



USER MANUAL (SUPPLIER) e-PURCHASE ORDER FOR SERVICES_resubmit

SUPPLIER RELATIONSHIP MANAGEMENT SUPPLY CHAIN MANAGEMENT SYSTEM (SCMS)

PREPARED BY:
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PROCESS (1)	:	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. Login to Sus Portal

2. Click on **Purchase Orders** tab to display list of the **e-PO**
3. 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	

4. **Display Purchase Order** screen displayed.

Click on button – Create / Initiate SE.

The screenshot shows the 'Display Purchase Order' screen. At the top, there is a navigation bar with tabs for Administration, RFx and Auctions, Purchase Orders, Goods Receipt, Service Entry Sheet, Invoices and Credit Memos, and Maintain Certificates / Supplier Details. Below this is a search bar and a welcome message. The main area displays a list of purchase orders. A yellow circle with the number 4 highlights the 'Create/Initiate SE' button. Below the list, there is a 'General Information' section with a 'Basic Data' table and 'Terms of Payment' and 'Terms of Delivery' sections.

Basic Data	
Purchase Order No:	0020039768
Document Number:	70006329
Document Name:	PO
Document Date:	22.01.2020
Status:	Confirmed
Follow-On Documents:	

Terms of Payment	
Payment in Days	Discount in %

Terms of Delivery	
Incoterm	Location

5. **Service Entry (SE) creation / Initiate** screen displayed.
6. 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

The screenshot shows a 'Messages' section with a warning message: '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

The screenshot shows a 'Messages' section with a warning message: '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

The screenshot displays the 'Purchase Orders' section of the TNB Supplier Portal. The 'General Information' tab is active, showing the following data:

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		

Below the form is an 'Item Overview' table:

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	

Start Date : Start Work for this PO/Staggered

Finish Date : Complete Work for this PO/Staggered (Report,LKS,AKS, Etc.)

JMS Date : "Tarikh Semakan" in JMS Form

Note : Above dates are optional for all TNB Divisions Purchase Order and JMS Date only applicable for PO Distribution Network.

The screenshot shows the 'Service Entry (SE) Creation / Initiate: 4000521354' form. The 'General Information' tab is active, displaying the following data:

Basic Data		Service Information	
Confirmation:	4000521354	Service Agent Name:	
*Document Name:		Service Location:	
Document Date:	15.12.2024	Mobile Number:	60
Purchase Order No.:	0020958241	Start Date:	
Status:	Created	Finish Date:	
		JMS Date:	

A red box highlights the 'Start Date', 'Finish Date', and 'JMS Date' fields. A tooltip at the bottom right indicates: 'Move the cursor on the field for more info'.

For more information on the description of each field, please move the cursor on each field as shown below.

General Information

Basic Data		Service Information	
Confirmation:	4000521354	Service Agent Name:	
*Document Name:		Service Location:	
Document Date:	15.12.2024	Mobile Number:	60
Purchase Order No.:	0020958241	Start Date:	
Status:	Created	Finish Date:	
		JMS Date:	

Start Work for this PO/Staggered

Move the cursor on the field for more info

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

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	
1.1	In Process		Service	Standard Line	SERVICE-1	988,490	each	988,490 eac	988,480 eac	988,490.00	

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: 30/06/2019

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					20.00MYR	
1.1	In Process		Service	Standard Line	SERVICE-1	10	each	988,490 eac	988,480 eac	10.00MYR	

7. 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
1	In Process				service item	10	each	988,490 ea	988,490 ea	10.00 MYR
1.1	In Process		Service	Standard Line	SERVICE-1	10	each	988,490 ea	988,490 ea	10.00 MYR

8. 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.
9. Click on **Browse** button → Select related document → Click on **Upload** button.

Attachments

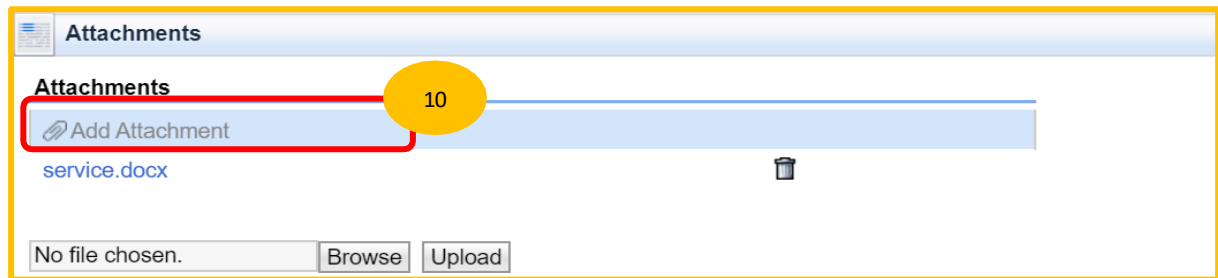
No file chosen

Browse Upload

File name: service


Open Cancel

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



Attachments

Attachments

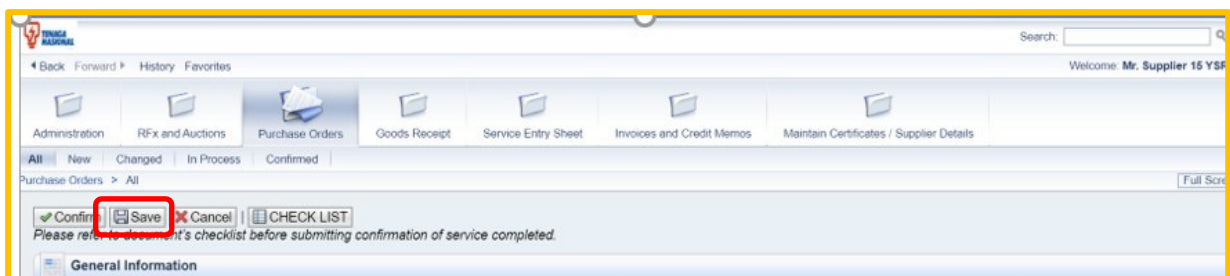
 Add Attachment

service.docx

No file chosen.

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.



Back Forward History Favorites

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

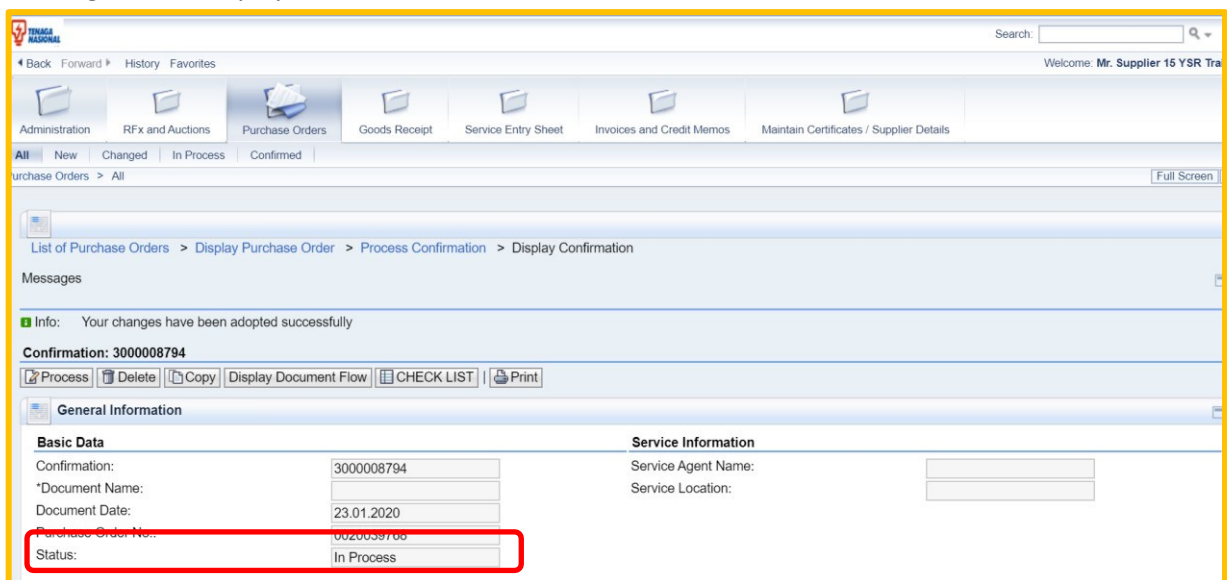
All New Changed In Process Confirmed

Purchase Orders > All

Please refer to document's checklist before submitting confirmation of service completed.

General Information

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



Back Forward History Favorites

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

All New Changed In Process Confirmed

Purchase Orders > All

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

Messages

Info: Your changes have been adopted successfully

Confirmation: 3000008794

General Information

Basic Data

Confirmation: 3000008794

*Document Name:

Document Date: 23.01.2020

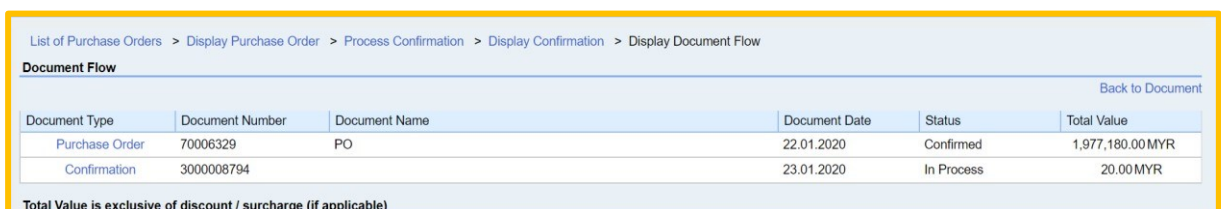
Purchase Order No.: 0020039700

Status: In Process

Service Information

Service Agent Name:

Service Location:



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.

Back Forward History Favorites

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

All New Changed In Process Confirmed

Purchase Orders > All

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

Document Flow

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

Process Delete 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:	In Process		

11. 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

☐ hereby acknowledge and agree that the service entry submitted herein is in accordance to the TNB's SUS Portal [Terms and Conditions \(Versi Bahasa Melayu\)](#) | [\(English Version\)](#)

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

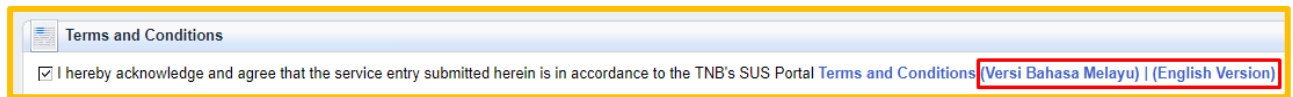
Service Entry (SE) Creation / Initiate: 3000009509

Confirm Save Cancel

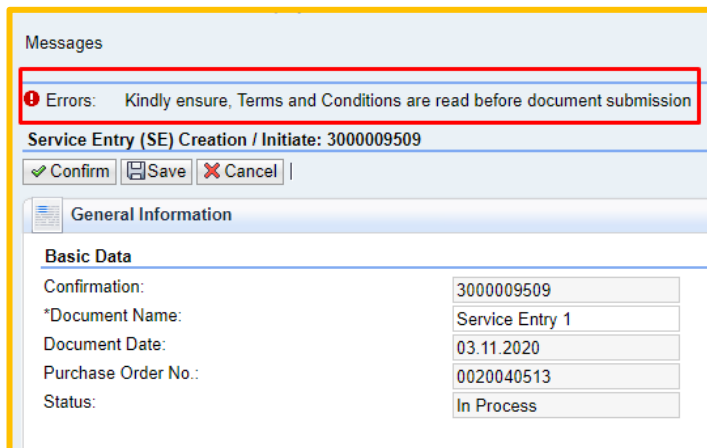
General Information

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 either [\(Versi Bahasa Melayu\)](#) or [\(English Verison\)](#) hyperlink at the end of the declaration statement.

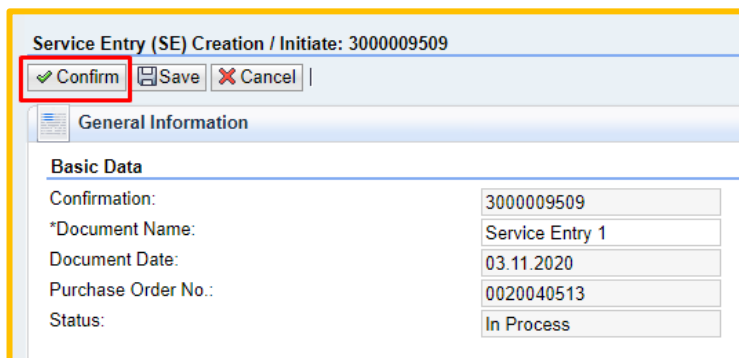


Suppliers will see the below error message below if the [Terms and Conditions](#) are not read, in order to read just click on [Terms and Conditions](#) hyperlink.



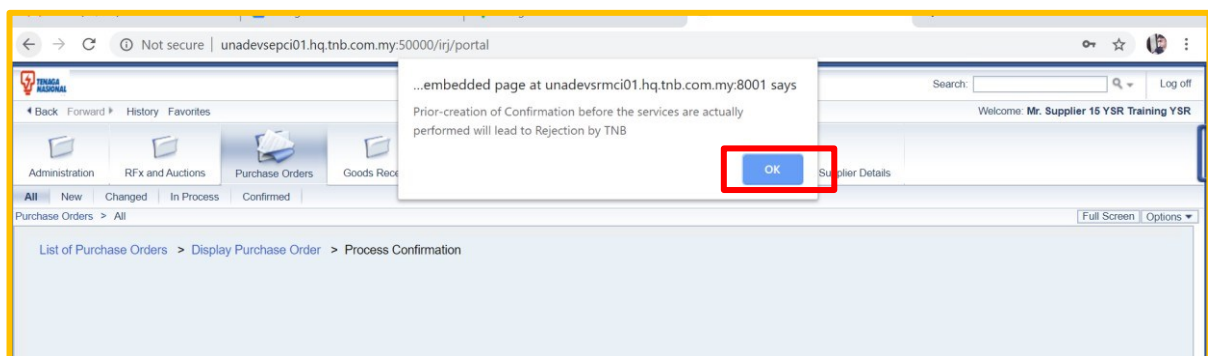
Basic Data	
Confirmation:	3000009509
*Document Name:	Service Entry 1
Document Date:	03.11.2020
Purchase Order No.:	0020040513
Status:	In Process

12. Click on Confirm button for Service Entry submission.



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



13. **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

All New Changed In Process Confirmed

Purchase Orders > All [Full Screen]

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

Confirmation:	3000008794
*Document Name:	
Document Date:	23.01.2020
Purchase Order No.:	0020039768
Status:	Completion Reported

Service Information

Service Agent Name:	
Service Location:	

14. 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

All New Changed In Process Confirmed

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

Confirmation:	3000008794
*Document Name:	
Document Date:	23.01.2020

Service Information

Service Agent Name:	
Service Location:	

15. 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

All New Changed In Process Confirmed

Purchase Orders > All [Full Screen] [Options]

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	23.01.2020	Completion Reported

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

END

PROCESS (2)	:	RESUBMIT REJECTED SERVICE ENTRY (SE)
ROLE	:	TNB SUS SUPPLIER




NOTE : This function only applicable if the re-submission of the rejected service entry (SE) does not involve changes to the service line item.

1. The service entry status will be in “Rejected by Customer” if the SE rejected by TNB during SE review. Click “Confirmation” to display the SE.

Document Flow				
Document Type	Document Number	Document Name	Document Date	Status
Purchase Order	1000842117	PO	11.01.2023	Confirmed
Confirmation	4000520505	Service Entry January 2023	13.01.2023	Rejected by Customer

2. Click “Copy” button.

Confirmation: 4000520514

 Copy
 Display Document Flow
  CHECK LIST
 |
  Print

General Information

Basic Data

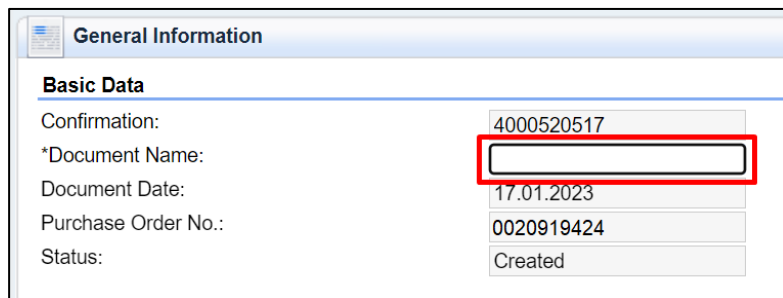
Confirmation:	4000520505
*Document Name:	Service Entry January 2023
Document Date:	13.01.2023
Purchase Order No.:	0020919424
Status:	Rejected by Customer

3. Click “OK”.

srmqas.tnb.com.my says
 Prior-creation of Confirmation before the services are actually performed will lead to Rejection by TNB

OK

4. Supplier may enter simplified description of the services under “Document Name”.



General Information

Basic Data

Confirmation: 4000520517

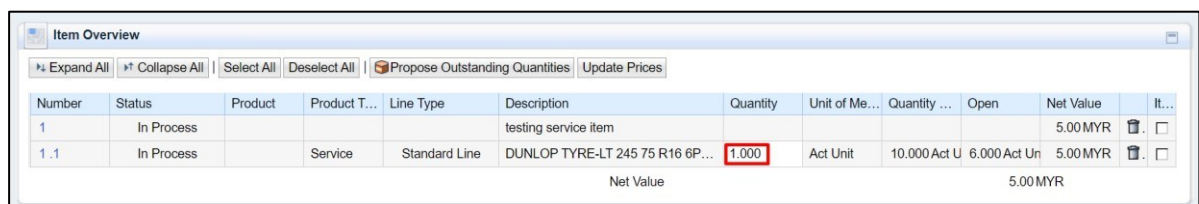
*Document Name:

Document Date: 17.01.2023

Purchase Order No.: 0020919424

Status: Created

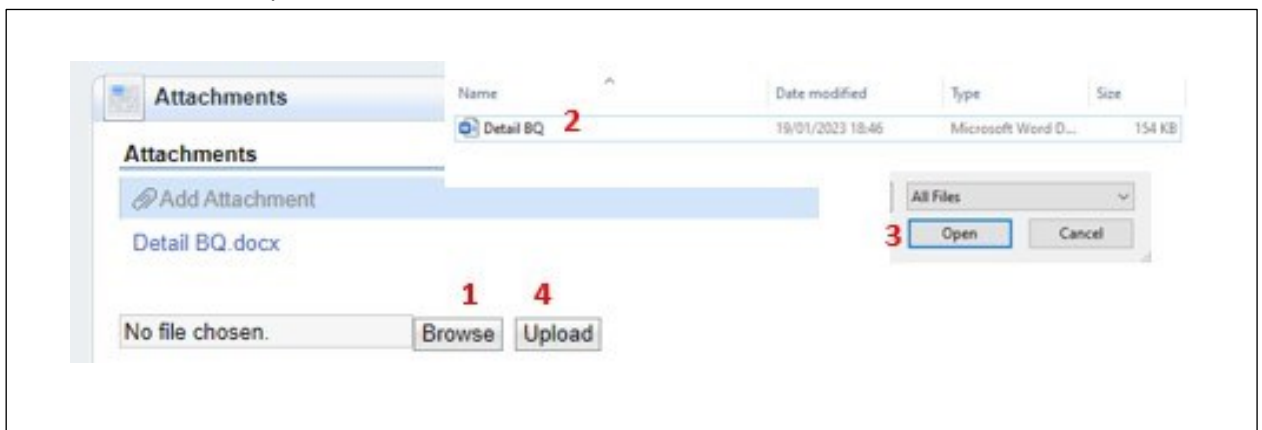
5. Supplier allowed to change the item’s quantity if needed.



Number	Status	Product	Product T...	Line Type	Description	Quantity	Unit of Me...	Quantity ...	Open	Net Value	It...
1	In Process				testing service item					5.00MYR	
1.1	In Process		Service	Standard Line	DUNLOP TYRE-LT 245 75 R16 6P...	1,000	Act Unit	10.000 Act U	6.000 Act Un	5.00MYR	
Net Value										5.00MYR	

6. Amendment of SE attachment

- i. Click on “Browse” button if Supplier require new documents to be attached in the SE.
1. Browse
 2. Select file
 3. Open
 4. Upload



Attachments

Name	Date modified	Type	Size
Detail BQ 2	19/01/2023 18:46	Microsoft Word D...	154 KB

Attachments

Add Attachment

Detail BQ.docx

1 **4**

No file chosen. **Browse** **Upload**

3

All Files

Open **Cancel**

- ii. Supplier able to delete old documents from the previous SE by deleting the attachment.

Attachments

 Add Attachment


Framework Order.xlsx

CGR 28 10 2022.XML

No file chosen.

7. Click “Confirm” button to submit the SE

Messages

 **Warning:** The maximum individual file size allowed is 20 MB


Service Entry (SE) Creation / Initiate: 4000520517

|

Please refer to document's checklist before submitting confirmation of service completed.

8. System will display below message upon successful submission of SE.

Messages

 **Info:** Your changes have been adopted successfully

Confirmation: 4000520518

|

END