.11.2016	Document ...	81,100.70 EUR	

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

The screenshot shows the DEWA Supplier Portal interface. The top navigation bar includes links for Home, Customer, Consultants & Contractors, Suppliers & Partners, and About DEWA. The left sidebar contains sections for Vendor eServices, Support, and a list of purchase orders. The main content area displays the 'Create Invoice - Advance' button, which is highlighted with a red circle. Below this, the 'General Information' section shows details for Purchase Order ID: 3781700110, including the purchase order number, name, date, status, and various financial values.

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)



SIEMENS LLC

Last Logged On:  
27/03/2019 10:40:24

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

Update Vendor Profile

Rfx and Quotation submission for Contracts Section

Rfx and Quotation submission for Local Purchase Section

Rfx and Quotation submission for Turnkey Projects

Purchase Order Review and Acknowledgement

Online Service Entry

Online Invoice

- 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 > Create Advance Payment

Purchase Order: 3451700620

Calculate Post Document Cancel

### General Information

Purchase Order ID: 3451700620

Number: 5003150202

Invoice Date: 27.02.2019

Invoice No.: ADV\_INV\_001

Vendor Account No.: 100315020012

Payment Amt.: 420.00 X

Down Payment: 0.00

VAT Amount: 0.00

Total Value with VAT: 0.00

Currency: AED

### Item Overview

Select all Deselect all

Item Selection	Number	PO Item	Short Text	Net Price	Tax Code	% Advance	Advance Amount	Remaining Advance Amount	Net Value	Vat with	Total Value with Vat	Currency
<input type="checkbox"/>	00001	00001	GD Test	12,500.00	V2	21.000	2,625.00	420.00	0.00	0.00	420.00	AED

### Attachments

File name	MIME Type	Length	Created by	Created on	Time	Attachmt type
No result found						

Attachment Type: Invoice Document - I 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 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

The screenshot displays the SRM system interface for creating a shipment invoice. The left sidebar contains navigation menus for 'Vendor eServices' and 'Support'. The main content area shows the 'Purchase Order: 3091700037' details, including 'Basic Data' (Purchase Order ID, Number, Name, Date, Status) and 'Terms of Payment' (Payment in Days, Discount in %). The 'Create Invoice - Shipment' button is highlighted with a red circle. Below the main data, there is a 'PO Ack. Details' section and an 'Item Overview' table.

Number	Short Text	Product	PO Quantity	Purchase Order Value	Required on	Confirmed Quantity	Confirmed for	Status	Gross Price	Gross Value	Net Price	Net Value	Tax description
1	TRANSFORMER BAY	T1320R01	10 each	100,000.00 AED	30.10.2019	10 each	30.10.2019	Confirmed	10,000.00	100,000.00	10,000.00	100,000.00	Input VAT 5% - Goods/
												Net Value (Unconfirmed Items)	0.00 AED
												Net Value (Confirmed Items)	100,000.00 AED
												Net Value (Total of all Items)	100,000.00 AED

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

The screenshot displays the DEWA Vendor Portal interface. On the left, there is a sidebar with navigation links under 'Vendor eServices' and 'Support'. The main content area shows the 'Purchase Order: 3091700036' details. In the top navigation bar, the 'Create Invoice - Retention' option is highlighted with a red circle. Below this, the 'General Information' section displays various fields including Purchase Order ID, Number, Name, Date, Status, and Total Net Value. The 'Item Overview' table at the bottom lists the items and their quantities.

Number	Short Text	Product	PO Quantity	Purchase Order Value	Required on	Confirmed Quantity	Confirmed for	Status	Gross Price	Gross Value	Net Price	Net V
1	SCS modification works	Services	1.000	12,896.00 AED	20.09.2020	1.000	20.09.2020	Confirmed	0.00	12,896.00	0.00	12.89
1.1	SCS modification works	T132M0010	1 LOT	12,896.00 AED		1 LOT		Confirmed	12,896.00	12,896.00	12,896.00	12.89

- Select the Invoice type
  - TOC - Taking Over Certificate
  - DLCC - Defect liability clearance certificate
  - General Retention
- Enter the vendor Invoice ref number and Invoice Date
- Select the bank details to which the payment to be received
- Enter the Payment Amount (Payment Amount is the amount for which DEWA is liable to vendor including VAT)
- 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)
- Select the currency
- Enter the comments if any
- Attach Invoice documents (Invoice, Delivery Note, etc)
- 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.

The screenshot shows the SRM system interface. The top navigation bar includes the Government of Dubai and DEWA logos, along with user information (102159) and a LOGOUT button. The left sidebar contains a menu with categories like Purchase Orders, Shipping Notifications, and Confirmations. The main content area displays the 'Display Purchase Order' page for Purchase Order ID 3521000046. A red circle highlights the 'Invoice Status Report' button in the top navigation bar. A callout box points to this button with the text 'Click on 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.

The screenshot shows the SRM system interface after clicking the 'Invoice Status Report' button. The top navigation bar includes the Government of Dubai and DEWA logos, along with user information (102159) and a LOGOUT button. The left sidebar contains a menu with categories like Purchase Orders, Shipping Notifications, and Confirmations. The main content area displays the 'List of Invoice Documents' report. The report shows a table with the following data:

Purchase Order No.	SRM Ref No.	DEWA Ref No.	Invoice Type	Status	Payment Status
3521000043	9000002065	1700000160	Invoice for Advance	Accepted by Customer	Payment processed
3521000043	9000002066	1700000162	Request for retention	Accepted by Customer	Payment processed
3521000043	9000002067	1700000161	Request for TOC payment	Accepted by Customer	
3521000043	9000002068	5105603393	Invoice	Accepted by Customer	Payment processed
3521000043	9000002069	1700000164	Request for retention	Accepted by Customer	
3521000043	9000002070		Request for retention	Document Sent	
3521000043	9000002071		Request for retention	Document Sent	
3521000043	9000002072	1700000163	Request for retention	Rejected by Customer	
3521000043	9000002073		Request for retention	Document Sent	
3521000043	9000002074	1700000166	Request for retention	Accepted by Customer	

## 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.

Share Back to top

My Dashboard My Profile

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: 3521000043

Create Confirmation Display History Display Document Flow Print Create Invoice - Advance

Confirm Payment Document Cancel Status Report

Click on Payment Confirmation button

General Information

Basic Data

Purchase Order ID: 3521000043

Number: 5000002800

Name: PO

Date: 26.08.2021

Status: Confirmed

Total Net Value: 10,000.00

VAT Amount: 500.00

Total Value with VAT: 10,500.00

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

CFR Costs & Freight

Filter:

PO Ack. Cmnts.

On clicking payment confirmation button, below screen will be shown with the list of payments and its status along with the payment data.

Share Back to top

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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 > List of Payment Documents

Purchase Order-Confirm Payment

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	No
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

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

My Dashboard

My Profile

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 > List of Payment Documents > Confirm Payment

Confirm Payment

View Payment advice

In case of any disputes on any of the payment, please register a complaint.

Payment Confirmation

Purchase Order ID:

3521000043

Payment Document No.:

1500006080

Status:

Payment processed

Payment Amount:

2,500.00

Currency:

AED

Comments:

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



<p>هيئة كهرباء ومياه دبي Dubai Electricity &amp; Water Authority</p>				
<p><b>PAYMENT ADVICE</b></p>				
<p><b>Beneficiary Details</b></p>				
<p>Your Account with us: Address:</p>			<p>Payment Document 1500006080 Payment Date 21.09.2021</p>	
<p>PO Box: 565 Dubai</p>				
<p>Please be advised that we have remitted an amount of AED 2,500.00 to your account #AE. The details of the same are as listed below:</p>				
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.



My Dashboard My Profile

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 > List of Payment Documents

✓ Success: Payment confirmation successfully submitted

Purchase Order-Confirm Payment

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

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

Consumer

Builder

Partner

Supplier

Student

Careers

About Us

MAIN SERVICES

SUPPORT SERVICES

USEFUL LINKS & GUIDES

Submission of Generation Projects Documents

Suggestions & Complaints

Change Password

## 9) Click on Logout

Government of Dubai and DEWA logos and navigation links (Home, Customer, Consultants & Contractors, Suppliers & Partners, About DEWA, dubai.ae, AA\* Accessibility) are visible at the top.

The user interface shows a green header bar with "My Account", "Services", "Partners", and "Help & Support" links, along with a search bar.

On the left sidebar, under "SIEMENS LLC", the "Logout" link is highlighted with a red circle.

The main content area displays a breadcrumb trail: "Start Page > List of Invoices > Display Invoice > Display Document Flow". Below this is a "Document Flow" table:

Document T...	Number	Document Name	Document ...	Status	Total Value	Quality Inspection ...
Purchase Order	5000038486	PO	11.05.2015	In Process	81,100.70 EUR	
Confirmation	8000000807	Invoice No. 46785130147833	08.07.2015	Accepted b...	81,100.70 EUR	
Invoice	9000000063	Invoice No. 46785130147833	03.11.2016	Document ...	81,100.70 EUR	

Below the table, there are sections for "Purchase Orders", "Shipping Notifications", "Confirmations", and "Invoices and Credit Memos", each with a list of status options (All, New, Changed, In Process, Confirmed, Partly Confirmed, Rejected, Canceled by Customer).