



USER MANUALS (SUPPLIER) INITIATE SERVICE ENTRY

SUPPLIER RELATIONSHIP MANAGEMENT SUPPLY CHAIN MANAGEMENT SYSTEM (SCMS)

PREPARED BY:
SUPPLY CHAIN MANAGEMENT SYSTEM (SCMS)
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PROCESS (2)	:	INITIATE SERVICE ENTRY
ROLE	:	TNB SUS SUPPLIER

Supplier will perform **INITIATE SERVICE ENTRY** process once the service as stated in the **e-PO** has been done/finished.

Supplier to ensure agreed value entered in the system in order for the Service Entry to be verified and approved.

1.1 Login to Sus Portal

Click on **Purchase Orders** tab to display list of the **e-PO**

2.2. Click on – **Purchase Order Number** for the **e-PO** number which service has been performed.

Purchase Order No	Number	Document Name	Document Date	Total Value	Status	PO Overall Weightage %
0020039768	70006318	PO	22.01.2020	1,977,180.00 MYR	Confirmed	
0020039757	70006318	PO	21.01.2020	50,100.00 MYR	Confirmed	
0020039756	70006317	PO	21.01.2020	25,000.00 MYR	Confirmed	

3.1. **Display Purchase Order** screen displayed.

Click on button – Create / Initiate SE.

3.1

4.1 **Service Entry (SE) creation / Initiate** screen displayed.

4.2 Fill in the required fields or make changes on any field if necessary in **Basic Data** section.

Note : During Service Entry creation, there will be a Performance Security (PS) validation. Suppliers still can proceed with the creation even the PS has expired. This is only to notify suppliers if :

Scenario 1 : PS is expire within 30 days

Messages

Warning: PS will expire on 29.07.2017 . Kindly contact Pemula/Initiator or Contract Management Unit at contract-helpdesk@tnb.com.my for more details.

Scenario 2 : PS has expired

Messages

Warning: PS has expired on 29.06.2017 . Kindly contact Pemula/Initiator or Contract Management Unit at contract-helpdesk@tnb.com.my for more details.

Basic Data

Confirmation: running number (by system)

Document Name: supplier may enter simplified description of the services

Document Date: Date of the confirmation created (system default)

Purchase Order No: PO number (system default)

Status: status of confirmation Service Entry (system default)

Service Information

Service Agent Name: Name of the supplier's agent or representative

Service Location: location of the service/job executed

General Information

Basic Data		Service Information	
Confirmation:	3000008792	Service Agent Name:	
*Document Name:	service	Service Location:	
Document Date:	23.01.2020		
Purchase Order No.:	0020039768		
Status:	Created		

Item Overview

Number	Status	Product	Product T...	Line Type	Description	Quantity	Unit of Me...	Quantity ...	Open	Net Value	I...
1	In Process				service item					0.00 MYR	
1.1	In Process		Service	Standard Line	SERVICE-1	0	each	988,490 eac	988,490 eac	0.00 MYR	

4.3 At Item Overview section, supplier needs to specify the completion of the services whether fully completed or partial completed. (Refer example 1 & 2)

General Information

Basic Data		Service Information	
Confirmation:	3000008792	Service Agent Name:	
*Document Name:	service	Service Location:	
Document Date:	23.01.2020		
Purchase Order No.:	0020039768		
Status:	In Process		

Item Overview

Number	Status	Product	Product T...	Line Type	Description	Quantity	Unit of Me...	Quantity ...	Open	Net Value	I...
1	In Process				service item					10.00 MYR	
1.1	In Process		Service	Standard Line	SERVICE-1	10	each	988,490 eac	988,490 eac	10.00 MYR	

EXAMPLE 1 : FULLY COMPLETED SERVICE ENTRY.

- i. Click on button - **Select All**.
- ii. Fill in the **Quantity** column for each line.

Purchase Order No.: 0020039768
 Status: In Process

Item Overview

Expand All Collapse All **Select All** Deselect All Propose Outstanding Quantities Update Prices

Number	Status	Product	Product T...	Line Type	Description	Quantity	Unit of Me...	Quantity ...	Open	Net Value	I...
1	In Process				service item					988,500.00	<input checked="" type="checkbox"/>
1.1	In Process		Service	Standard Line	SERVICE-1	988,490	each	988,490 eac	988,480 eac	988,490.00	<input checked="" type="checkbox"/>

EXAMPLE 2 : PARTIAL COMPLETED SERVICE ENTRY

- i. Tick on the service line item.
- ii. Click on button - **Propose Outstanding Quantities**.
- iii. Fill in the quantity of the service performed under **Quantity** column.

Service Entry (SE) Creation / Update, 30/05/2014

Confirm Save Cancel CHECK LIST
 Please refer to document's checklist before submitting confirmation of service completed.

General Information

Item Overview

Expand All Collapse All **Propose Outstanding Quantities** Update Prices

Number	Status	Product	Product T...	Line Type	Description	Quantity	Unit of Me...	Quantity ...	Open	Net Value	I...
1	In Process				service item					20.00 MYR	<input checked="" type="checkbox"/>
1.1	In Process		Service	Standard Line	SERVICE-1	10	each	988,490 eac	988,480 eac	10.00 MYR	<input checked="" type="checkbox"/>

4.4 Select each line of services or all services depending on the **Service Entry**.

Basic Data

Confirmation: 3000008792
 *Document Name: serice
 Document Date: 23.01.2020
 Purchase Order No.: 0020039768
 Status: In Process

Service Information

Service Agent Name:
 Service Location:

Item Overview

Number	Status	Product	Product T...	Line Type	Description	Quantity	Unit of Me...	Quantity ...	Open	Net Value	I...
1	In Process				service item					10.00 MYR	
1.1	In Process	Service		Standard Line	SERVICE-1	10	each	988,490 each	988,490 ea	10.00 MYR	

4.5 Attach/upload any related documents (i.e: *Laporan Kerja Siap (LKS)*, etc) in the 'Attachment' area at the bottom of the page. Please verify the required documents that need to be attached/uploaded with initiator to avoid rejection during acceptance of Service Entry.

4.6 Click on **Browse** button → Select related document → Click on **Upload** button.

Attachments

Add Attachment

No Attachments Available

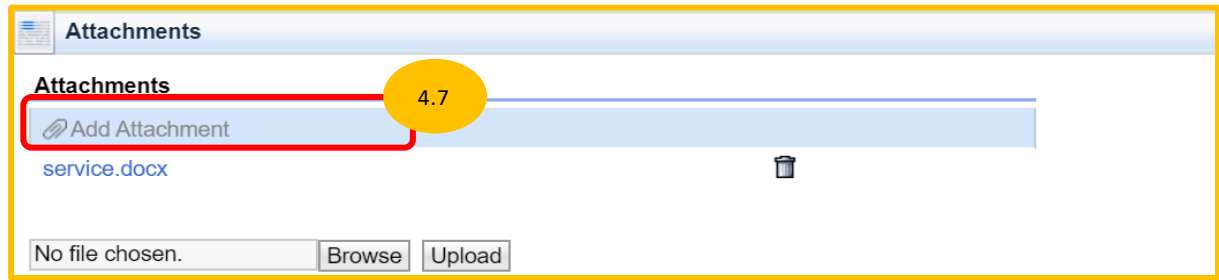
No file chosen

Browse Upload

File name: service

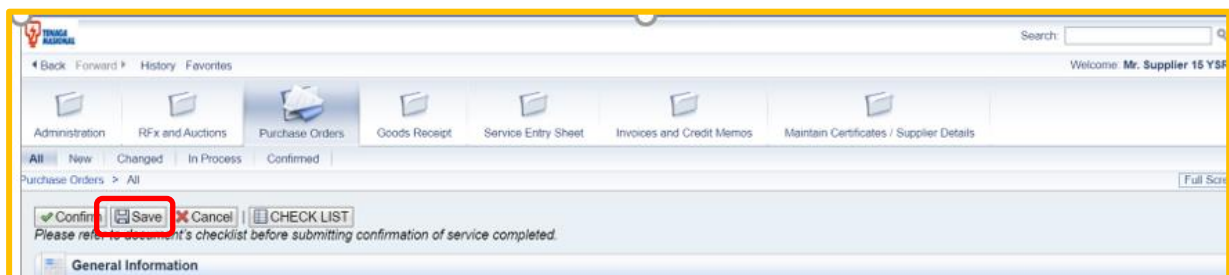
Open Cancel

4.7 Click on **Add Attachment** button to upload another documents.

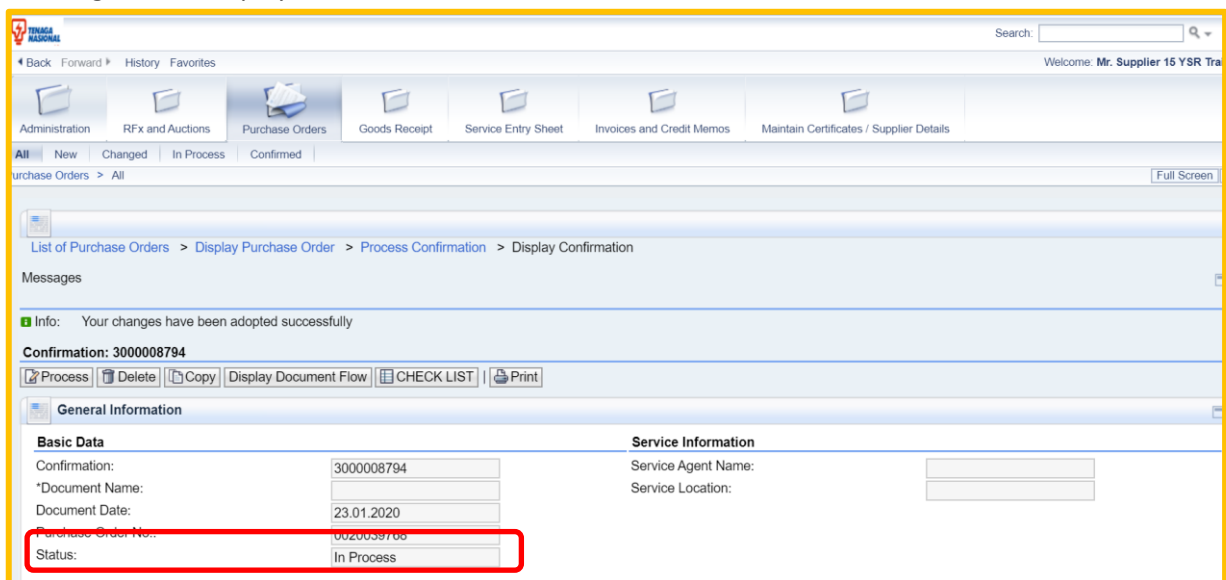


Note : SAVE button in **Service Entry (SE) creation / Initiate** screen allow you to save your SE as a draft version by clicking the SAVE button. This SE will not send to TNB for acceptance. Please make sure you click on Confirm button once you have completed key in the SE details.

i) Click on SAVE button.



ii) Message will be displayed and Status of the SE is in Process.



List of Purchase Orders > Display Purchase Order > Process Confirmation > Display Confirmation > Display Document Flow

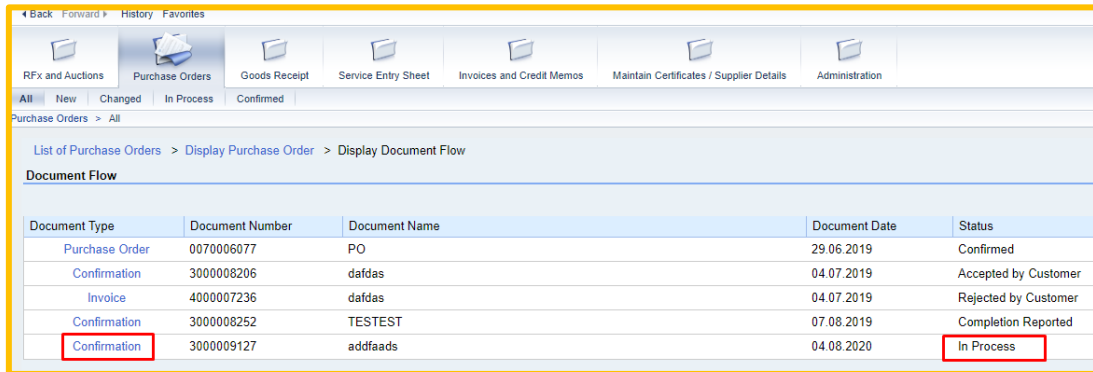
Document Flow

Back to Document

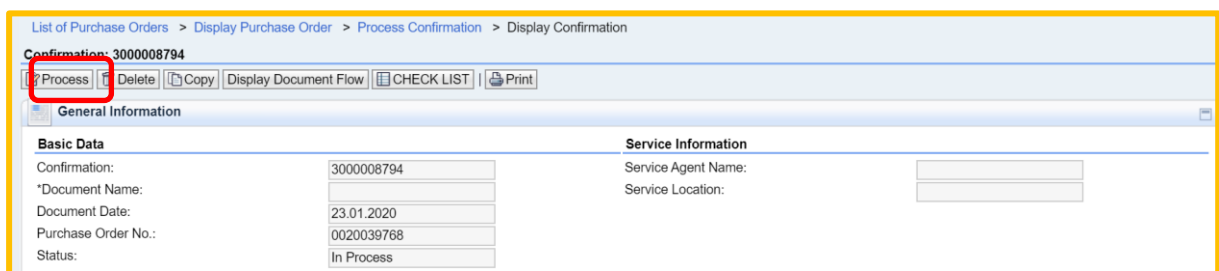
Document Type	Document Number	Document Name	Document Date	Status	Total Value
Purchase Order	70006329	PO	22.01.2020	Confirmed	1,977,180.00 MYR
Confirmation	3000008794		23.01.2020	In Process	20.00 MYR

Total Value is exclusive of discount / surcharge (if applicable)

- iii) To edit your drafted SE, click on the Confirmation button with status 'In Process' and then click the PROCESS button.



Document Type	Document Number	Document Name	Document Date	Status
Purchase Order	0070006077	PO	29.06.2019	Confirmed
Confirmation	3000008206	dafdas	04.07.2019	Accepted by Customer
Invoice	4000007236	dafdas	04.07.2019	Rejected by Customer
Confirmation	3000008252	TESTEST	07.08.2019	Completion Reported
Confirmation	3000009127	addfaads	04.08.2020	In Process



List of Purchase Orders > Display Purchase Order > Process Confirmation > Display Confirmation

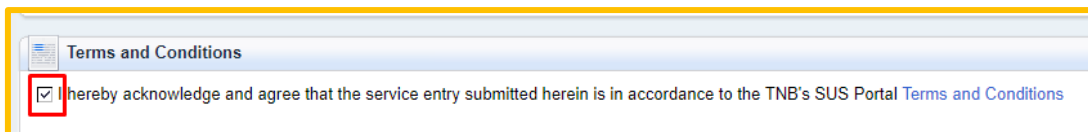
Confirmation: 3000008794

General Information

Basic Data		Service Information	
Confirmation:	3000008794	Service Agent Name:	
*Document Name:		Service Location:	
Document Date:	23.01.2020		
Purchase Order No.:	0020039768		
Status:	In Process		

4.8 Starting from 6th November 2020, it is mandatory for Suppliers to

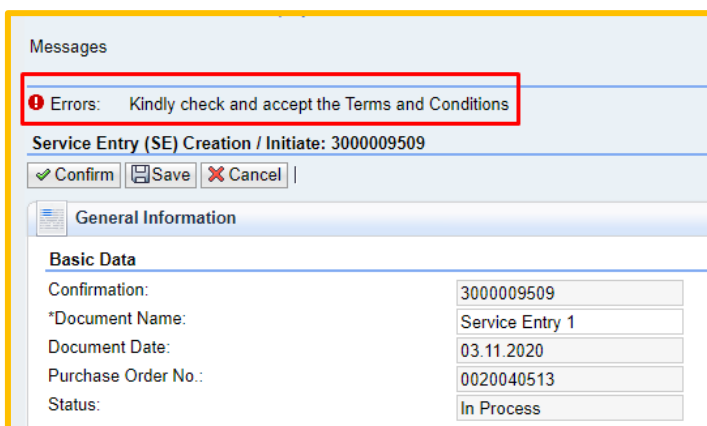
- i) Agree the TNB SCMS Service Entry Terms and Conditions (T&C) by check the checkbox for the declaration.



Terms and Conditions

☒ I hereby acknowledge and agree that the service entry submitted herein is in accordance to the TNB's SUS Portal [Terms and Conditions](#)

Suppliers will see the error message below if the checkbox has not been ticked before Service Entry (SE) submission.



Messages

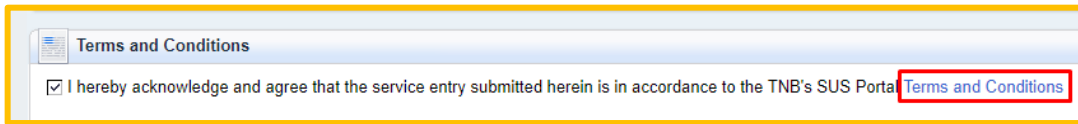
Errors: Kindly check and accept the Terms and Conditions

Service Entry (SE) Creation / Initiate: 3000009509

General Information

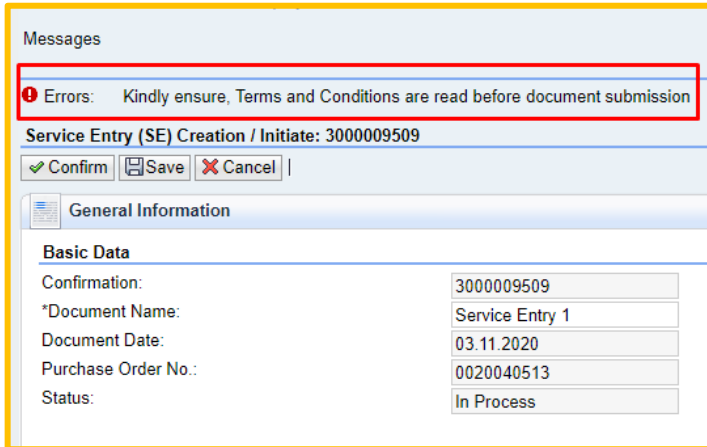
Basic Data	
Confirmation:	3000009509
*Document Name:	Service Entry 1
Document Date:	03.11.2020
Purchase Order No.:	0020040513
Status:	In Process

ii) Read the T&C by clicking the [Terms and Conditions](#) hyperlink at the end of the declaration statement.



The screenshot shows a 'Terms and Conditions' section with a checkbox that is checked. The text reads: 'I hereby acknowledge and agree that the service entry submitted herein is in accordance to the TNB's SUS Portal'. At the end of this text is a red-bordered box containing the text 'Terms and Conditions' with a blue underline, indicating it is a hyperlink.

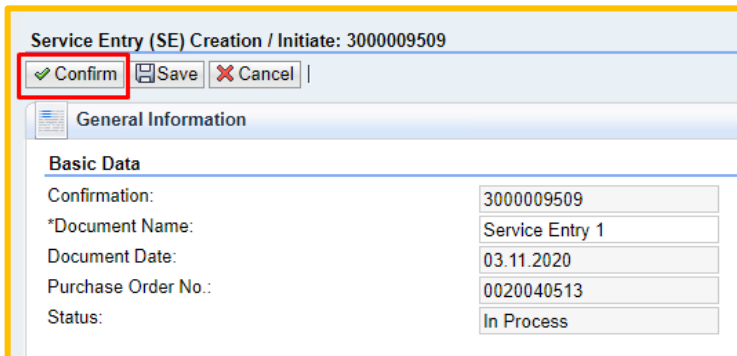
Suppliers will see the below error message below if the [Terms and Conditions](#) are not read, in order to read just click on [Terms and Conditions](#) hyperlink.



The screenshot shows a 'Messages' section with a red-bordered box containing an error message: 'Errors: Kindly ensure, Terms and Conditions are read before document submission'. Below this is the 'Service Entry (SE) Creation / Initiate: 3000009509' form. The form has buttons for 'Confirm', 'Save', and 'Cancel'. Below the buttons is a 'General Information' section with a 'Basic Data' table.

Basic Data	
Confirmation:	3000009509
*Document Name:	Service Entry 1
Document Date:	03.11.2020
Purchase Order No.:	0020040513
Status:	In Process

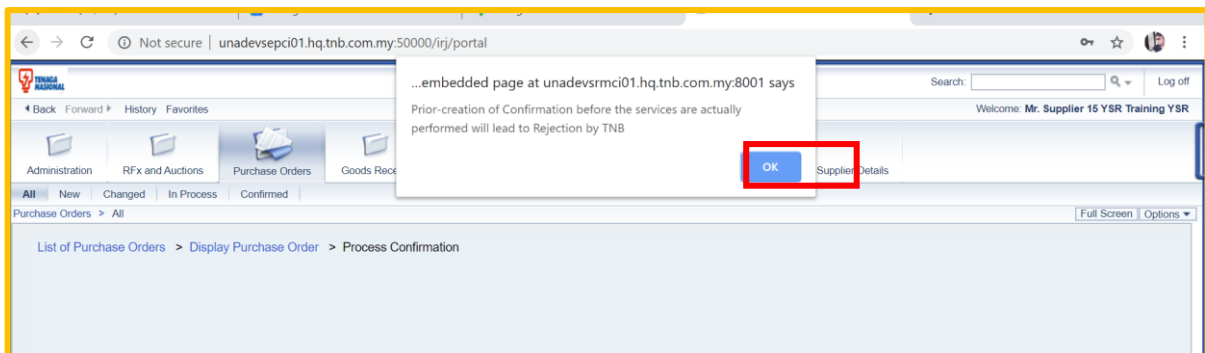
4.9 Click on Confirm button for Service Entry submission.



The screenshot shows the 'Service Entry (SE) Creation / Initiate: 3000009509' form. The 'Confirm' button is highlighted with a red-bordered box. Below the buttons is the 'General Information' section with the 'Basic Data' table.

Basic Data	
Confirmation:	3000009509
*Document Name:	Service Entry 1
Document Date:	03.11.2020
Purchase Order No.:	0020040513
Status:	In Process

Popup message will be displayed after 'Confirm' button clicked. Click - OK



The screenshot shows a web browser window with a popup message. The popup message text is: '...embedded page at unadevsepci01.hq.tnb.com.my:50000/irj/portal says Prior-creation of Confirmation before the services are actually performed will lead to Rejection by TNB'. The 'OK' button in the popup is highlighted with a red-bordered box. The background shows the web portal interface with a search bar, user name 'Mr. Supplier 15 YSR Training YSR', and a breadcrumb trail: 'List of Purchase Orders > Display Purchase Order > Process Confirmation'.

5.0 **Display Confirmation** screen displayed.

Check status – **Completion Reported**

Search: Welcome: Mr. Supplier 15 YSR Tra

Administration RFx and Auctions Purchase Orders Goods Receipt Service Entry Sheet Invoices and Credit Memos Maintain Certificates / Supplier Details

Purchase Orders > All

List of Purchase Orders > Display Purchase Order > Display Confirmation

Messages

Info: Your changes have been adopted successfully

Confirmation: 3000008794

Copy | Display Document Flow | CHECK LIST | Print

General Information

Basic Data		Service Information	
Confirmation:	3000008794	Service Agent Name:	
*Document Name:		Service Location:	
Document Date:	23.01.2020		
Purchase Order No.:	0020039768		
Status:	Completion Reported		

5.1 Click on button - **Display Document Flow** to check document status history.

Search: Welcome: Mr. S

Administration RFx and Auctions Purchase Orders Goods Receipt Service Entry Sheet Invoices and Credit Memos Maintain Certificates / Supplier Details

Purchase Orders > All

List of Purchase Orders > Display Purchase Order > Display Confirmation

Confirmation: 3000008794

Copy | Display Document Flow | CHECK LIST | Print

General Information

Basic Data		Service Information	
Confirmation:	3000008794	Service Agent Name:	
*Document Name:		Service Location:	
Document Date:	23.01.2020		
Purchase Order No.:	0020039768		
Status:	Completion Reported		

5.2 Refer to the **Confirmation** document type and make sure **status** changed to **Completion**

Reported which it shows Service Entry successfully transferred to TNB for further action (Service Acceptance).

Search: Log off Welcome: Mr. Supplier 15 YSR Training YSR

Administration RFx and Auctions Purchase Orders Goods Receipt Service Entry Sheet Invoices and Credit Memos Maintain Certificates / Supplier Details

Purchase Orders > All

List of Purchase Orders > Display Purchase Order > Display Confirmation > Display Document Flow

Document Flow

Document Type	Document Name	Document Date	Status
Purchase Order	PO	22.01.2020	Confirmed
Confirmation	3000008794 Service	23.01.2020	Completion Reported

Total Value is exclusive of discount / surcharge (if applicable)

END