



## USER MANUAL (SUPPLIER) SERVICE ENTRY CREATION FOR DISTRIBUTION SERVICES

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### SUPPLIER RELATIONSHIP MANAGEMENT SUPPLY CHAIN MANAGEMENT SYSTEM (SCMS)

<b>PROCESS (1)</b>	:	<b>INITIATE SERVICE ENTRY (SE)</b>
<b>ROLE</b>	:	<b>TNB SUS SUPPLIER</b>

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

**TNB Supply Chain Management System**

**PENGUMUMAN**

**1. AKTIVITI PENYELENGGARAAN TNB SUPPLY CHAIN MANAGEMENT SYSTEM (SCMS)**

Untuk makluman, sistem TNB Supply Chain Management System akan mengalami gangguan disebabkan oleh kerja-kerja penyelenggaraan pada tarikh dan waktu berikut:

Tarikh/ Masa mula : Jumaat, 14 Februari 2020, 8.01 malam  
 Tarikh/ Masa akhir : Rabu, 19 Februari 2020, 11.59 malam  
 Tempoh : **5 Hari**

Segala kesulitan amatlah dikesali. Terima kasih

We wish to inform that the TNB Supply Chain Management System will be temporarily interrupted for maintenance activities. The interruption will be on:

Start Date/ time : Friday, 14th February 2020, 08.01 pm  
 End Date/ time : Wednesday, 19<sup>th</sup> February 2020, 11.59 am  
 Duration : **5 Days**

We apologize for any inconvenience caused. Thank You.

**2. KELEWATAN PROSES PENDAFTARAN/PEMBAHARUAN PEMBEKAL BERKAITAN SUJIL KKM**

Untuk makluman, proses pendaftaran/ pembaharuan sijil pembekal TNB yang melibatkan Sijil Kementerian Kewangan Malaysia (KKM) akan mengalami kelewatan berikutan terdapat isu berkaitan akses sistem ePerolehan KKM. Segala kesulitan yang timbul amatlah dikesali.

**3. PENYIARAN IKLAN TENDER DALAM AKHBAR BERITA HARIAN DAN THE STAR**

Lanjutan daripada penamatan operasi akhbar Utusan Malaysia (Mediamony Sdn Bhd) dan bagi memastikan proses pengiklanan tender dalam akhbar berjalan dengan lancar, Jabatan Procurement Shared Services, TGBS akan menyiarkan iklan tender dalam akhbar berikut mulai 15 Oktober 2019.

Iklan Tender	Akhbar
Bahasa Malaysia	Berita Harian
Bahasa Inggeris	The Star

Terima Kasih.

### 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.

Search:

Welcome: Mr. Supplier 15 YSR Trainir

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 | Op

List of Purchase Orders

List of Purchase Orders

Purchase Order	Document Number	Document Name	Document Date	Total Value	Status	PO Overall Weightage %
<b>0020039768</b>	70006329	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.

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

Welcome: Mr. Supplier 15 YSR Train

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	each	988,490 eac	988,490 eac	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.

The screenshot shows the SCMS interface with the 'Purchase Orders' tab selected. The 'Item Overview' section displays a table with the following data:

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.

The screenshot shows the SCMS interface with the 'Service Entry (SE) Creation / Update' window open. The 'Item Overview' section displays a table with the following data:

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	

9. 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					10.00 MYR
1.1	In Process	Service		Standard Line	SERVICE-1	10	each	988,490 ea	988,490 ea	10.00 MYR

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

**Vendors Checklist**

\* Scope of Work:

Attachments

Add Attachment

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.

**Vendors Checklist**

\* Scope of Work: Operations KKB

\* Scope:

Attachments

Add Attachment

No Attachments Available

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

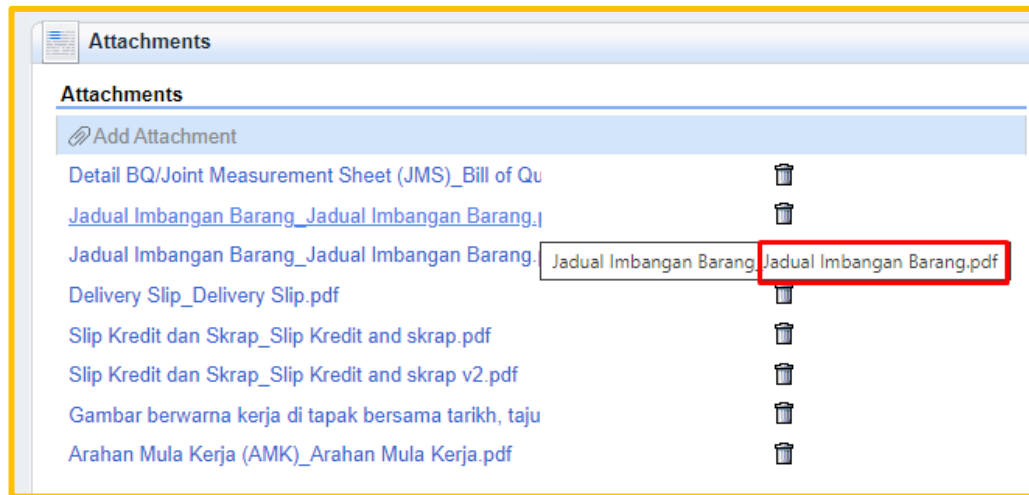
Documents Required	Add Attachment	Attachment count
Detail BQ/Joint Measurement Sheet (JMS) *	No file chosen. Browse Upload	0
Jadual Imbangan Barang *	No file chosen. Browse Upload	0
Delivery Slip *	No file chosen. Browse Upload	0
Slip Kredit dan Skrap *	No file chosen. Browse Upload	0
Gambar berwarna kerja di tapak bersama tarikh, tajuk projek/ kerja(sebelum, semasa, selepas) * * Perlu ada timestamp di gambar	No file chosen. Browse Upload	0
Arahan Mula Kerja (AMK) *	No file chosen. Browse Upload	0

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.

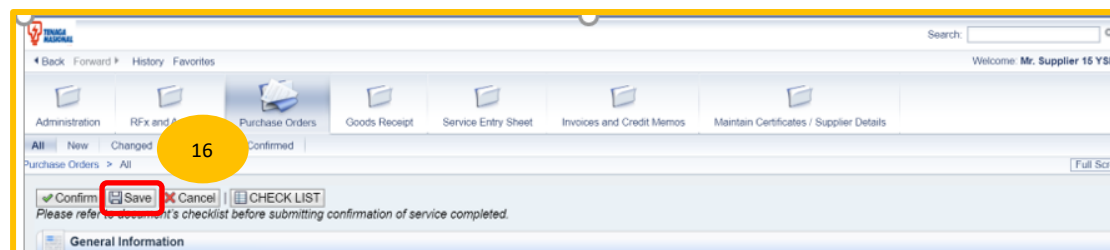
Attachments		
Documents Required	Add Attachment	Attachment count
Detail BQ/Joint Measurement Sheet (JMS) *	No file chosen. Browse Upload	1
Jadual Imbangan Barang *	No file chosen. Browse Upload	2
Delivery Slip *	No file chosen. Browse Upload	1
Slip Kredit dan Skrap *	No file chosen. Browse Upload	2
Gambar berwarna kerja di tapak bersama tarikh, tajuk projek/ kerja(sebelum, semasa, selepas) * * Perlu ada timestamp di gambar	No file chosen. Browse Upload	1
Arahan Mula Kerja (AMK) *	No file chosen. Browse Upload	1

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.

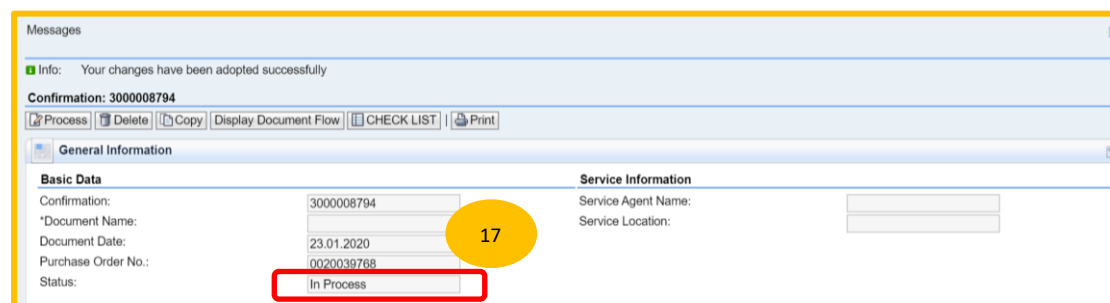


Note : SAVE button in **Service Entry (SE) creation / Initiate** screen allow you to save your SE as a draft version by clicking the SAVE button. This SE will not send to TNB for acceptance. Please make sure you click on Confirm button once you have completed key in the SE details.

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 6<sup>th</sup> November 2020, it is mandatory for Suppliers to
- 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 at the top with a red-bordered box containing an error icon and the text: 'Errors: Kindly check and accept the Terms and Conditions'. Below this, the title 'Service Entry (SE) Creation / Initiate: 3000009509' is displayed. There are three buttons: 'Confirm' (with a green checkmark), 'Save' (with a floppy disk icon), and 'Cancel' (with a red X). The 'General Information' tab is selected, showing 'Basic Data' with the following fields: Confirmation (3000009509), \*Document Name (Service Entry 1), Document Date (03.11.2020), Purchase Order No. (0020040513), and 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. It contains a checkbox that is checked, followed by 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 this text are two hyperlinks: '(Versi Bahasa Melayu)' and '(English Version)', both of which are highlighted with a red-bordered box.

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 at the top with a red-bordered box containing an error icon and the text: 'Errors: Kindly ensure, Terms and Conditions are read before document submission'. Below this, the title 'Service Entry (SE) Creation / Initiate: 3000009509' is displayed. There are three buttons: 'Confirm' (with a green checkmark), 'Save' (with a floppy disk icon), and 'Cancel' (with a red X). The 'General Information' tab is selected, showing 'Basic Data' with the following fields: Confirmation (3000009509), \*Document Name (Service Entry 1), Document Date (03.11.2020), Purchase Order No. (0020040513), and Status (In Process).

20. Click on Confirm button for Service Entry submission.

Service Entry Confirmation / 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

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

...embedded page at unadevsrmci01.hq.tnb.com.my:8001 says  
 Prior-creation of Confirmation before the services are actually performed will lead to Rejection by TNB

Administration | RFx and Auctions | Purchase Orders | Goods Receipts

All | New | Changed | In Process | Confirmed

Purchase Orders > All

List of Purchase Orders > Display Purchase Order > Process Confirmation

21. **Display Confirmation** screen displayed.

Check status – **Completion Reported**

Administration | RFx and Auctions | Purchase Orders | Goods Receipts | 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

Messages

Info: Your changes have been adopted successfully

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:	Completion Reported		

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

The screenshot shows the SCMS interface with the 'Purchase Orders' tab selected. The breadcrumb trail is 'List of Purchase Orders > Display Confirmation'. The confirmation number is 3000008794. The 'Display Document Flow' button is highlighted with a red box. Below this, the 'General Information' section is visible, with 'Basic Data' and 'Service Information' tabs. The 'Basic Data' tab is active, showing fields for Confirmation, Document Name, and Document Date.

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).

The screenshot shows the 'Display Document Flow' table. The table has columns for Document Type, Document Number, Document Name, Document Date, Status, and Total Value. The 'Confirmation' document type is highlighted with a red box. The 'Status' column shows 'Completion Reported' for the document with number 3000008794, which is also highlighted with a red box. A yellow circle labeled 23 is placed over the 'Document Type' column header.

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	Service	23.01.2020	Completion Reported	20.00 MYR

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

<b>PROCESS (2)</b>	:	<b>RESUBMIT REJECTED SERVICE ENTRY (SE)</b>
<b>ROLE</b>	:	<b>TNB SUS SUPPLIER</b>

**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	1,000				5.00 MYR	
1.1	In Process		Service	Standard Line	DUNLOP TYRE-LT 245 75 R16 6P...		Act Unit	10.000 Act U	6.000 Act Un	5.00 MYR	
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

The screenshot shows the 'Attachments' page with a table of documents required. A file explorer window is open, showing the selection of a file named 'Detail BQ'. The table lists documents and their attachment counts:

Documents Required	Attachment count
Detail BQ / Joint Measurement Sheet (JMS) *	2
Jadual Imbangan Barang	0
Pelan Laluan	0
Delivery Slip / Picking List	0
Slip Kredit dan Skrap	0
Keputusan Ujian - SCADA *	1
Gambar berwarna kerja di tapak bersama tarikh, tajuk projek/ kerja(sebelum, semasa, selepas) *	1
* Perlu ada timestamp di gambar	1
Bukti penyerahan dokumen laporan kerja *	1
i. Detail Test Result	1
ii. Progress Report, PO, Test Result, Payment Schedule	1
Arahan Mula Kerja (AMK) / Arahan Kerja Kecemasan (AKK) *	1

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

The screenshot shows the 'Attachments' page with the updated attachment counts for each document. The 'Attachment count' column is highlighted with a red box.

Documents Required	Add Attachment	Attachment count
Detail BQ / Joint Measurement Sheet (JMS) *	No file chosen. Browse Upload	3
Jadual Imbangan Barang	No file chosen. Browse Upload	0
Pelan Laluan	No file chosen. Browse Upload	0
Delivery Slip / Picking List	No file chosen. Browse Upload	0
Slip Kredit dan Skrap	No file chosen. Browse Upload	0
Keputusan Ujian - SCADA *	No file chosen. Browse Upload	1
Gambar berwarna kerja di tapak bersama tarikh, tajuk projek/ kerja(sebelum, semasa, selepas) *	No file chosen. Browse Upload	1
* Perlu ada timestamp di gambar	No file chosen. Browse Upload	1
Bukti penyerahan dokumen laporan kerja *	No file chosen. Browse Upload	1
i. Detail Test Result	No file chosen. Browse Upload	1
ii. Progress Report, PO, Test Result, Payment Schedule	No file chosen. Browse Upload	1
Arahan Mula Kerja (AMK) / Arahan Kerja Kecemasan (AKK) *	No file chosen. Browse Upload	1


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.

The screenshot shows the 'Attachments' page with a list of documents. Each document has a delete icon (trash can) next to it, which is highlighted with a red box.


Attachments
Add Attachment
Arahan Mula Kerja (AMK) / Arahan Kerja Kecema
Bukti penyerahan dokumen laporan kerja_Arahar
Detail BQ / Joint Measurement Sheet (JMS)_Ara
Keputusan Ujian - SCADA_Arahan Mula Kerja.pd
Gambar berwarna kerja di tapak bersama tarikh,
Detail BQ / Joint Measurement Sheet (JMS)_Bill


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**

 Confirm

 Save


 Cancel

 CHECK LIST


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**

 Copy

Display Document Flow

END