



USER MANUAL (SUPPLIER) SERVICE ENTRY CREATION FOR DISTRIBUTION SERVICES

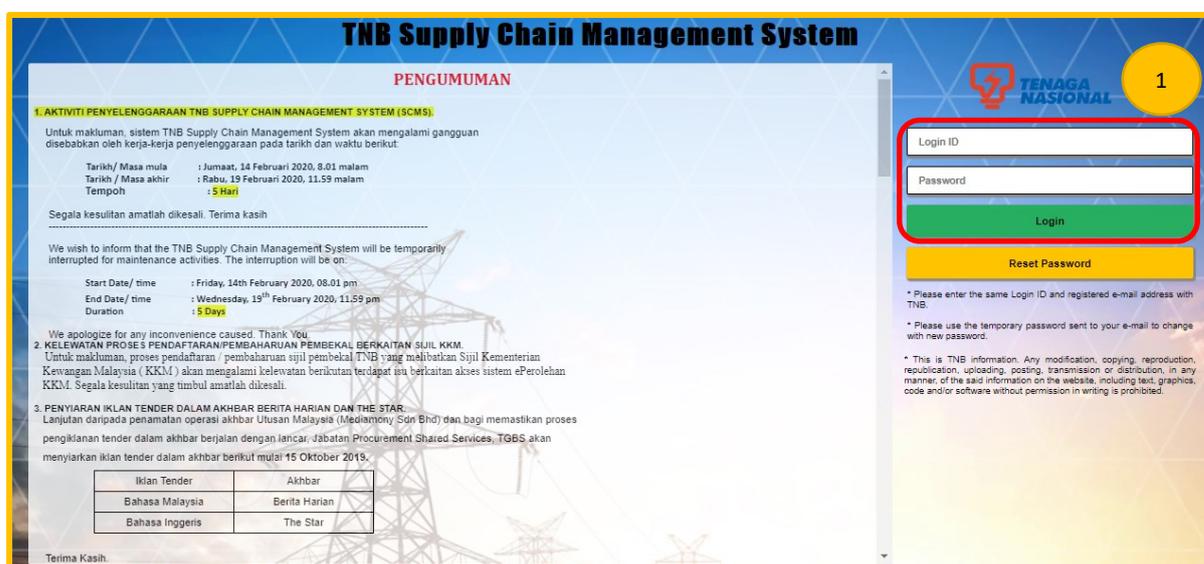
SUPPLIER RELATIONSHIP MANAGEMENT SUPPLY CHAIN MANAGEMENT SYSTEM (SCMS)

PROCESS (1)	:	INITIATE SERVICE ENTRY (SE)
ROLE	:	TNB SUS SUPPLIER

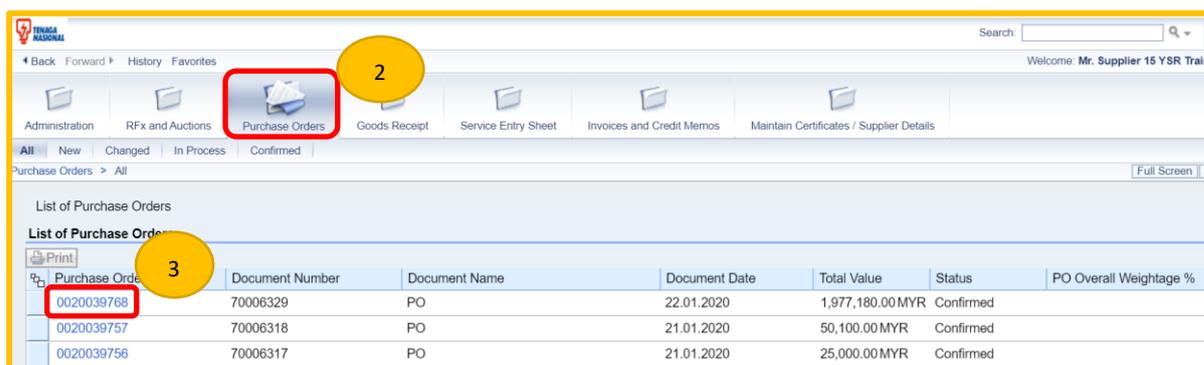
Supplier will perform **INITIATE SERVICE ENTRY** process once the service as stated in the **e-PO** has been done/finished.

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

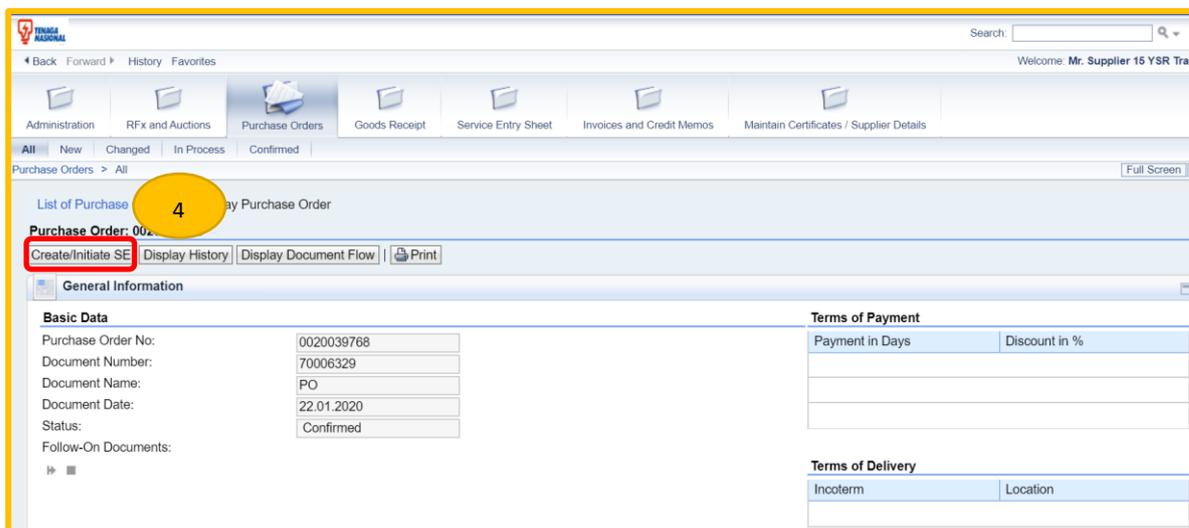


2. Click on **Purchase Orders** tab to display list of the **e-PO**
3. Click on – **Purchase Order Number** for the **e-PO** number which service has been performed.



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 :

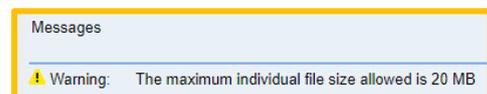
Scenario 1 : PS is expire within 30 days



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.

Errors: Please enter Vendor PIC mobile number
 Warning: The maximum individual file size allowed is 20 MB

Service Entry (SE) Creation / Initiate: 4000520655

Confirm Save Cancel

General Information

Basic Data		Service Information	
Confirmation:	4000520655	Service Agent Name:	
*Document Name:		Service Location:	
Document Date:	16.02.2023	Mobile Number:	60 <input type="text"/> Eg. 0123456789
Purchase Order No.:	0020919468		
Status:	Created		

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

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

Back Forward History Favorites Search: Welcome: Mr. Supplier 15 YSR Train

All New Changed In Process Confirmed

Purchase Orders > All Full Screen

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		

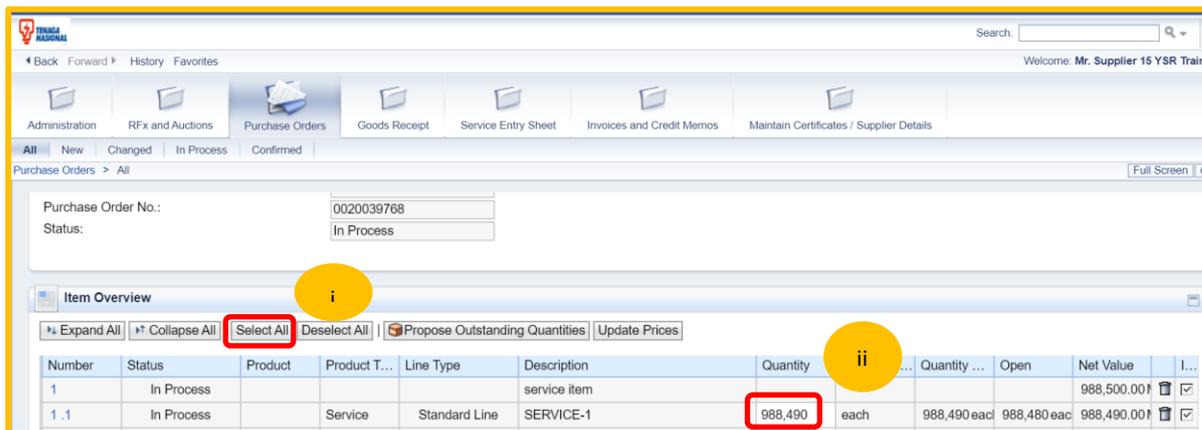
Item Overview

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

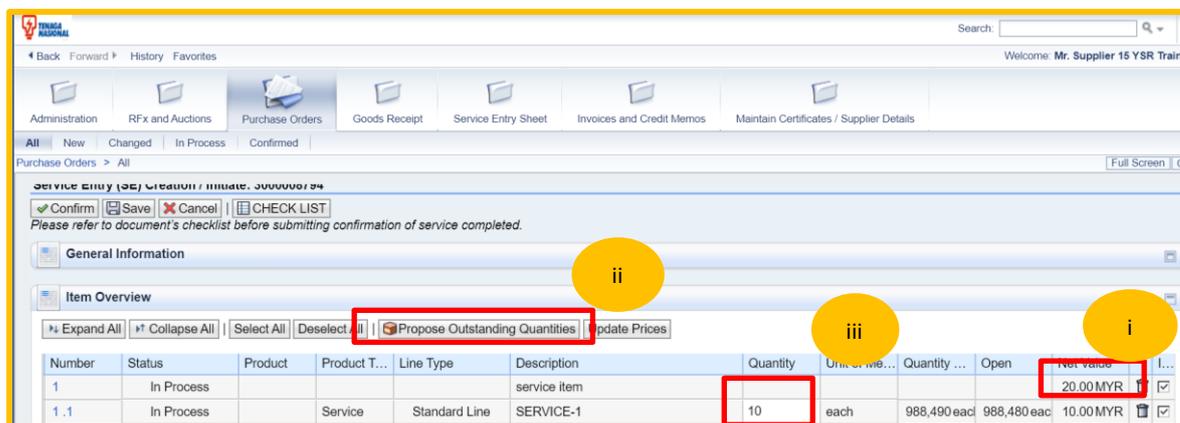
EXAMPLE 1 : FULLY COMPLETED SERVICE ENTRY.

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

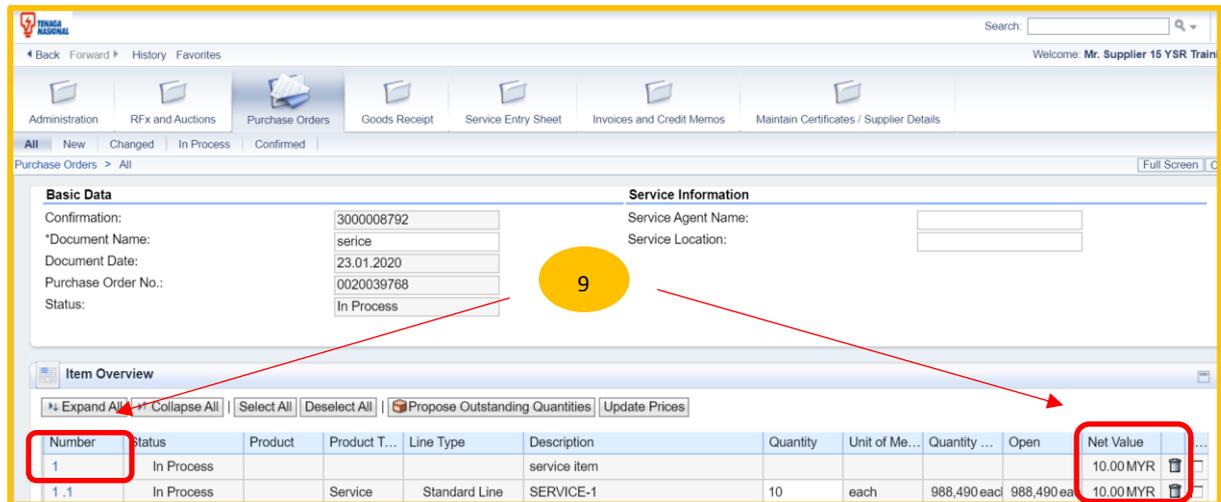


EXAMPLE 2 : PARTIAL COMPLETED SERVICE ENTRY

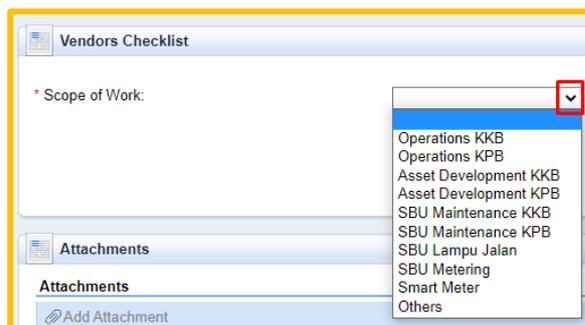
- i. Tick on the service line item.
- ii. Click on button - **Propose Outstanding Quantities**.
- iii. Fill in the quantity of the service performed under **Quantity** column.



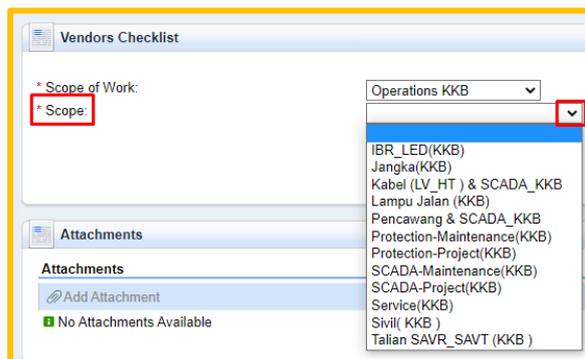
9. Select each line of services or all services depending on the **Service Entry**.



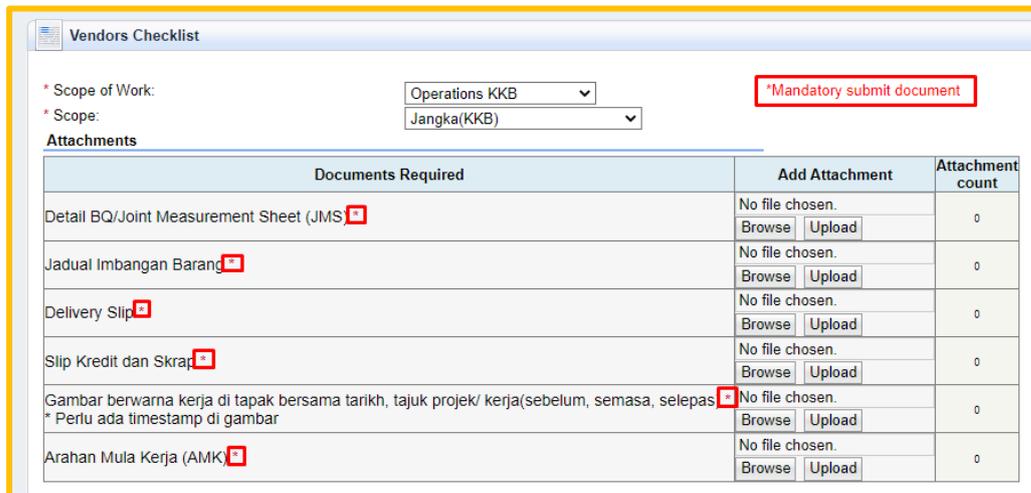
10. In Vendors Checklist area, please click the drop-down button to select the scope of work.



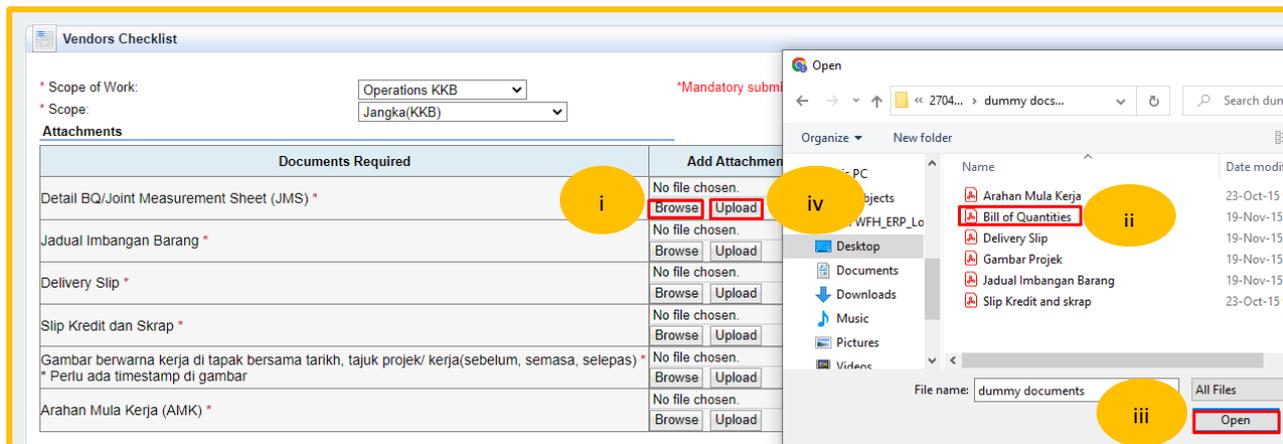
11. Once the Scope of work has been selected, system will display another selection of scope. Please click the drop-down button to view the selections.



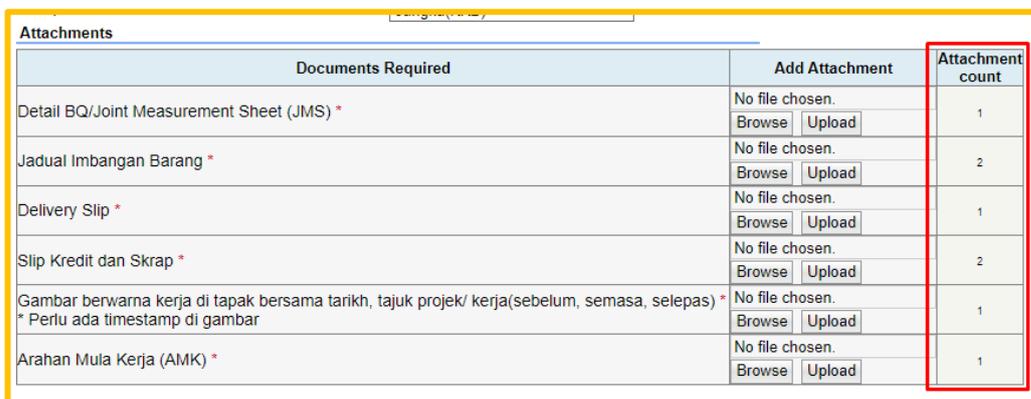
12. System will display the list of documents needed and the documents with asterisk (*) symbol are mandatory to be uploaded.



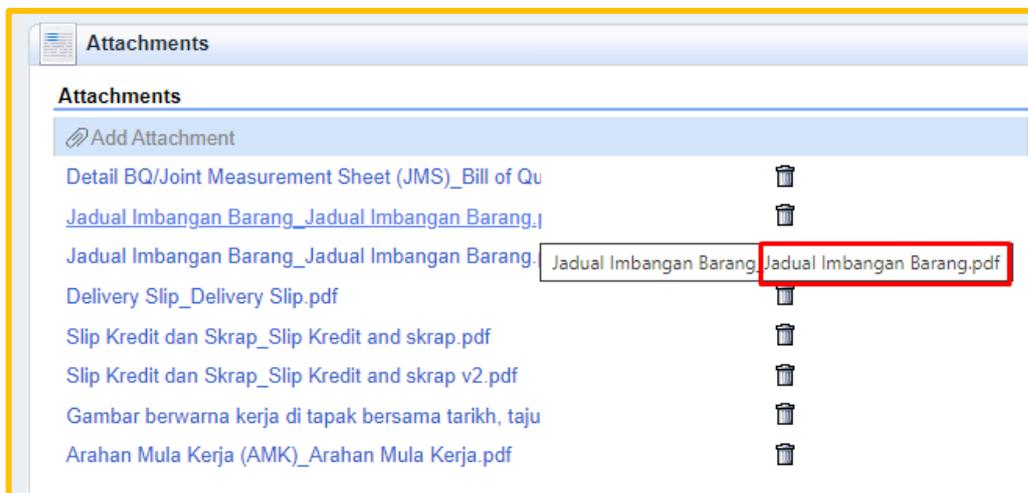
13. To upload all related documents, please refer to the 'Add Attachment' column. Click on **Browse** button → Select related document → Click on **Upload** button.



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

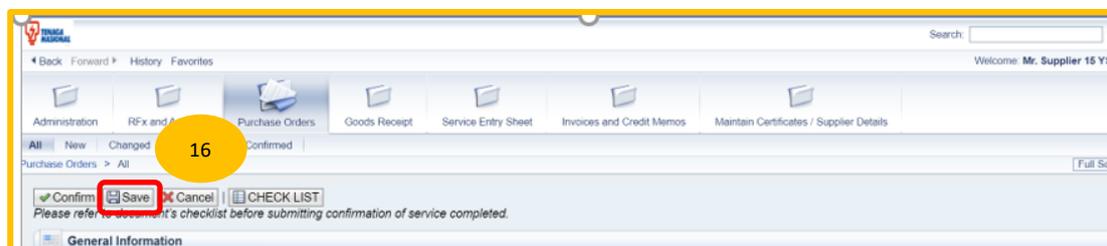


15. Please verify the required documents uploaded in the Attachments area. For multiple documents, please refer to the documents name by hover your mouse to the scope hyperlink.

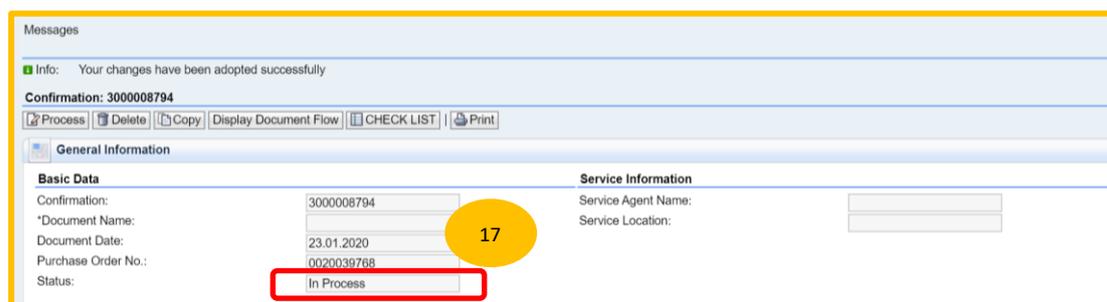


Note : SAVE button in **Service Entry (SE) creation / Initiate** screen allow you to save your SE as a draft version by clicking the SAVE button. This SE will not send to TNB for acceptance. Please make sure you click on Confirm button once you have completed key in the SE details.

16. Click on SAVE button.



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



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	1,977,180.00MYR
Confirmation	3000008794		23.01.2020	In Process	20.00MYR

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

18. 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 18

Process 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		

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.

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 \(Versi Bahasa Melayu\)](#) | [\(English Version\)](#)

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

The screenshot shows the 'Messages' section with an error message: 'Errors: Kindly check and accept the Terms and Conditions'. Below this, the 'Service Entry (SE) Creation / Initiate: 3000009509' screen is visible, featuring 'Confirm', 'Save', and 'Cancel' buttons. The 'General Information' section includes a 'Basic Data' table with the following fields:

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

iii) Read the T&C by clicking either (Versi Bahasa Melayu) or (English Verison) hyperlink at the end of the declaration statements.

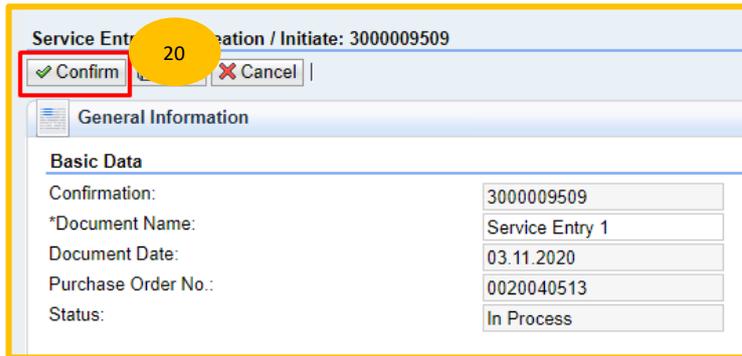
The screenshot shows the 'Terms and Conditions' section with a checked checkbox and the text: 'I hereby acknowledge and agree that the service entry submitted herein is in accordance to the TNB's SUS Portal Terms and Conditions'. At the end of the text, there are two hyperlinks: 'Versi Bahasa Melayu' and 'English Version'.

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.

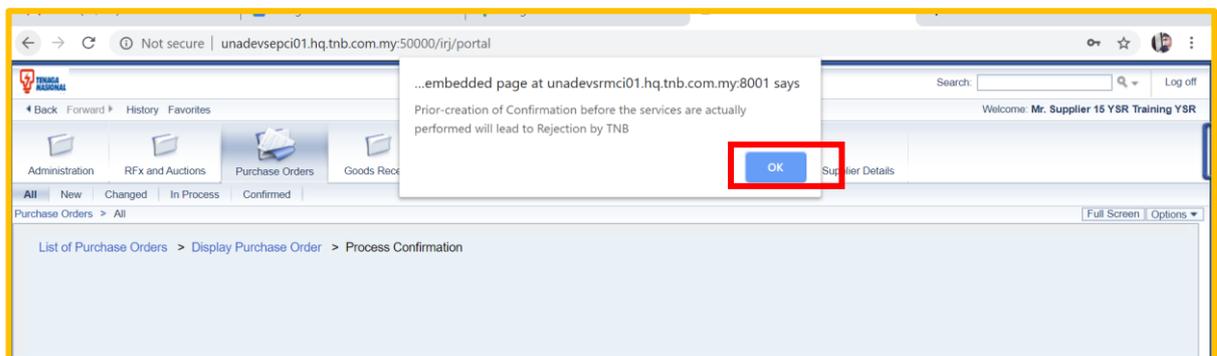
The screenshot shows the 'Messages' section with an error message: 'Errors: Kindly ensure, Terms and Conditions are read before document submission'. Below this, the 'Service Entry (SE) Creation / Initiate: 3000009509' screen is visible, featuring 'Confirm', 'Save', and 'Cancel' buttons. The 'General Information' section includes a 'Basic Data' table with the following fields:

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

20. Click on Confirm button for Service Entry submission.

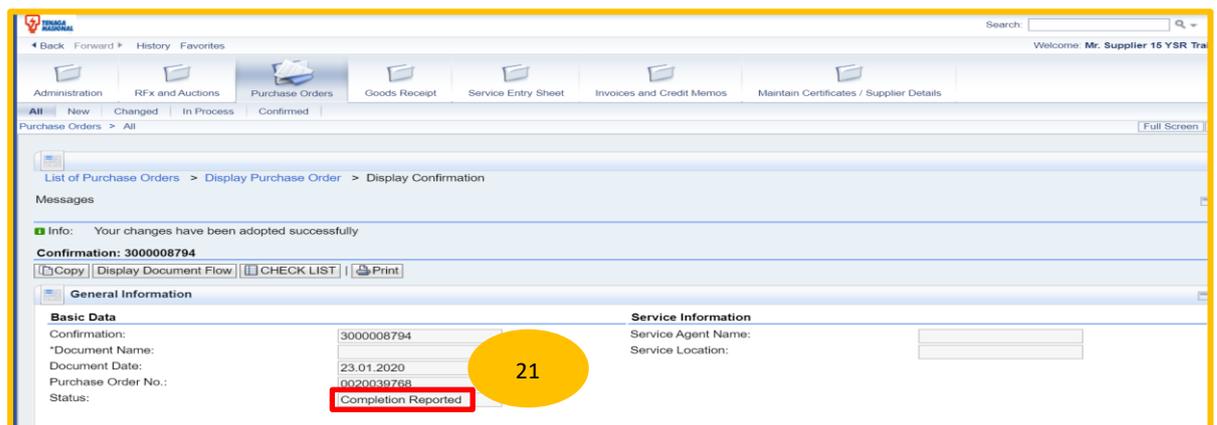


Popup message will be displayed after 'Confirm' button clicked. Click - **OK**

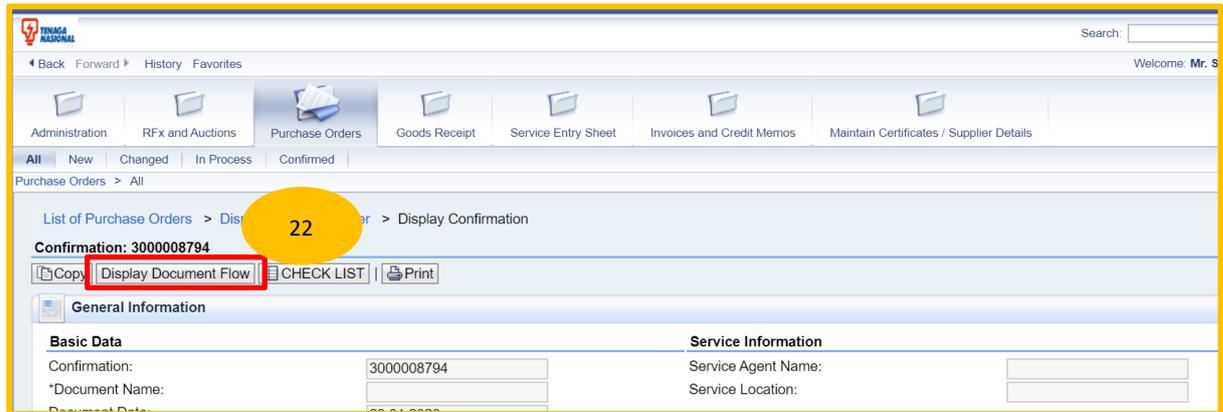


21. **Display Confirmation** screen displayed.

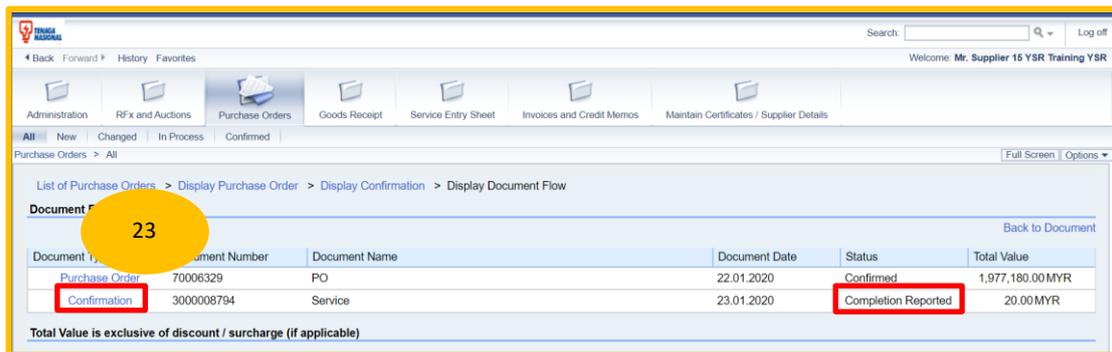
Check status – **Completion Reported**



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.

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

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

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

Errors: Please enter Vendor PIC mobile number
Warning: The maximum individual file size allowed is 20 MB

Service Entry (SE) Creation / Initiate: 4000520655

Confirm Save Cancel

General Information

Basic Data

Confirmation: 4000520655

*Document Name:

Document Date: 16.02.2023

Purchase Order No.: 0020919468

Status: Created

Service Information

Service Agent Name:

Service Location:

Mobile Number: 60
 Eg. 0123456789

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

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	It...
1	In Process				testing service item					5.00 MYR	<input type="checkbox"/>
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	5.00 MYR	<input type="checkbox"/>
Net Value										5.00 MYR	

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.

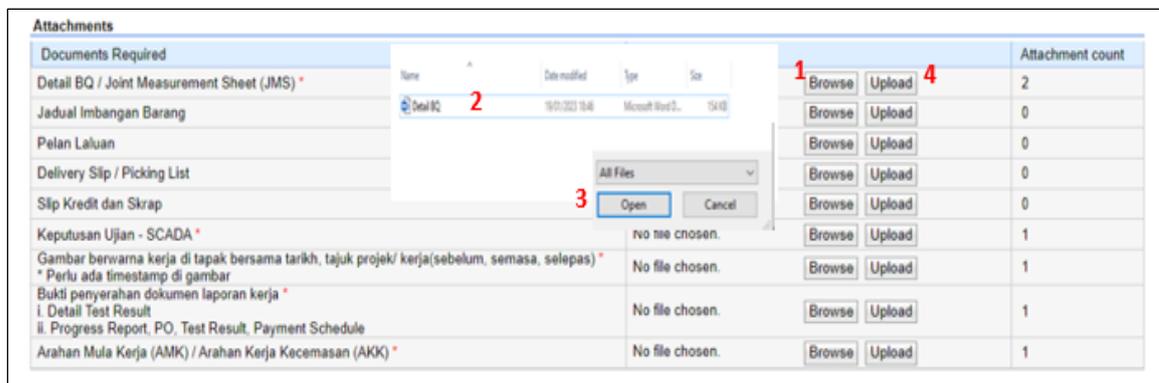
Vendors Checklist

* Scope of Work: Operations KKB

* Scope: SCADA-Maintenance(KKB)

***Mandatory submit document**
***If there is change in scope, kindly click the cancellation button and create new SE.**

- 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

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.

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

Messages

 Info: Your changes have been adopted successfully

Confirmation: 4000520518

|

END