USER MANUAL (SUPPLIER)
SERVICE ENTRY CREATION FOR DISTRIBUTION SERVICES

SUPPLIER RELATIONSHIP MANAGEMENT
SUPPLY CHAIN MANAGEMENT SYSTEM (SCMS)

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PROCESS (1)	:	INITIATE SERVICE ENTRY (SE)
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.

4. *Display Purchase Order* screen displayed.

   Click on button – Create / Initiate SE.

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

6. During Service Entry creation, there will be warning messages which Suppliers still can proceed with the SE creation. This is only to notify Suppliers on below scenarios :

   Scenario 1 : PS is expire within 30 days

   Scenario 2 : PS has expired

   Scenario 3 : The maximum size of attachment

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

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
Mobile Number : Mobile Number field
For Mobile Number field, it will be **mandatory** for pilot Distribution Network (DN) Vendors.
Supplier must key in the mobile number with prefix 0.

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.

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

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

EXAMPLE 1 : FULLY COMPLETED SERVICE ENTRY.

   i. Click on button - **Select All.**

   ii. Fill in the *Quantity* column for each line.

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.

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

10. In Vendors Checklist area, please click the drop-down button to select the scope of work.

11. Once the Scope of work has been selected, system will display another selection of scope. Please click the drop-down button to view the selections.

12. System will display the list of documents needed and the documents with asterisk (*) symbol are mandatory to be uploaded.

13. To upload all related documents, please refer to the 'Add Attachment' column. Click on **Browse** button → Select related document → Click on **Upload** button.

14. Repeat step 13 for every document required. Suppliers may upload multiple documents for each item. Please refer to the Attachment count column.

15. Please verify the required documents uploaded in the Attachments area. For multiple documents, please refer to the documents name by hover your mouse to the scope hyperlink.
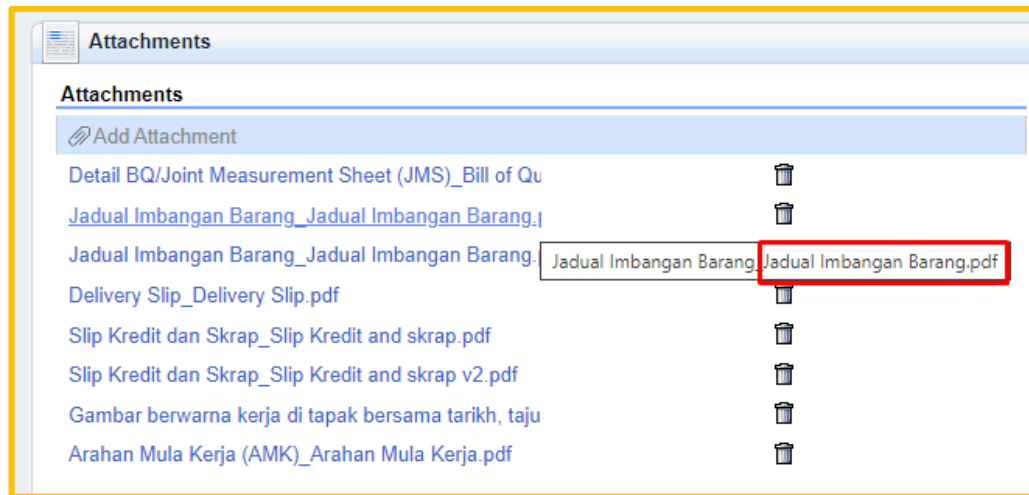
Note : SAVE button in *Service Entry (SE) creation / Initiate* screen allow you to save your SE as a draft version by clicking the SAVE button. This SE will not send to TNB for acceptance. Please make sure you click on Confirm button once you have completed key in the SE details.

16. Click on SAVE button.
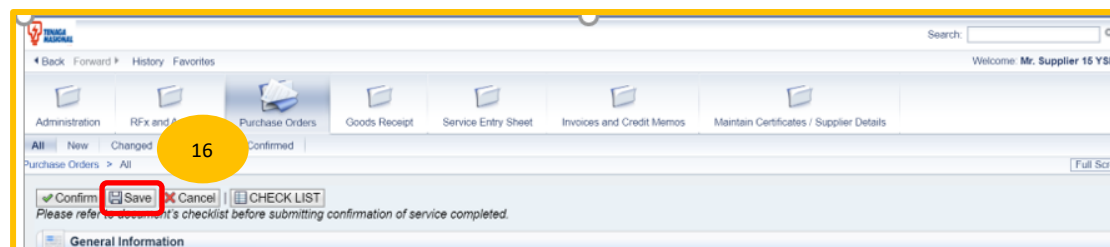
17. Message will be displayed and Status of the SE is in Process.

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

19. 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.

ii) Suppliers will see the error message below if the checkbox has not been ticked before Service Entry (SE) submission.
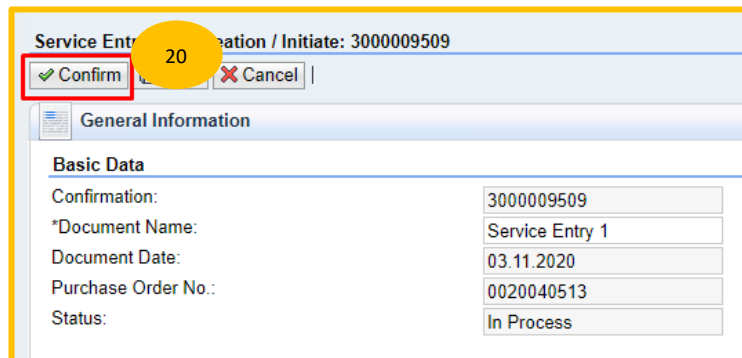
iiI) Read the T&C by clicking either (Versi Bahasa Melayu) or (English Verison) hyperlink at the end of the declaration statements.

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.

20. Click on Confirm button for Service Entry submission.
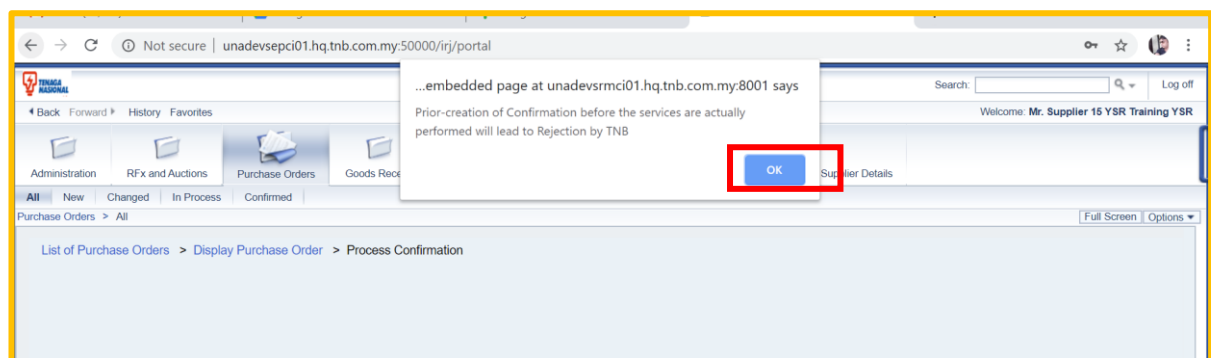
*Popup message will be displayed after 'Confirm' button clicked. Click - **OK***
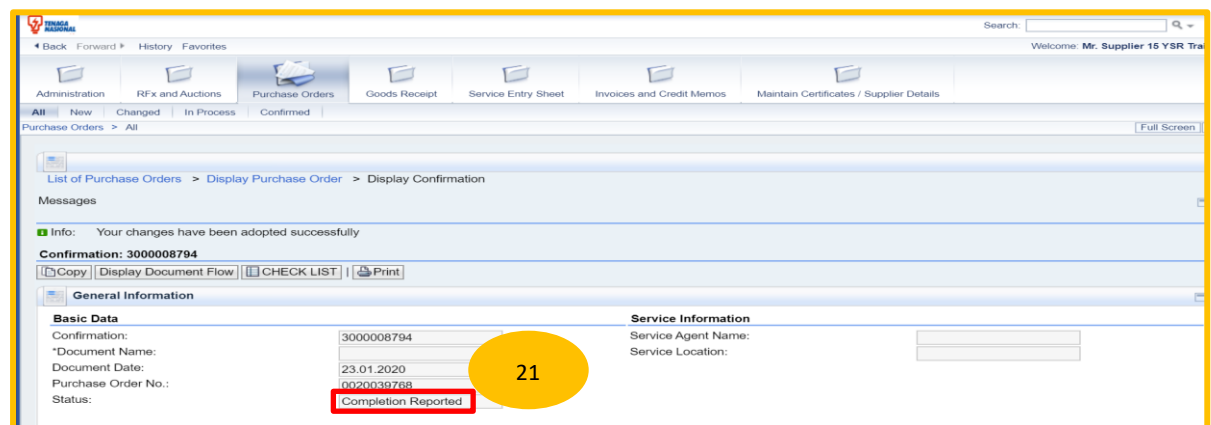
21. ***Display Confirmation*** screen displayed.

Check status – **Completion Reported**

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

23. 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).

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.

2. Click "Copy" button.

3. Click "OK".

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

5. For Mobile Number field, it will be mandatory for pilot Distribution Network (DN) Vendors. Supplier must key in the mobile number with prefix 0.

6. Supplier allowed to change the item's quantity if needed.

7. Amendment of SE attachment

    a. Supplier are not allowed to change the "Scope of Work". Kindly click the cancellation button and create new SE to proceed.

b. Supplier may add new attachments by clicking the "Browse" button, choose the document and click "Upload".
1. Browse
2. Select File
3. Open
4. Upload

c. The attachment count will display the number of documents has been uploaded for each scope.

d. Supplier able to delete the old documents from previous SE if the attachment is not needed. Please verify the newly uploaded documents before proceeding with SE submission.

8. Click "Confirm" button to submit the SE

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

END