حكومة دبي
GOVERNMENT OF DUBAI

هيئة كهرباء ومياه دبي
Dubai Electricity & Water Authority

Supplier Enrolment - Foreign Suppliers (Outside UAE)

USER MANUAL

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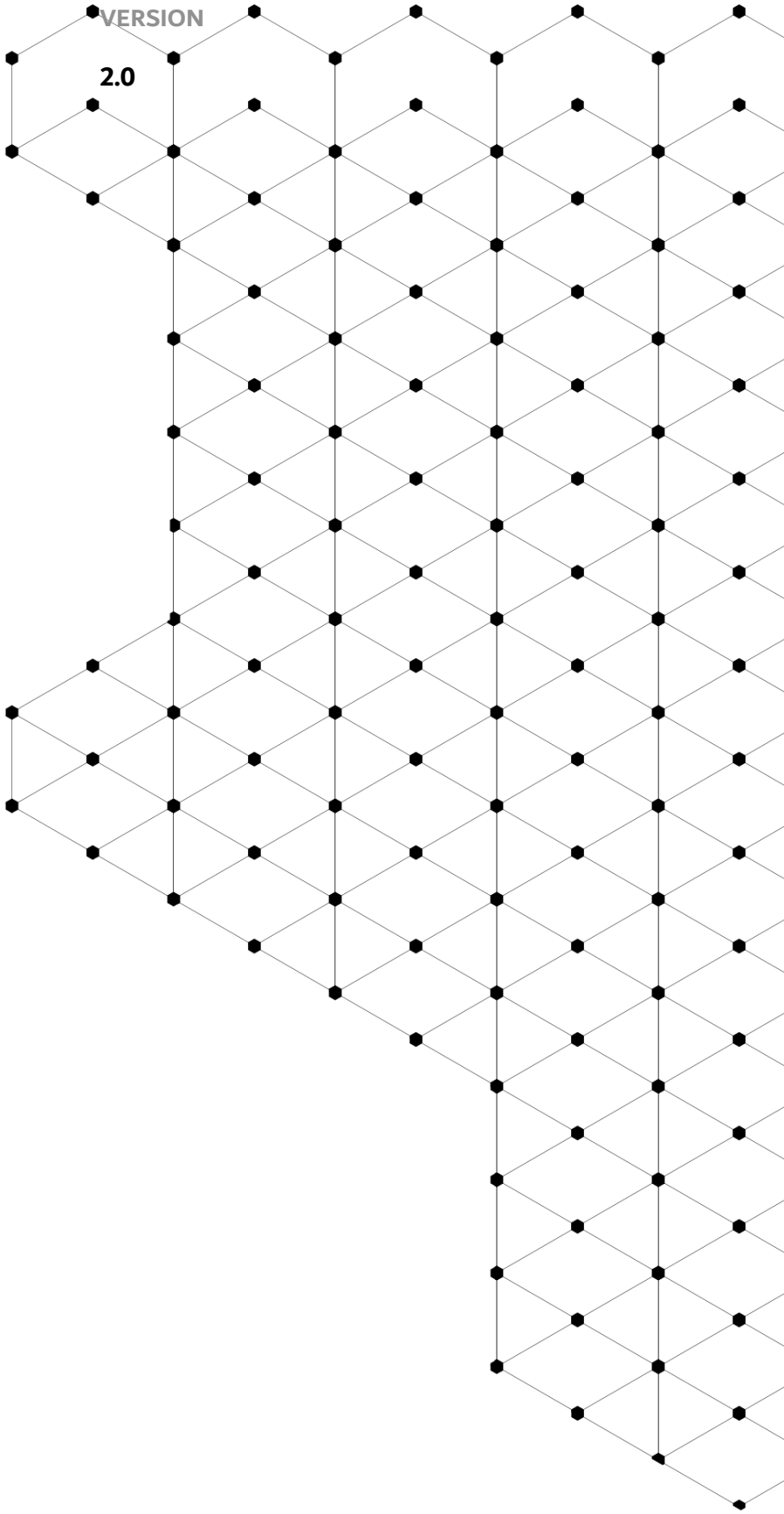
ISSUE DATE	REVISION DATE	VERSION
28 Nov 2023	**10 Jul 2025**	**2.0**



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Overview

The objective of this Tutorial is to learn the DEWA SAP Vendor Registration Processes – Foreign Vendor (Tender Purchase and Non-Tender Purchase), different types of registration process, tracking the application and resubmit the application in case sent for clarification.

Difference between Tender Purchase and Non-Tender Purchase is as given below :

Tender Purchase Vendor	Non-Tender Purchase Vendor
For Tender Purchase Quotation can be apply before vendor creation.	Non-Tender vendor didn't get access for bidding before approval
Vendor BP get create before Approval of Application	Vendor BP get create after approval of Application
Till Application Final Approval – Purchase Organization is remained in Blocked status; it get unblocked after approval.	Purchase Organization get create only after final approval

1.1 Service features

1. Supplier and Admin Registration – Foreign Vendor (Non-Tender Purchase)
    a. Company & Trade License Details
    b. Other Company and Admin Details
    c. User Details
    d. Product Details
    e. Questionnaire
    f. Document Uploads
2. Supplier and Admin Registration – Foreign Vendor (Tender Purchase)
    a. Company & Trade License Details
    b. Other Company and Admin Details
    c. User Details
    d. Product Details
    e. Questionnaire
    f. Document Uploads

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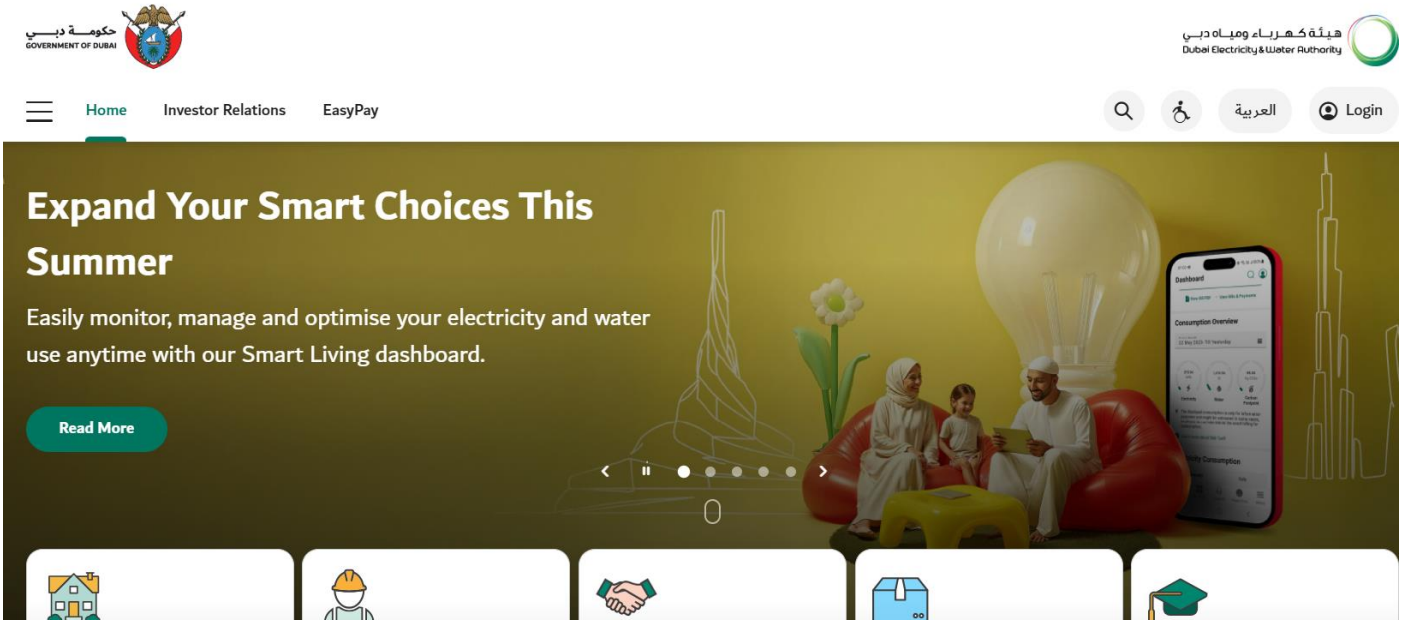
1.2 How to request

New Supplier Registration is an enhanced service on SRM portal for new supplier registration.

User can use https://dewa.gov.ae/en/ to access the dewa webpage.

1.2.1 Supplier and Admin Registration – Foreign Vendor (Non - Tender Purchase)



User Action: User can use https://www.dewa.gov.ae/en/supplier link to access this portal

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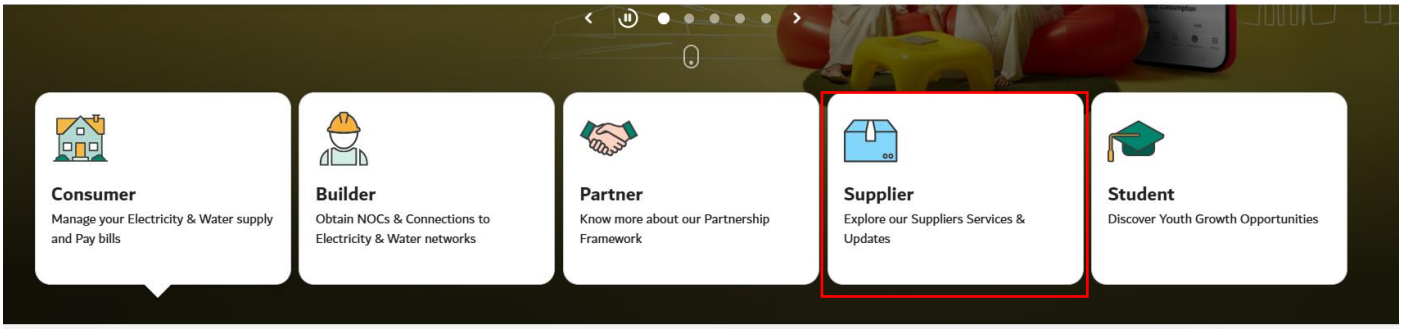
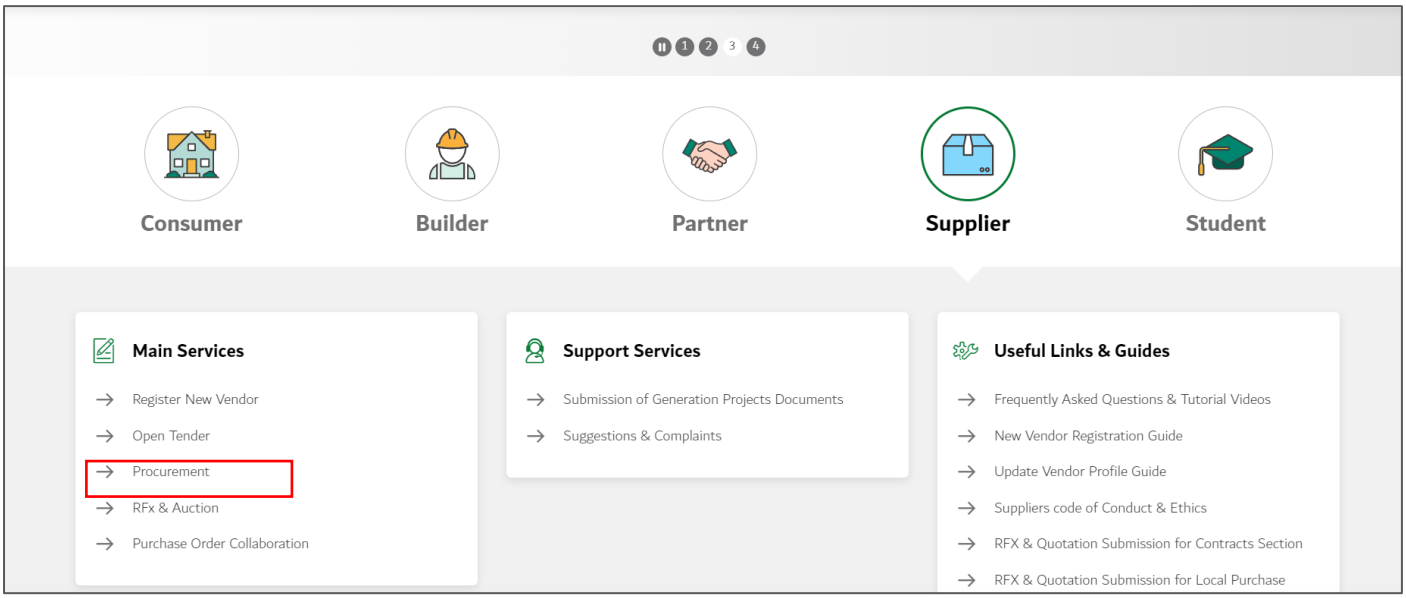


User Action: Scroll down and click on Supplier to access the supplier portal.



User Action: Click on **Register New Vendor** Service to register new vendor. This will open Enrollement Page.

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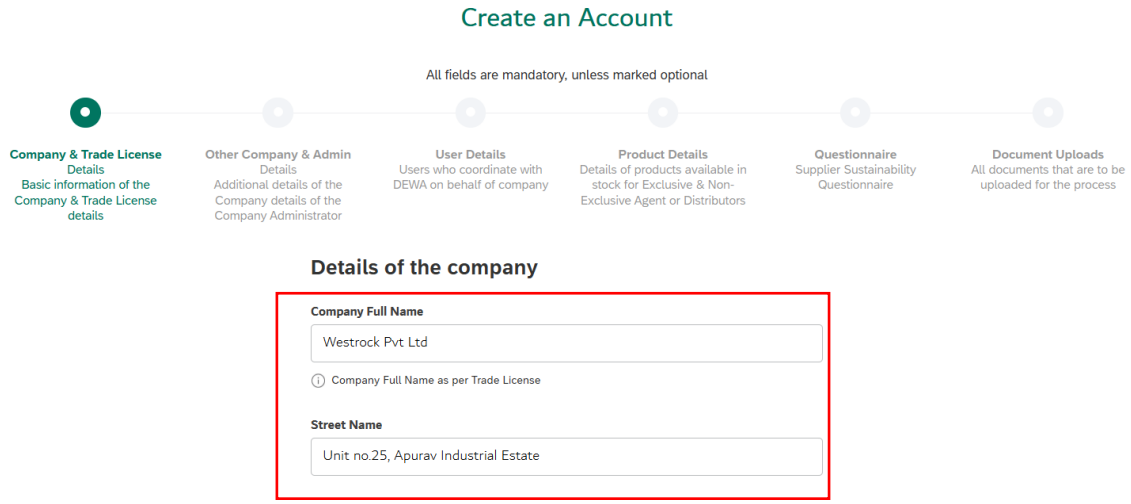
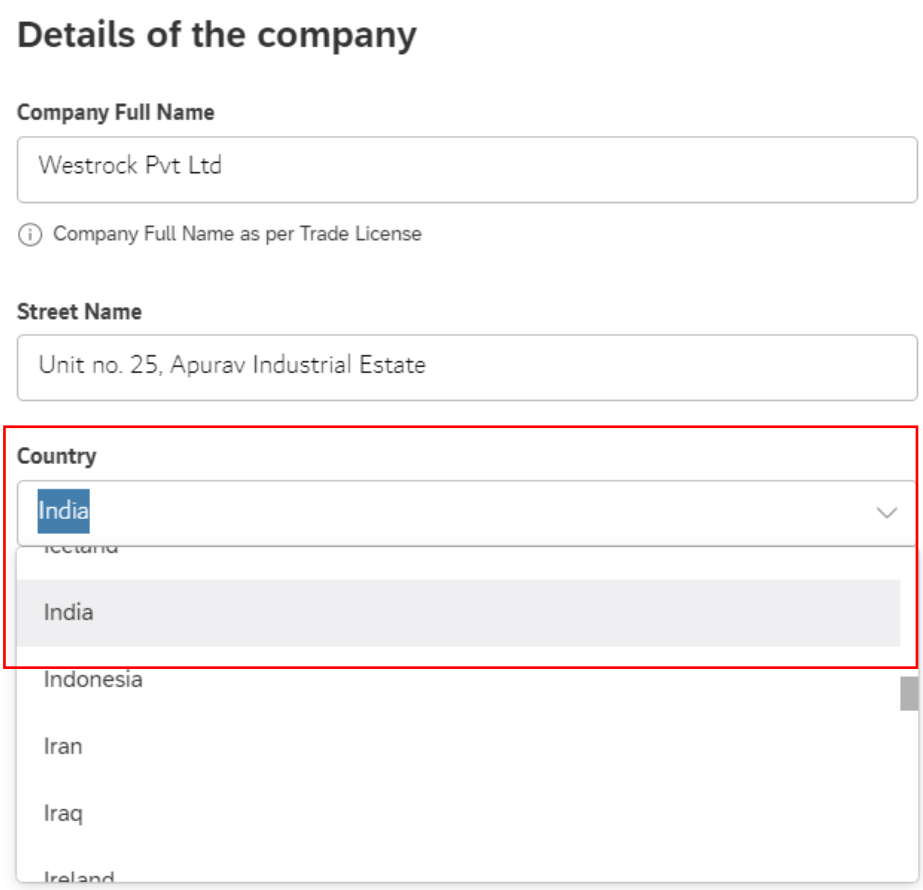
1.2.1.1 Company & Trade License Details

In this section user must enter the details of the company and trade license.



User Action: Enter the **Company Full Name** and the **Street Name** for the company.



User Action: Select **Foreign Country for ex. India** as user is registering for a Foreign Vendor.

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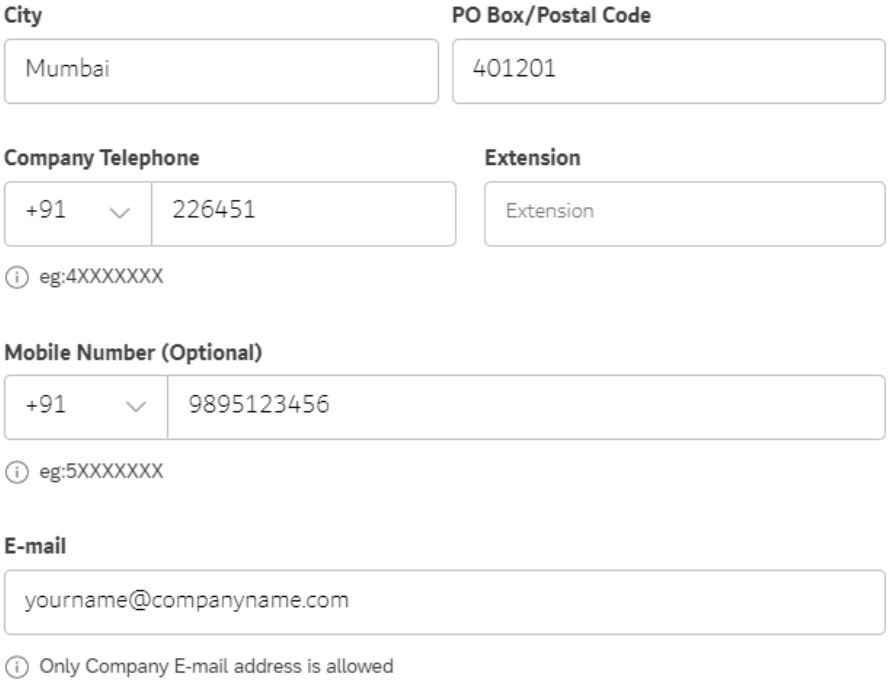
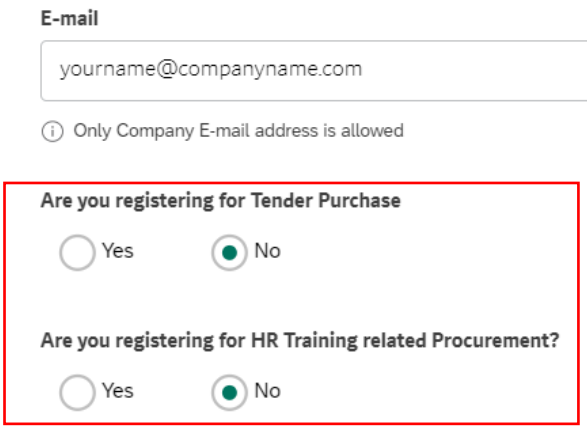


User Action: Enter City Name. For ex., Mumbai. Also enter PO Box/ Postal Code of the City, the Company Telephone Number, Mobile Number, Company Email Address



User Action: Select Radio Button as “No” for both questions as user is registering for Non-Tender Purchase and Non-HR Training Vendor.

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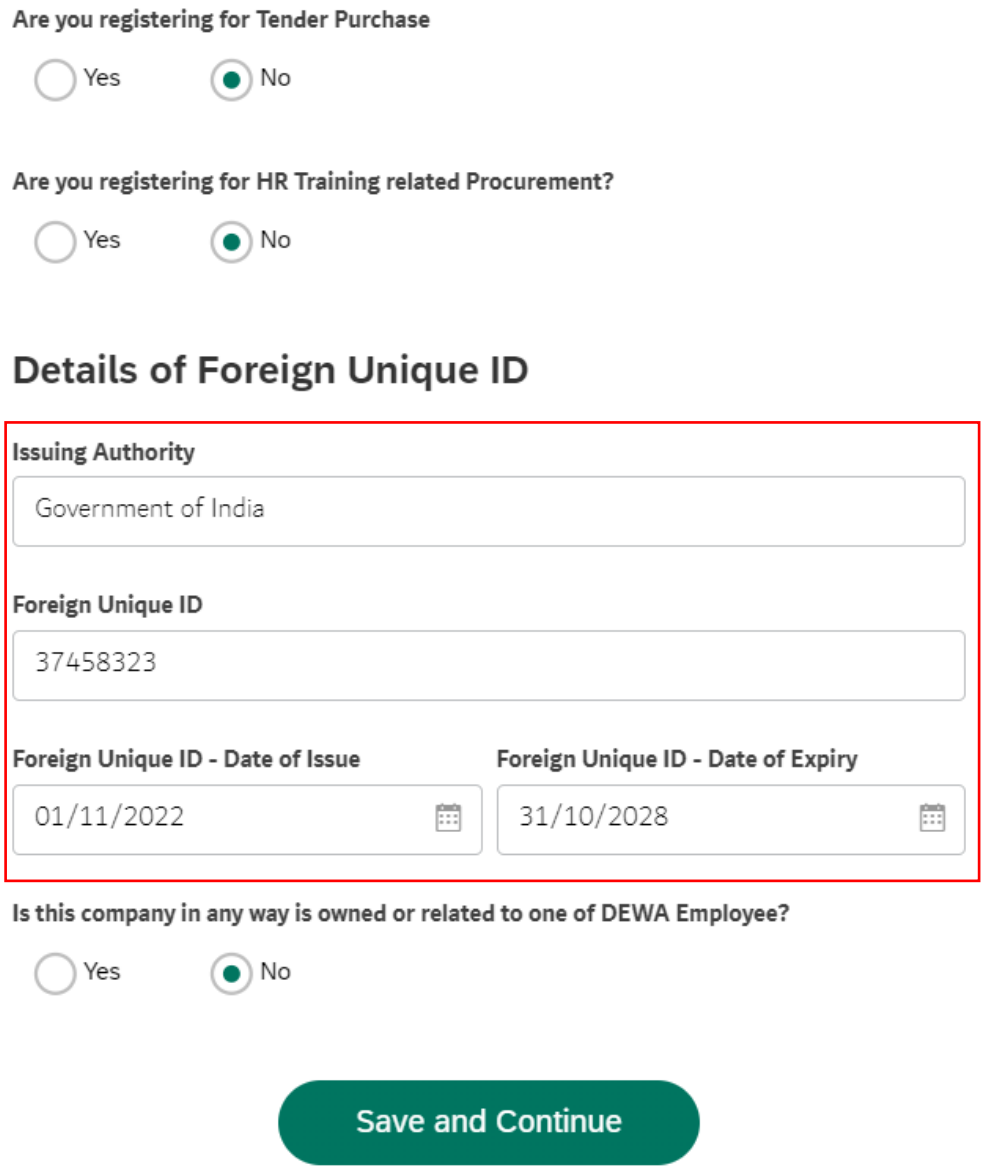

User Action: You can enter issuing authority name who has issued foreign unique ID to vendor. Provide Foreign Unique ID of the vendor with Issue date and Expiry date

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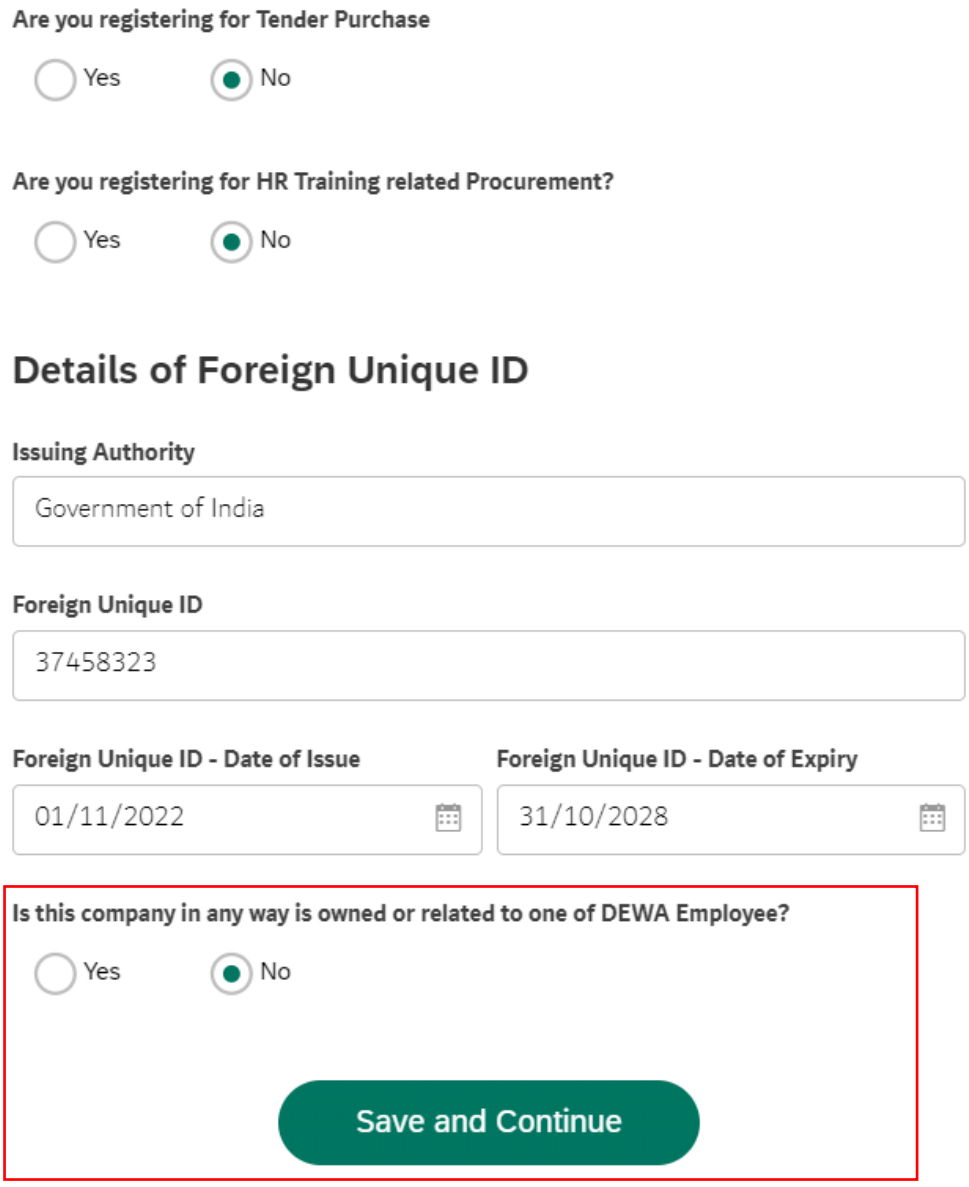

User Action: Select Radio button as “No” if the company is not owned by DEWA employee. And click on **Save and continue** button

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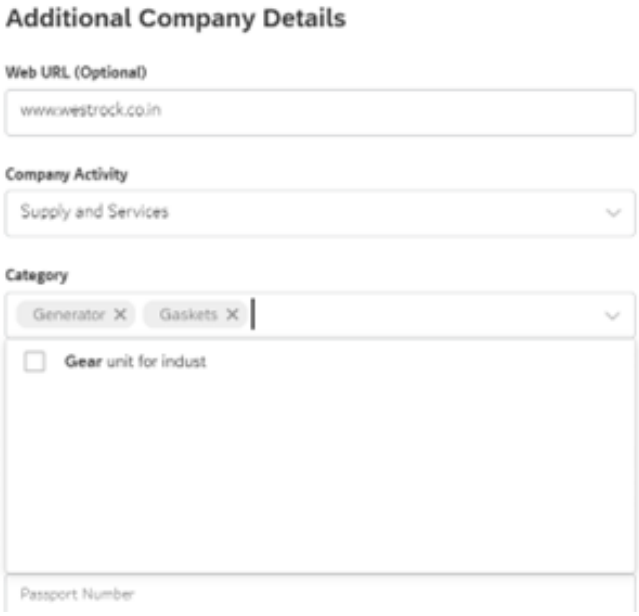
1.2.1.2 Other Company and Admin Details

In this section user must provide Company Sponsor and Admin. Here User must follow the two step Verification process for Admin and other users such as Email and Mobile Verification.



User Action: Enter Company **Web URL**. Select **Company Activity** from dropdown list. For ex., Supply and Services and **Category** for company, for ex., Software Client Oper.

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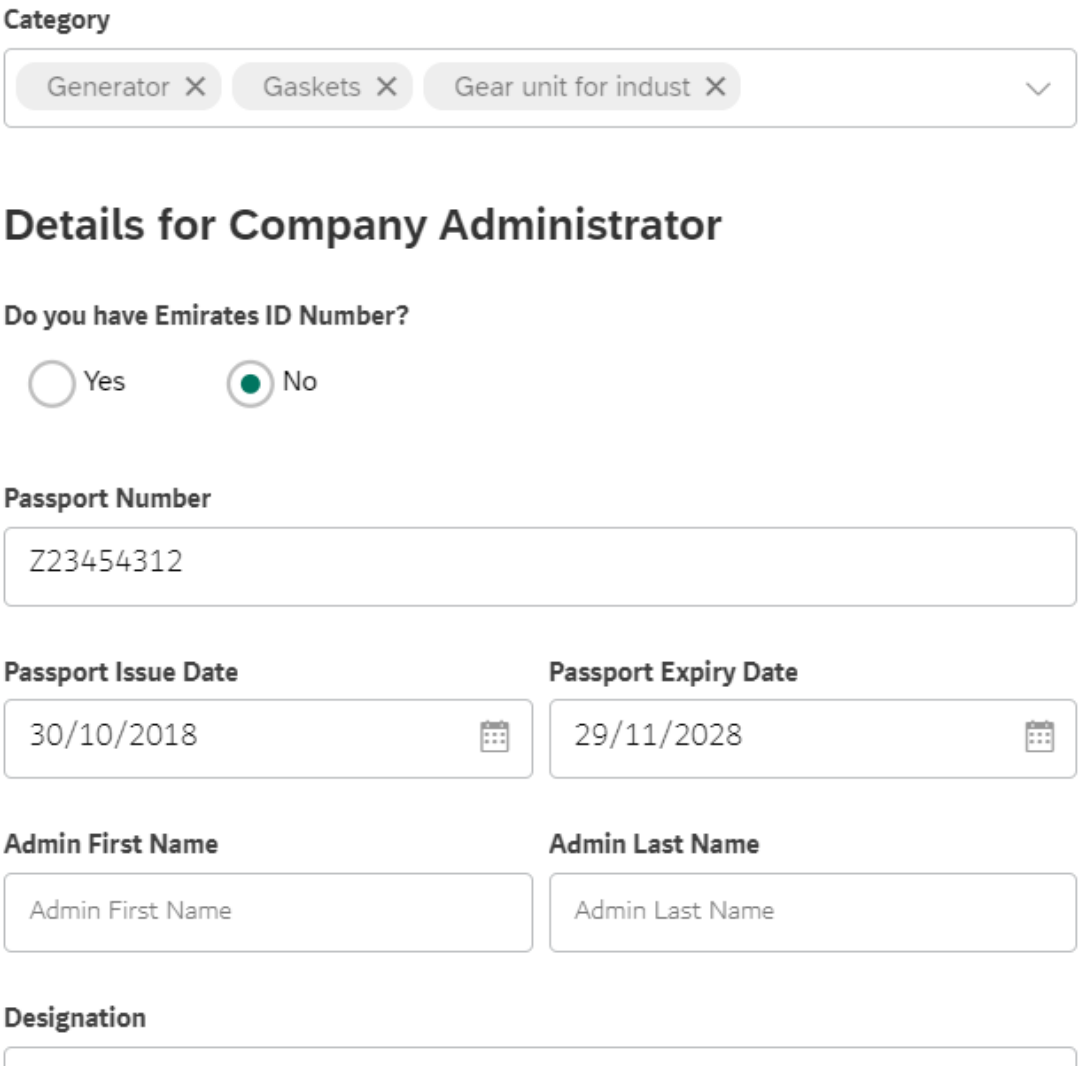

User Action: Select Radio button as “Yes” if Admin is having Emirate Id else Admin can be registered with Passport details as well. Enter Emirate Id number and Select Passport Issue & Expiry Date.

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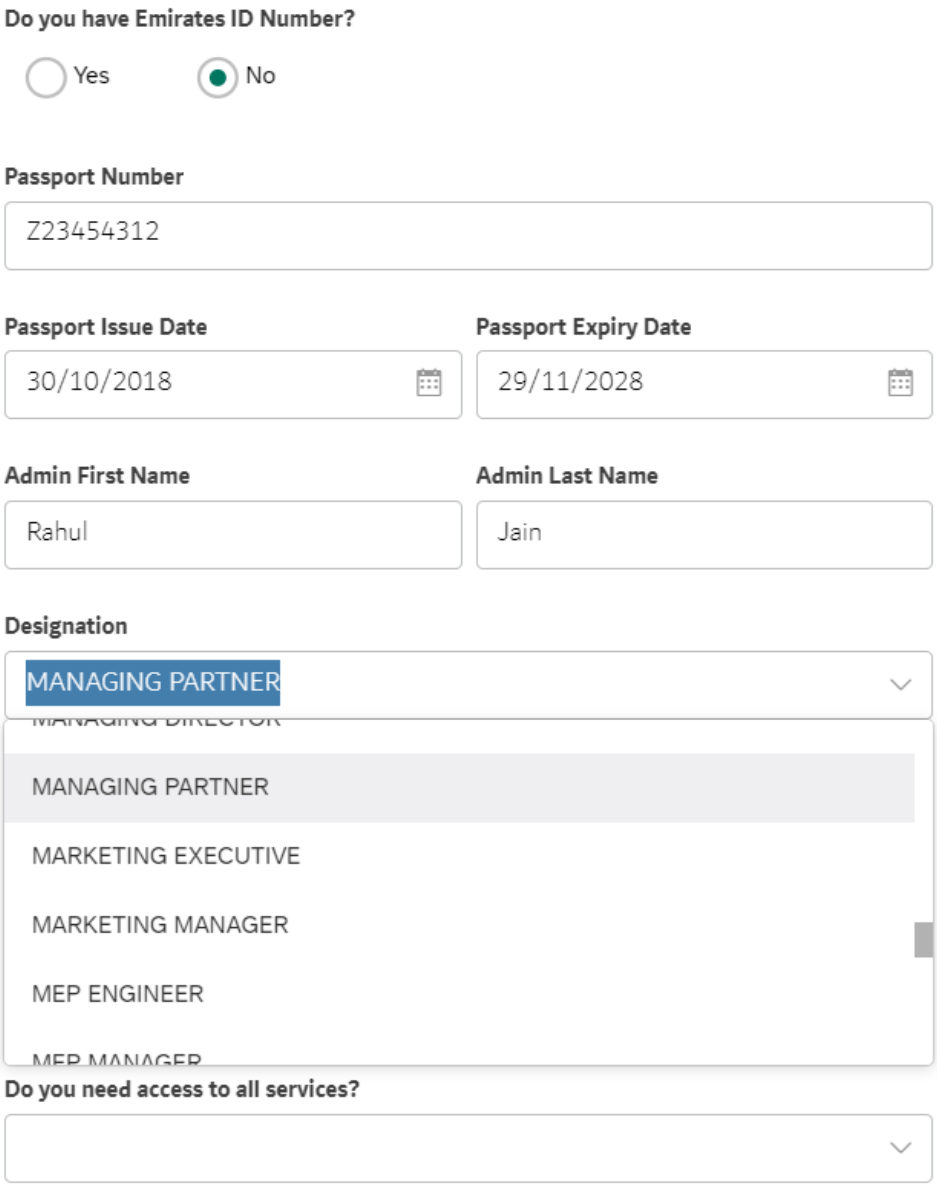

User Action: Enter First and Last Name. Select Designation for Admin from dropdown list. For ex. Managing Partner

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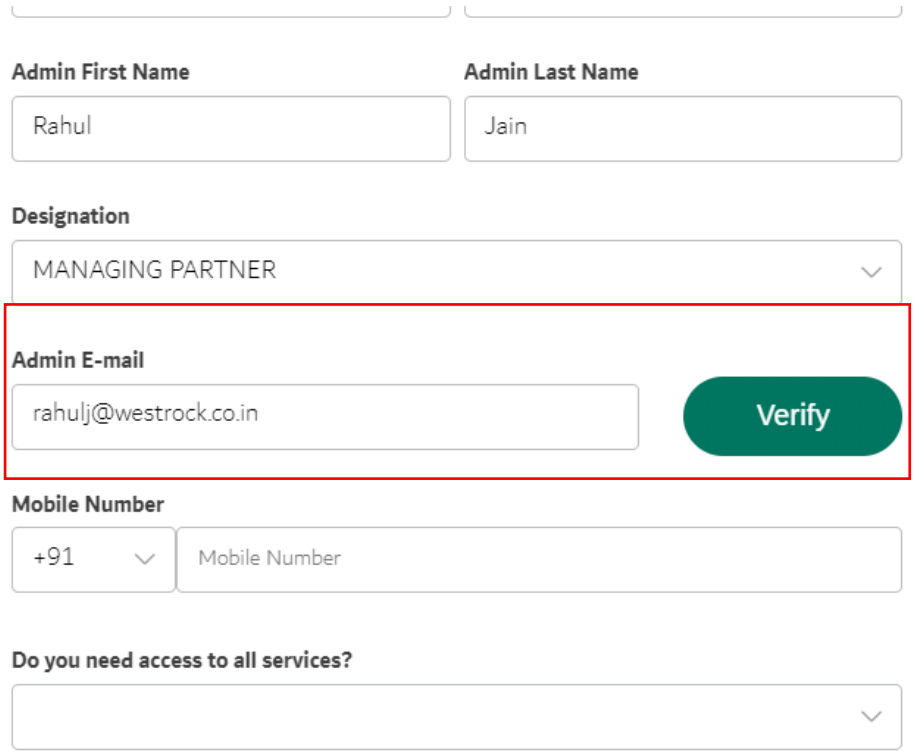

User Action: Provide Admin E-mail address and click on Verify button. User will receive OTP on given Email address.

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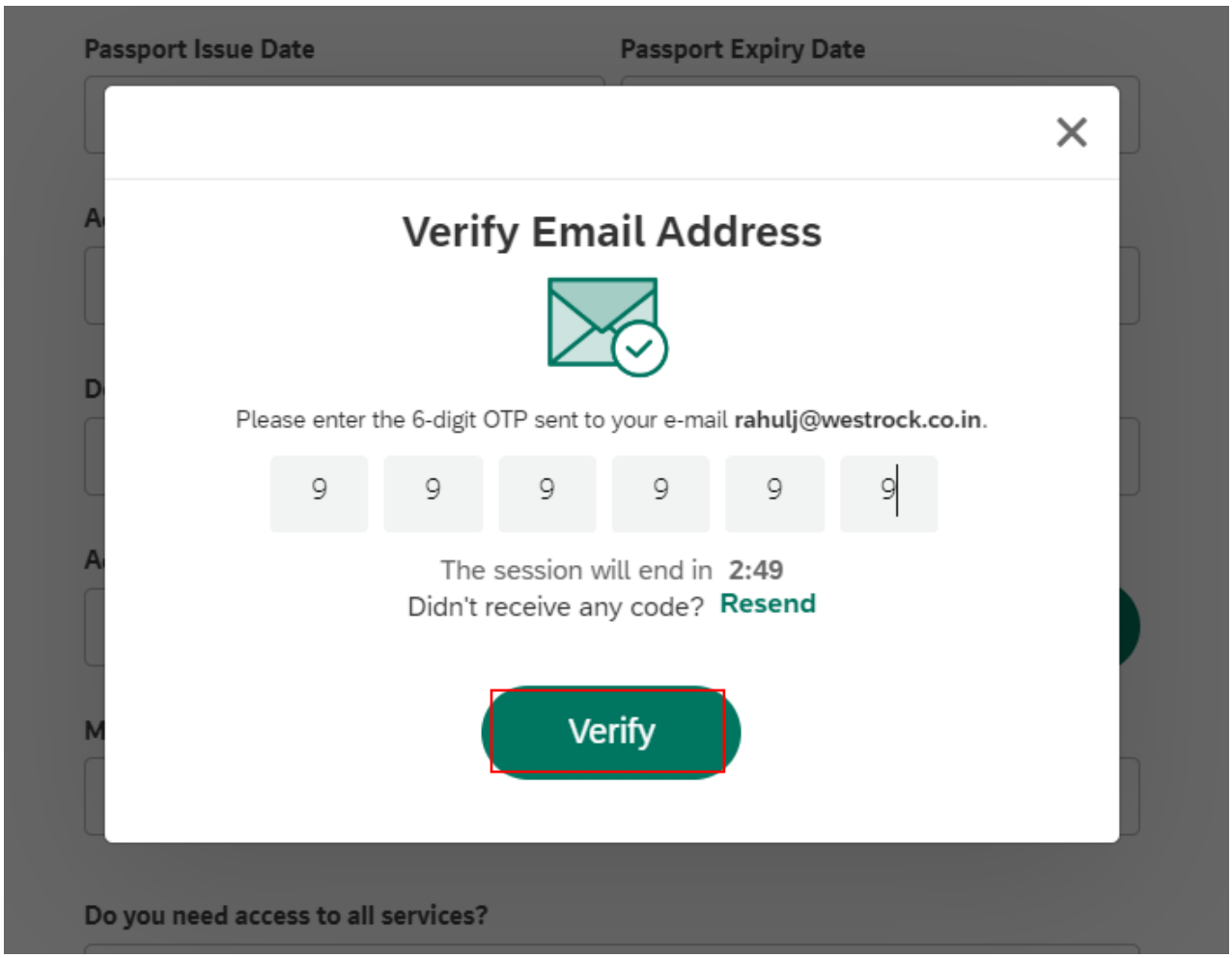

User Action: User must pass OTP received on email and click on Verify button

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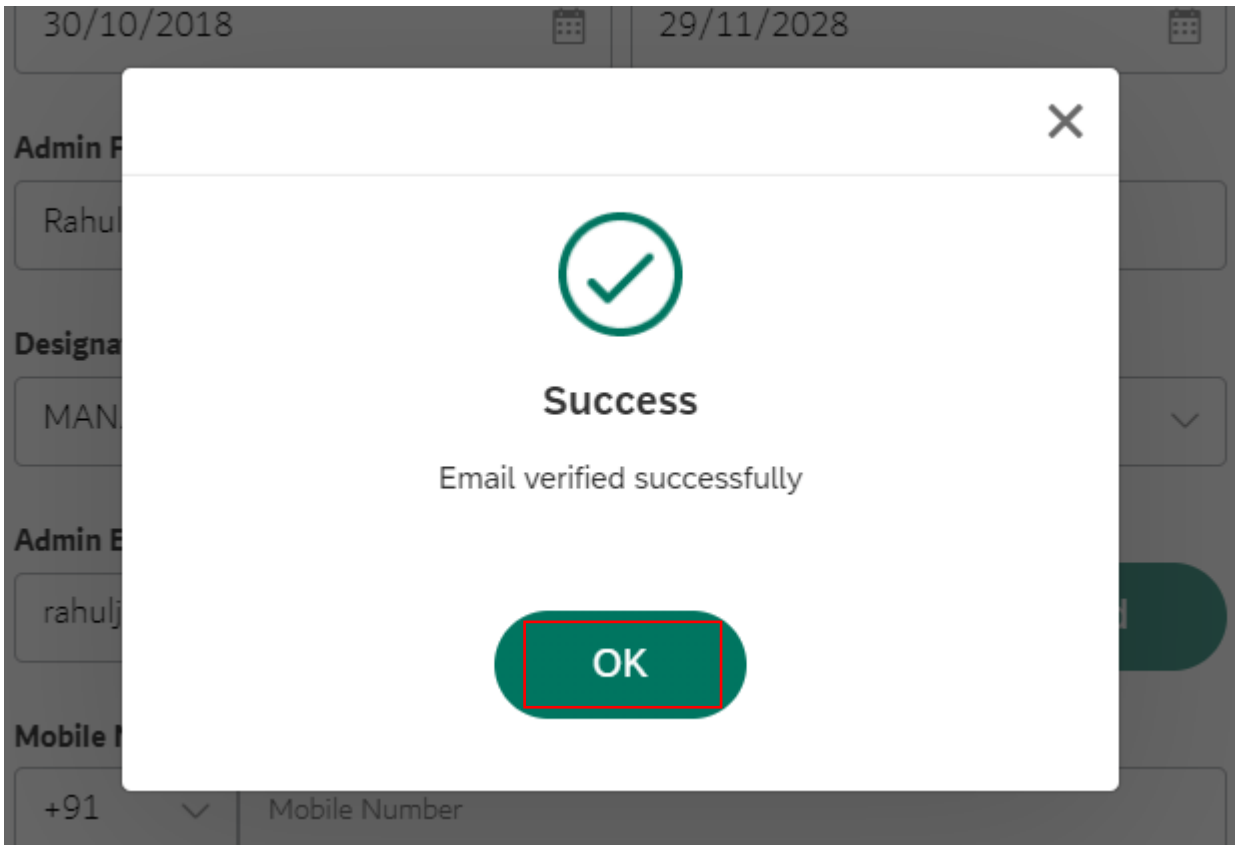
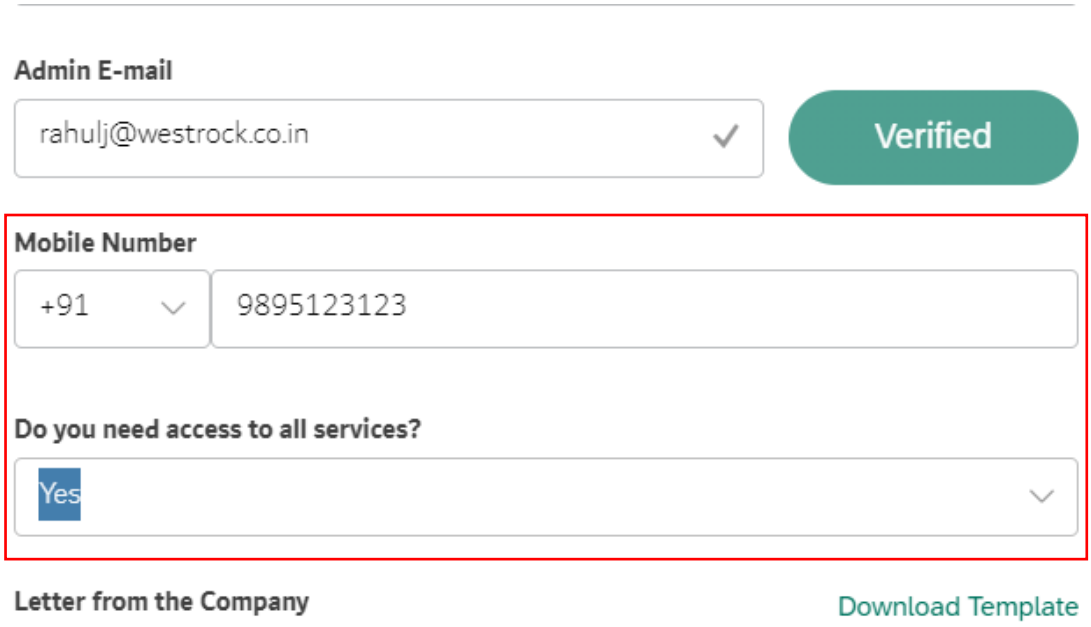


User Action: Click OK button on Successful verification.



User Action: Enter Admin Mobile number. If vendor need access to all services – Select “Yes” otherwise select “No”.

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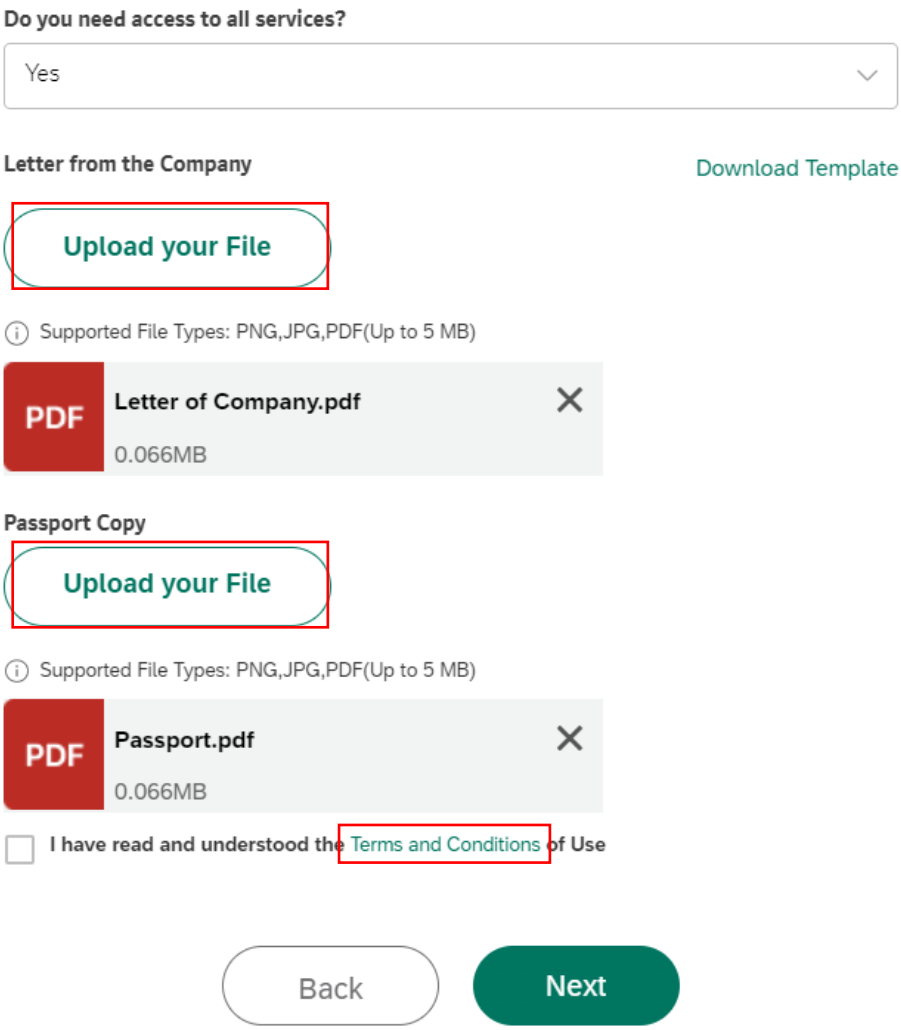

User Action: User must attach Admin Employee ID or Letter from the company as a proof as well as Passport Copy. Click on Upload your File button to attach the document.Click on Terms and Conditions hyperlink to read the clauses.

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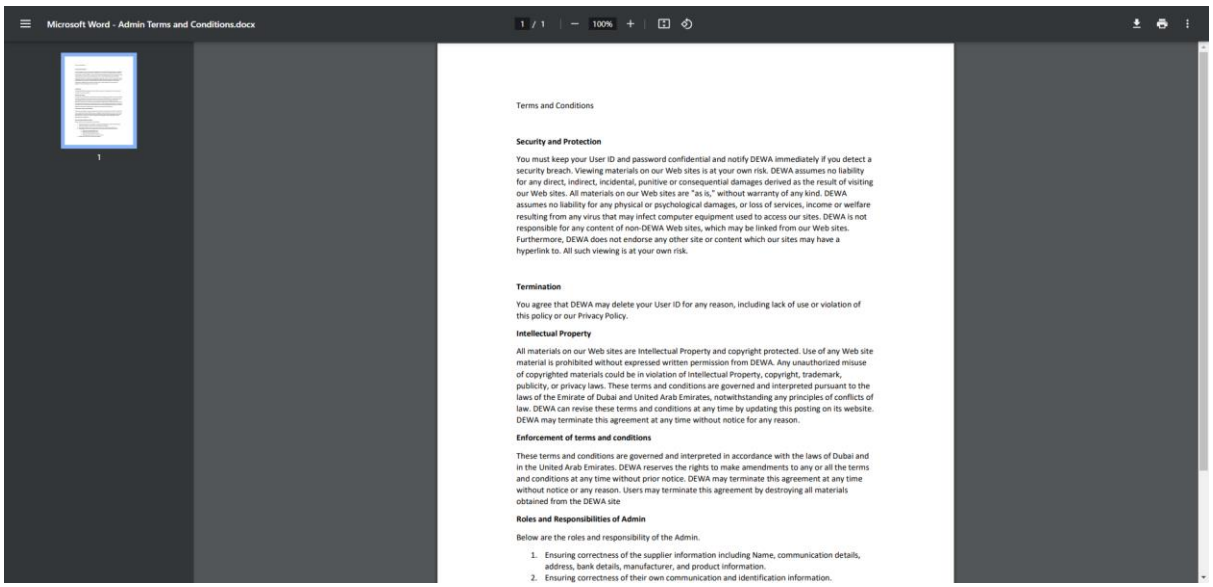

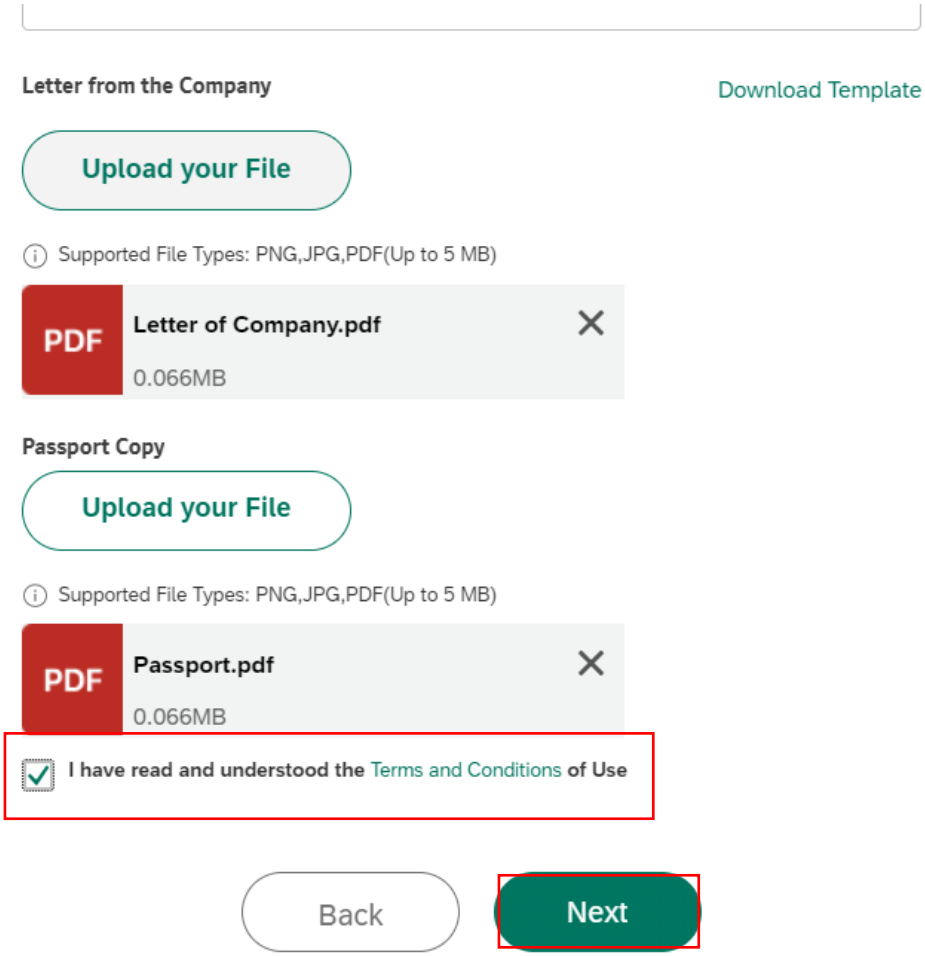

User Action: Select Checkbox to accept the conditions and click on Next button to move on next page.

1.2.1.3 User Details

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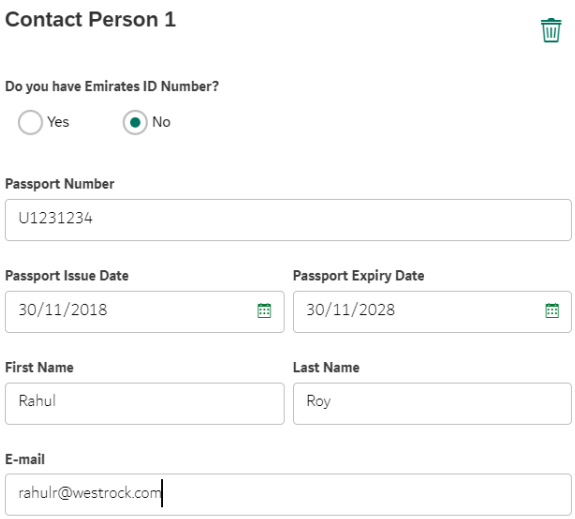
Information: In this section user can add single or multiple Users by providing their details.



User Action : Select appropriate radio button with which user want to fill up the details. For ex., “No” to register user with passport details. Enter passport details of a User. Select Passport Issue Date and Expiry Date. Enter First and Last Name of a User, Email address and Mobile number of the User.

Role details:

- **Bidder** – This role allows access to services related to RFX response submission. If required alternate quotations, you required to create multiple user under contact person for same RFX.
- **Procurement** – This role allows access to services related to operational procurement including PO acknowledgement, Advance Shipment Notification creation, Good receipt status, Invoice Submission.
- **GIS** - This allow access to submit As is build drawing submission on supplier portal.
- **FAT INSPECTION –** This role allows to create a inspection request (FAT test, Type test & Pro-type test) for Distribution Power division purchase orders.
- **Site Note Consultant** – This role allows access to services which display information related to ongoing Site Projects.
- **Site Note Contractor** - This role allows access to services which display information related to ongoing Site Projects.

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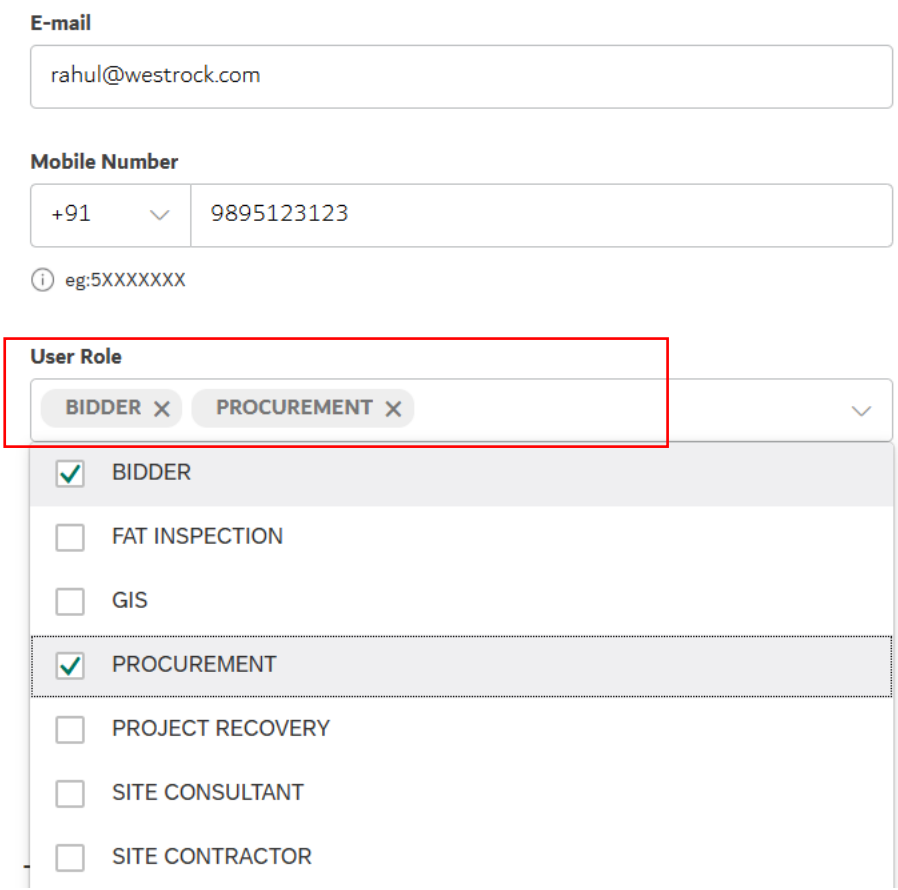

User Action: Select Role for user from dropdown list. For ex., BIDDER & PROCUREMENT.

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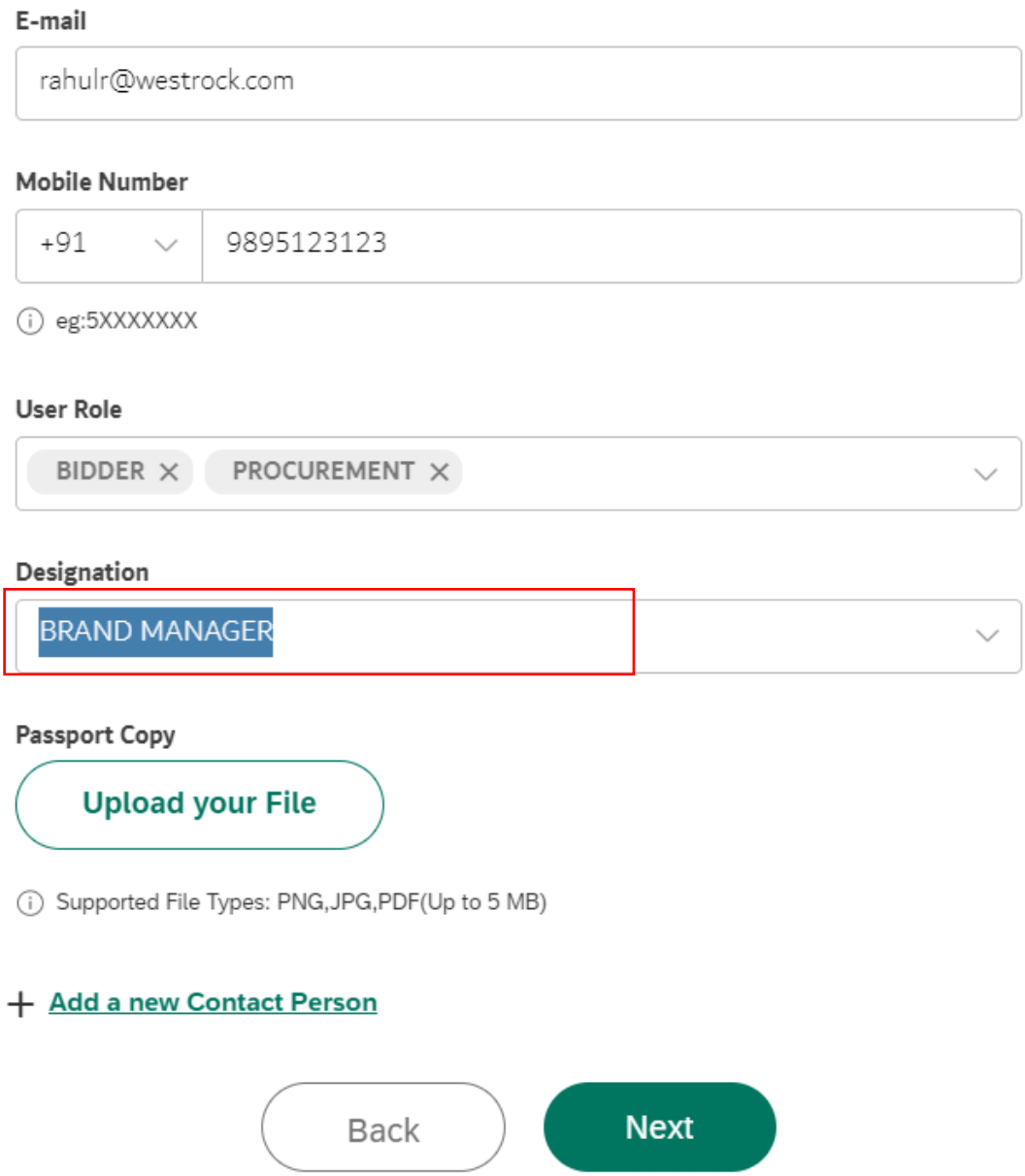

User Action: Select Designation for user from dropdown list. For ex. Brand Manager

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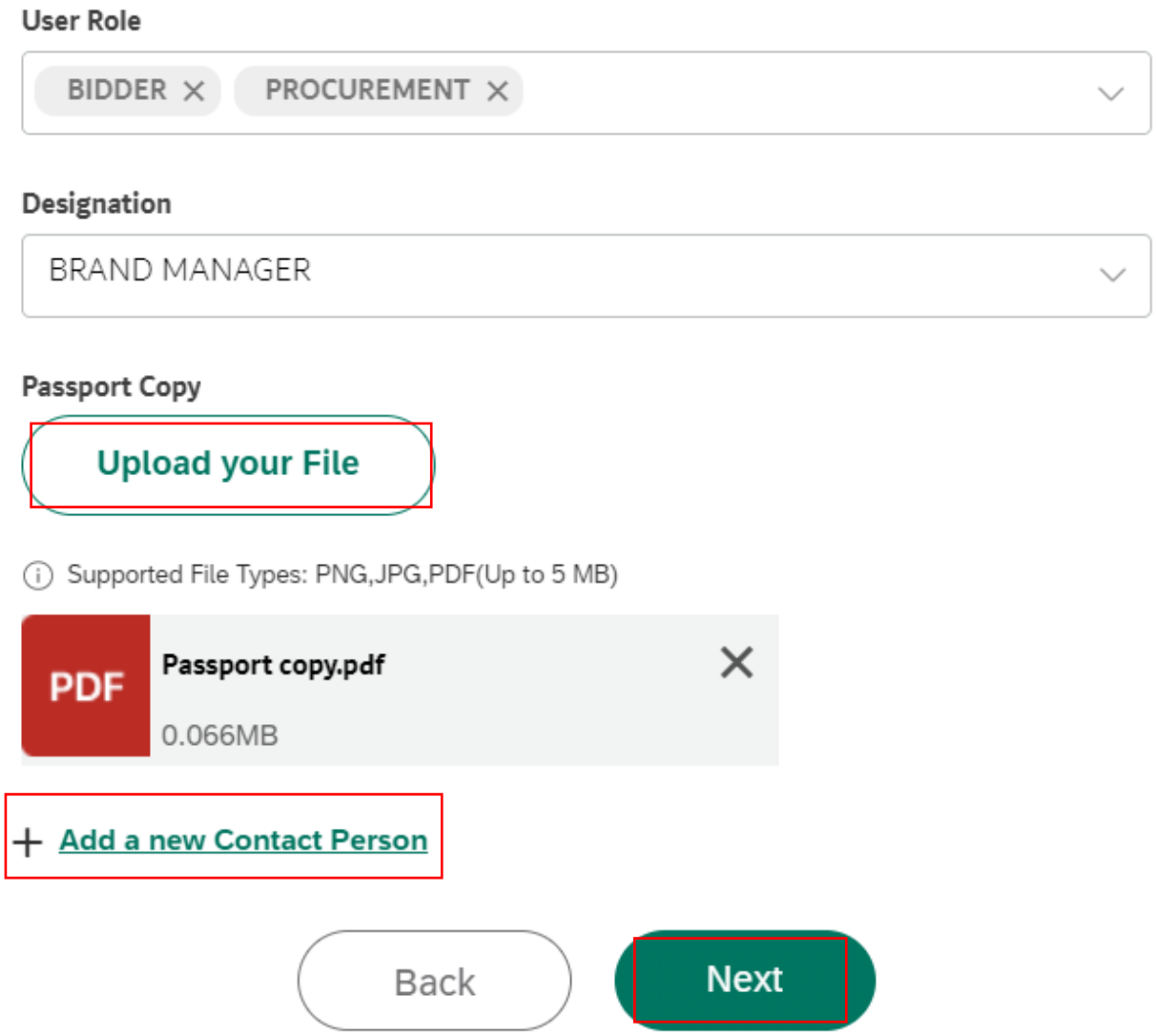

User Action: Click on Upload your File button to add supporting documents of a user. Click on Add a new Contact Person. Otherwise click on Next button to move on next page.

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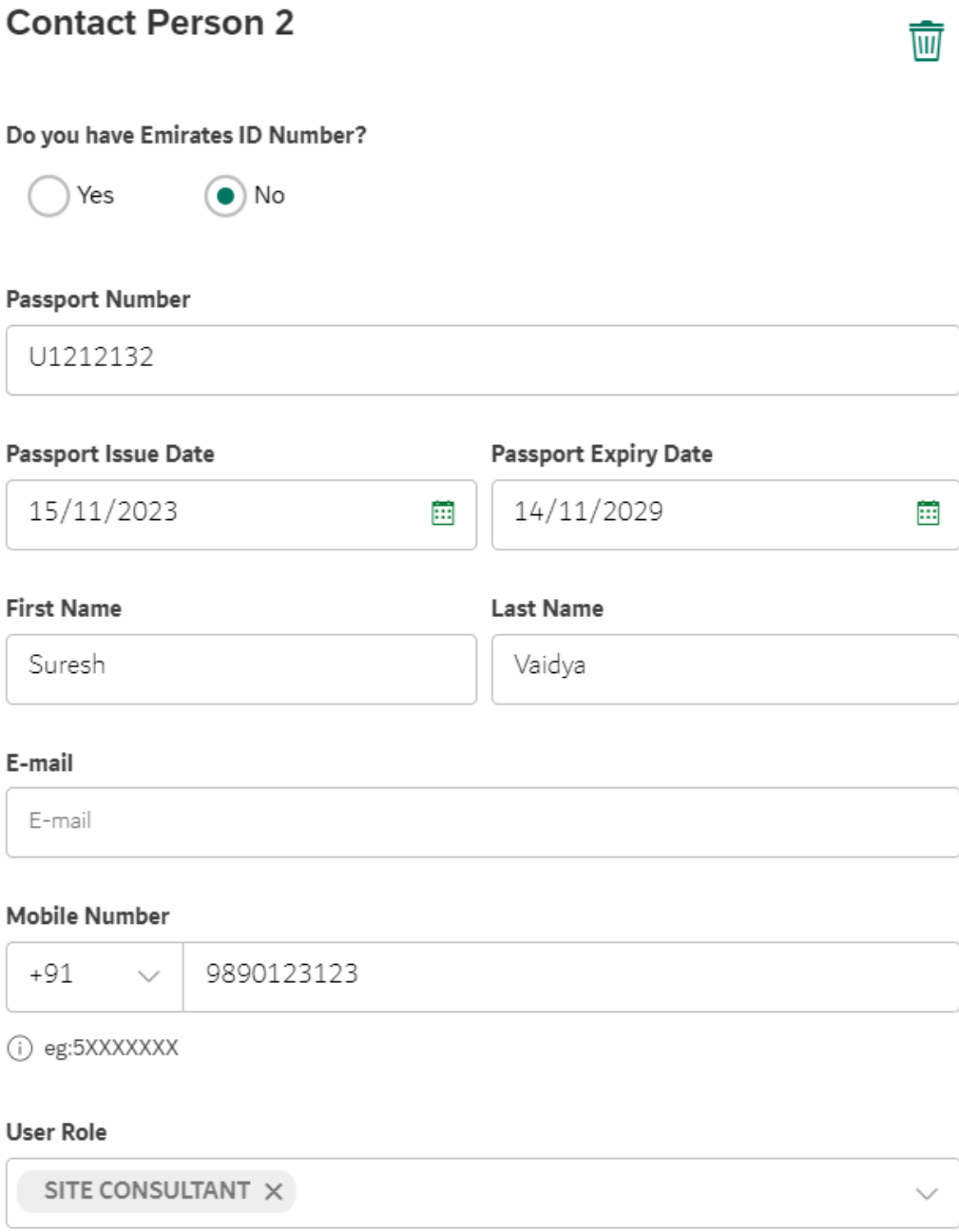

User Action: Enter Contact Person 2 details

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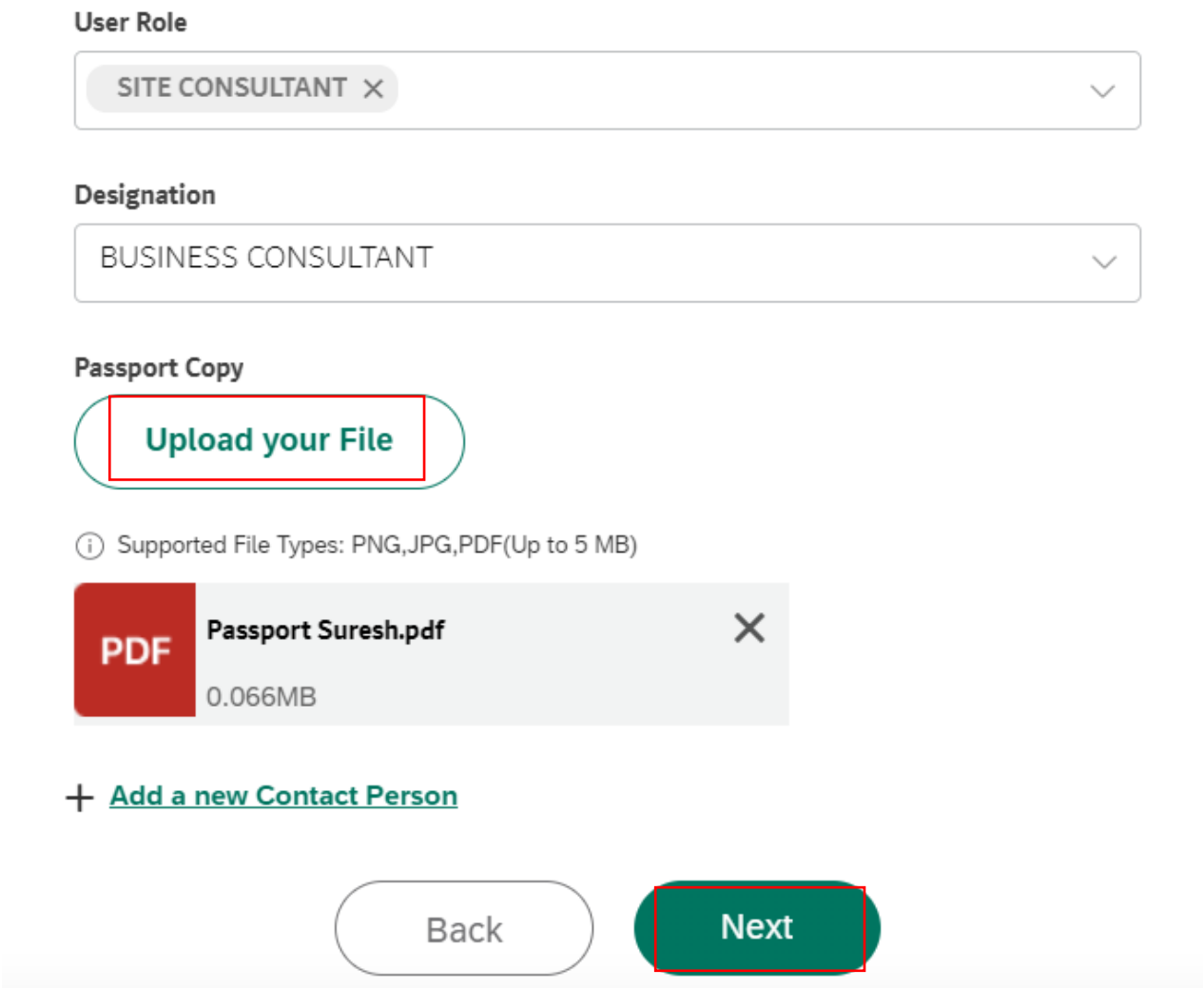

User Action: Click on Upload your File button to add supporting documents of a user. Click on **Next** button to move on next page.

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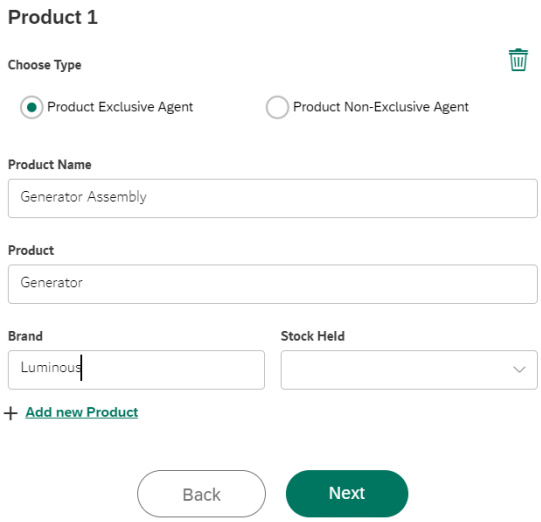
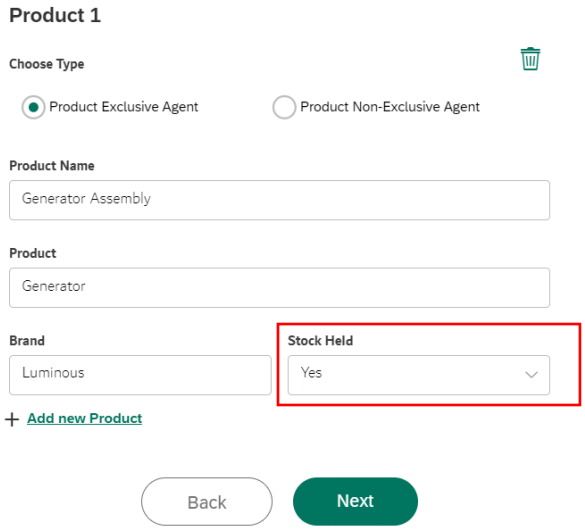
1.2.1.4 Product Details



User Action: Select appropriate radio button for Product type whether it is an Exclusive Agent or Non-Exclusive agent, also Enter Product Name. For ex. Anti Virus. Also enter Product and Brand Name of the product.



User Action: Select Stock held status of the product. To add new product details click on Add new Product option. Otherwise click on Next button to move on next page.

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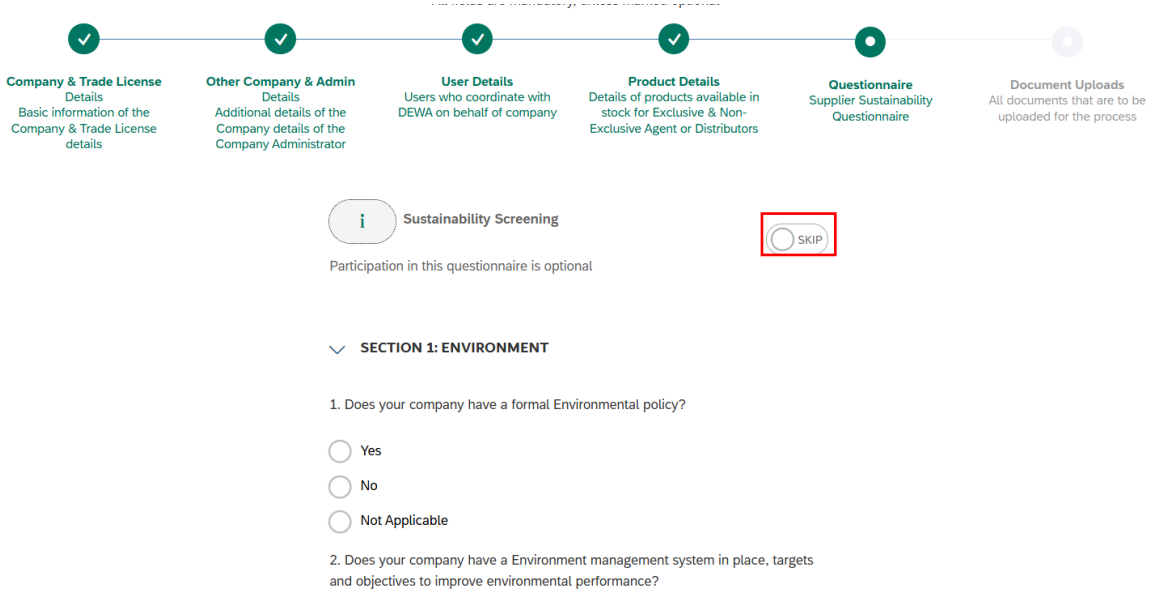
1.2.2 Sustainability Screening Survey

This section is to participaiate in the DEWA's Supplier Sustainability Program. At DEWA, we believe that suppliers are essential partners to achieve sustainable progress across our operating footprint and on the journey to sustainable growth.



User Action: Survey participation is optional and if you want to skip, enable the skip button

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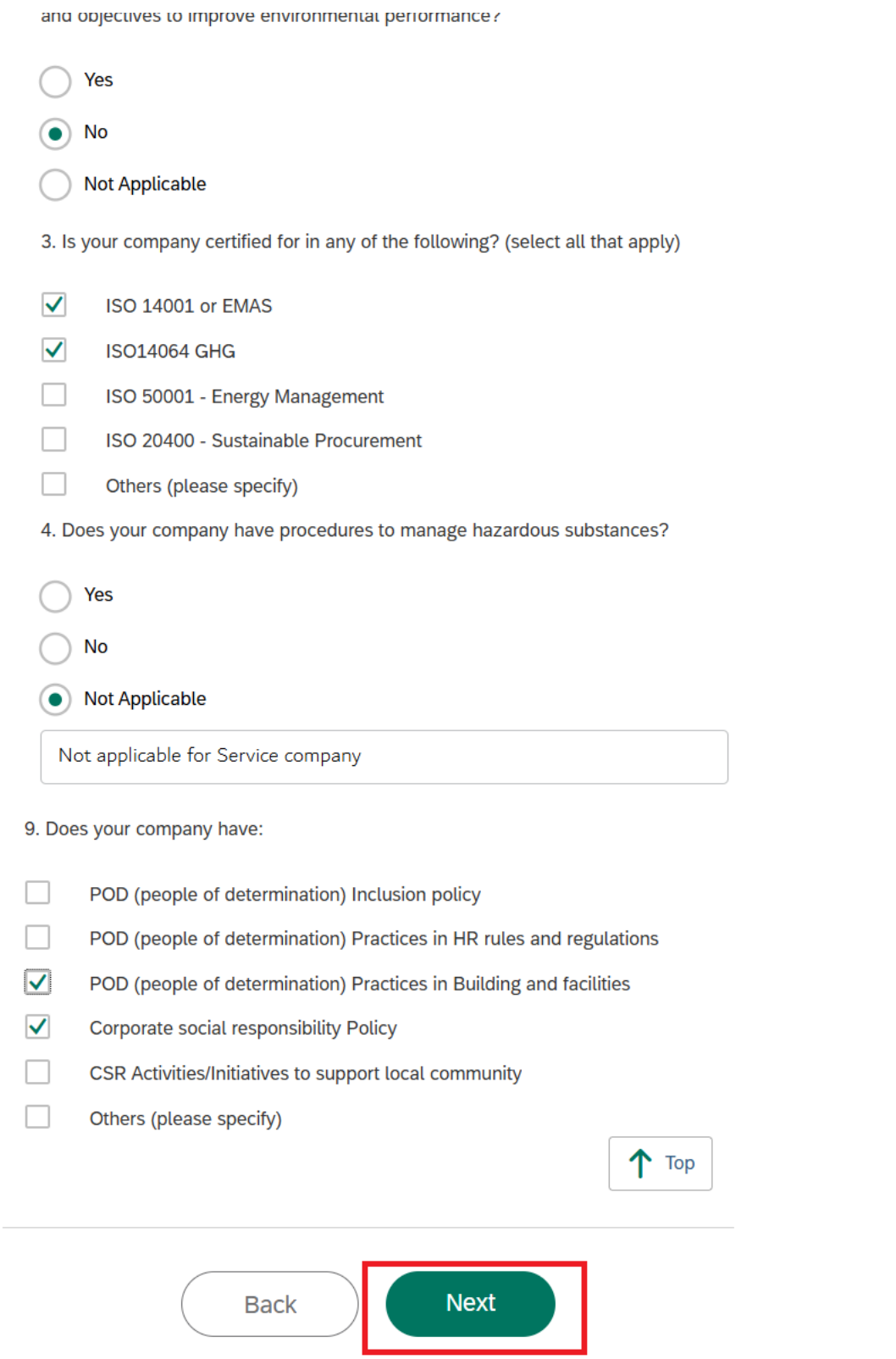

User Action: For the participiating in the survey, answer all the question under below sections by selecting the appropriate option and click on Next button.

Section1 : **ENVIRONMENT (15)**

Section2 : **SOCIAL (9)**

Section3 : **GOVERNANCE (16)**

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1.2.2.1 Document Uploads

This section is used to upload all the relevant documents such as Trade License, Passport Copy of Owner/ Manager, VAT Certificate, etc. User have to check and upload all the mandatory documents.

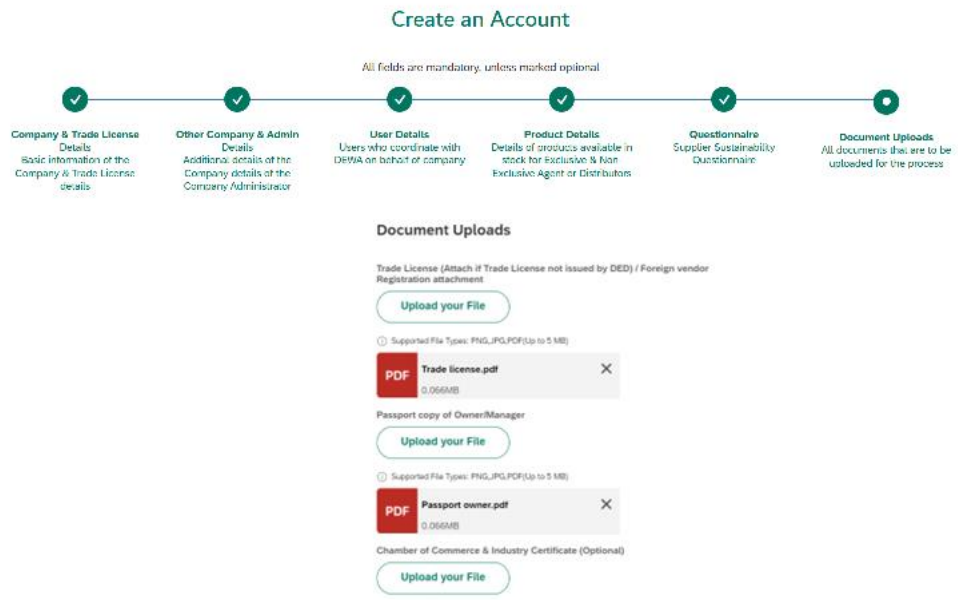
The attachments are to be provided to get registered with DEWA, failed which your application may get rejected.

Mandotory Documents :

a. Trade License
b. Passport Copy of Owner/Sponsor/Manager

Optional Documents

a. Certificate of Chamber of Commerce and Industry
b. Product Catalogue
c. Agency registration Certificate
d. SME Registration Copy



User Action: Click on Upload your File button to upload the Trade License document and Passport copy.

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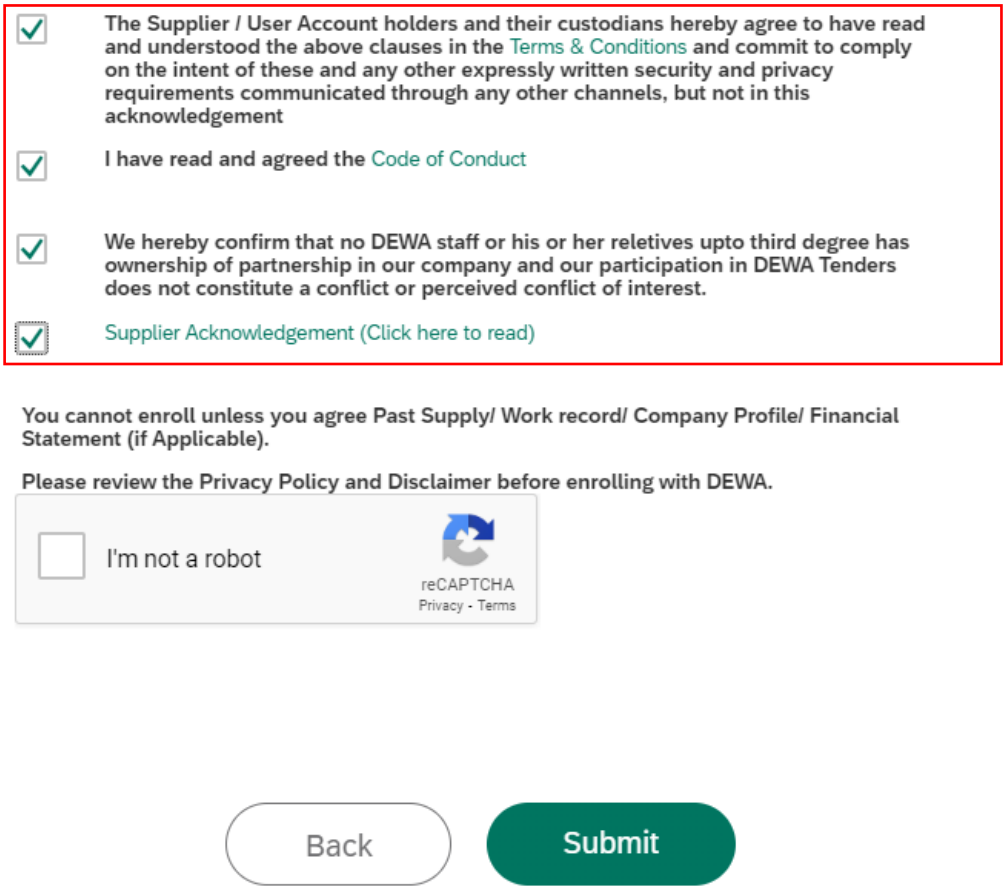

User Action: Click on Terms & Conditions Hyperlink to read the clauses. Click on Code of Conduct before agreeing the same.Click Supplier Acknowledgement (Click here to read) to read the acknowledgment. Tick the checkbox to Agree all conditions

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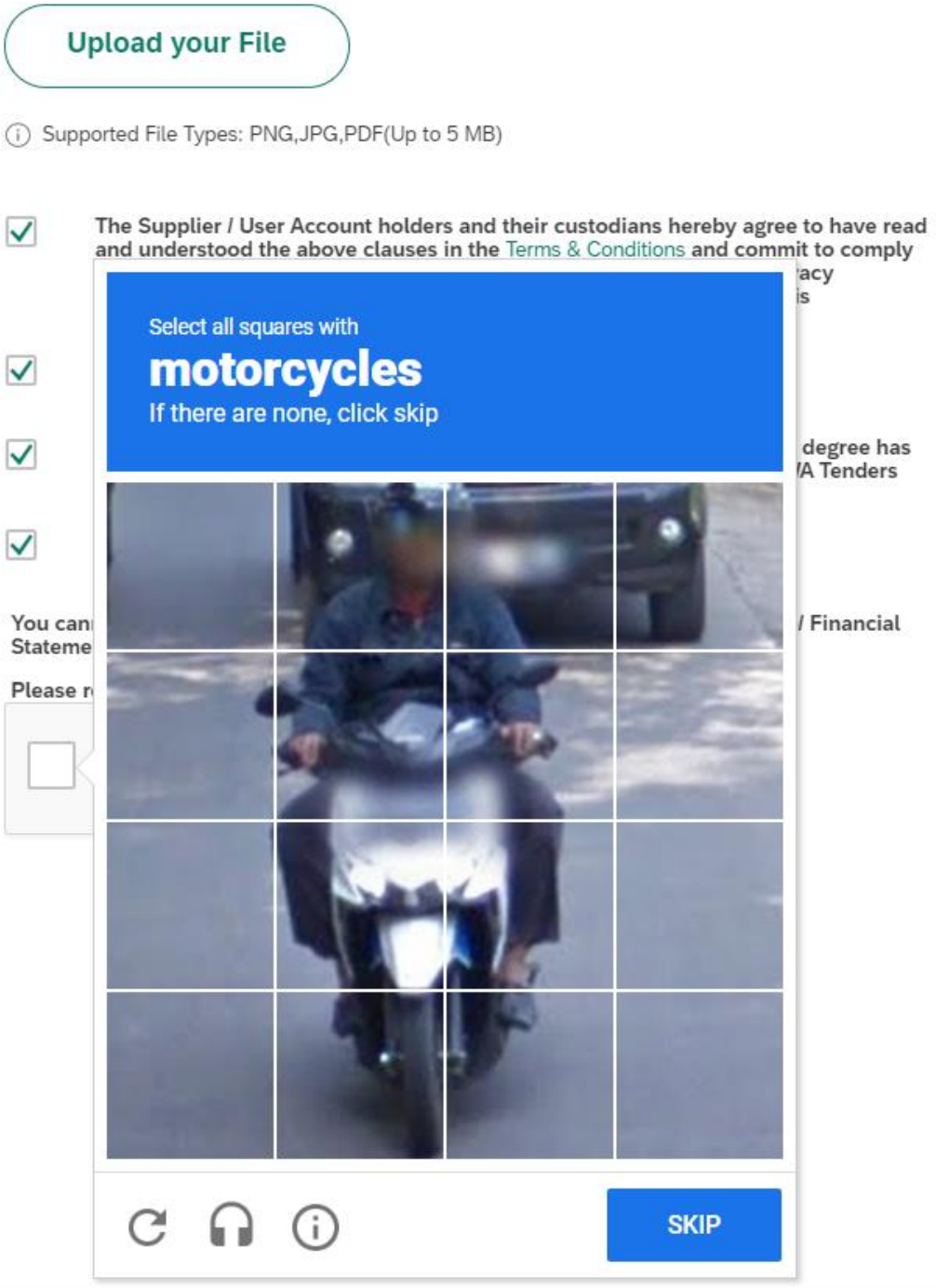

User Action: Click in checkbox to access the puzzle. Click Verify button after selection of correct options.

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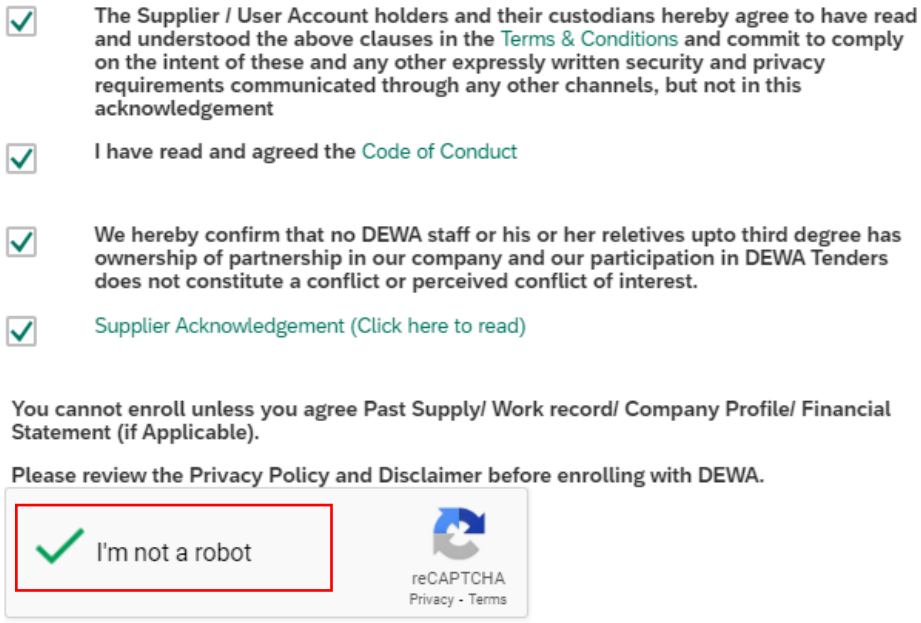

User Action: Click Submit button to do the final submission for creation of the vendor.

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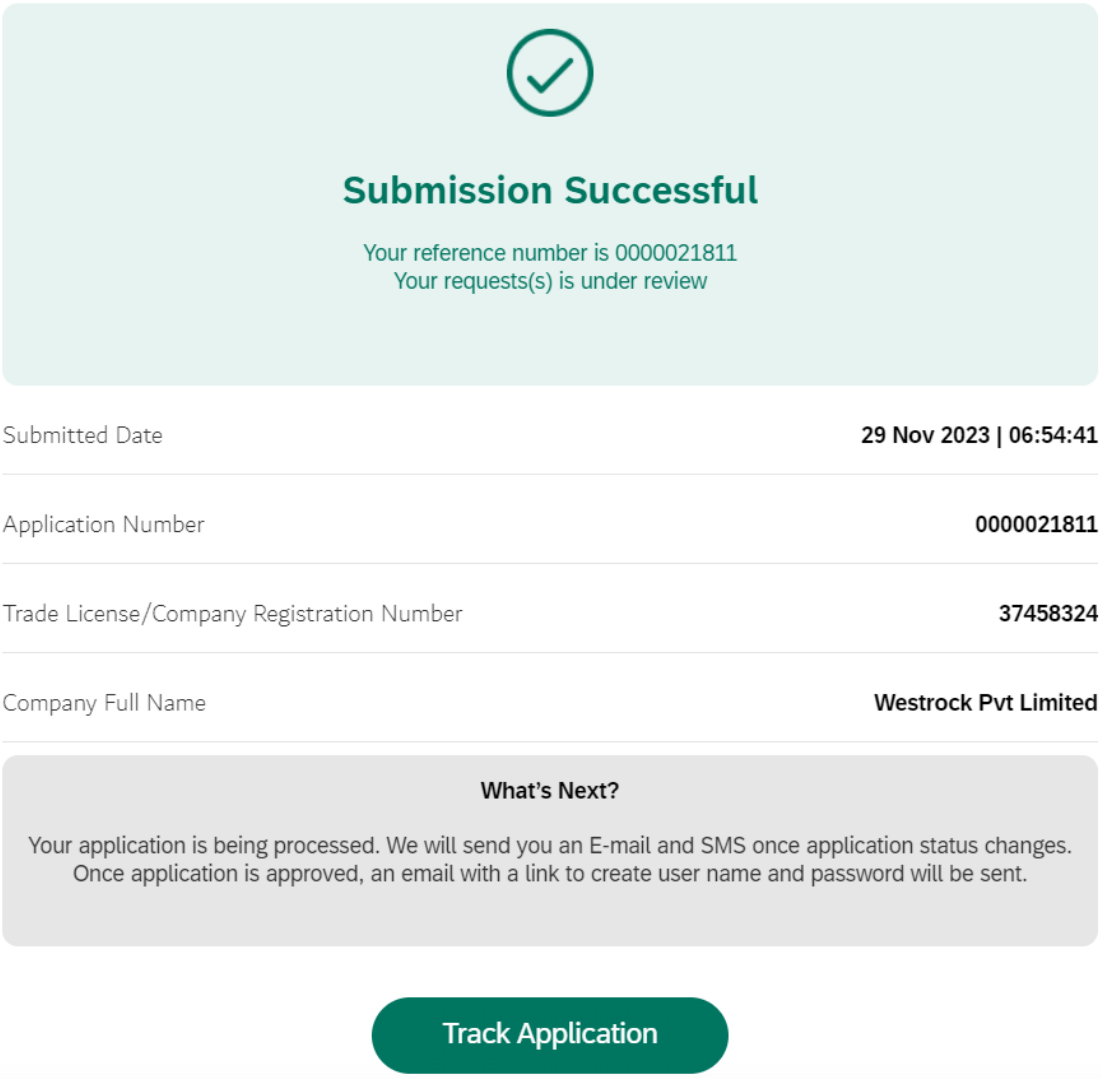

- Upon submission, you will get the Request Number which will be used for future reference till your registration process completion.
- Upon the data verification by DEWA Procurement Team, your vendor code will be created in DEWA System in case of successful registration which will be sent to you E Mail.
- You will get notified with the Rejection E Mail in case of data verification failure.

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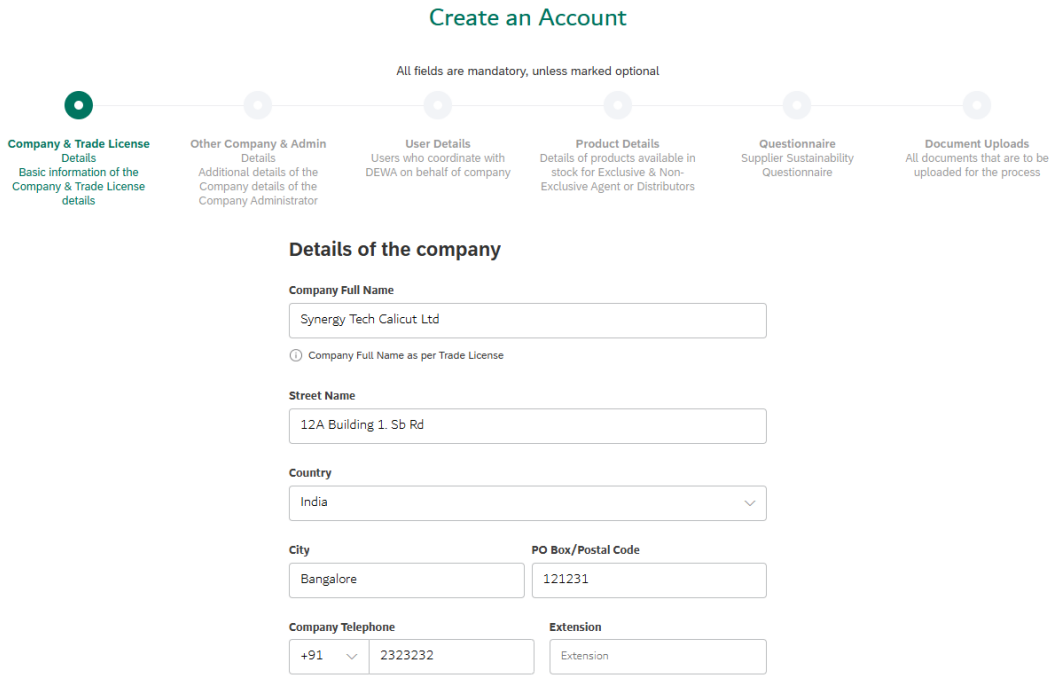
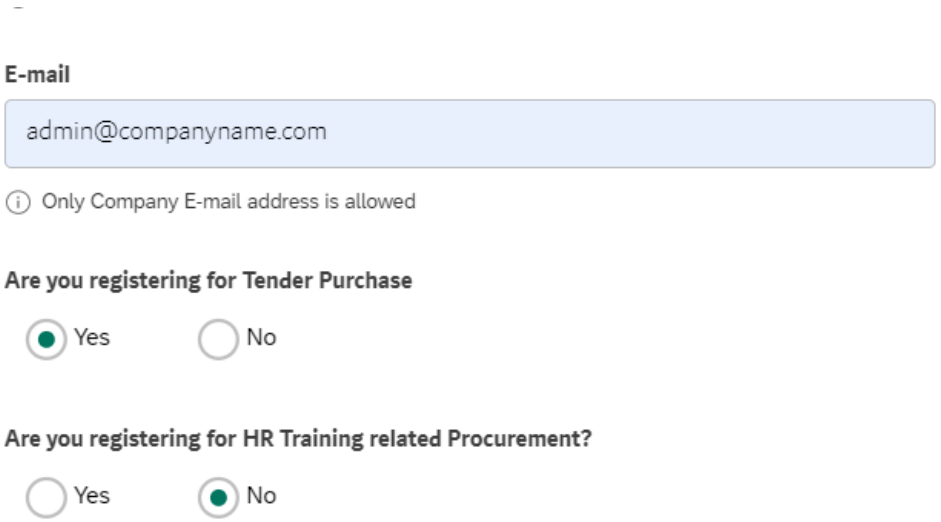
1.2.3 Supplier and Admin Registration – Foreign Vendor (Tender Purchase)

1.2.3.1 Company & Trade License Details

In this section user must enter the details of the company and trade license.



User Action: Enter the Company Full Name, Street Name, Select Foreign Country for ex. India as user is registering for a Foreign Vendor. Enter City Name, PO Box/ Postal Code of the City, Company Telephone Number and Mobile Number



User Action: Provide the Company Email Address. Select Radio Button as “Yes” for Tender Purchase and “No” for HR Training Purchase.

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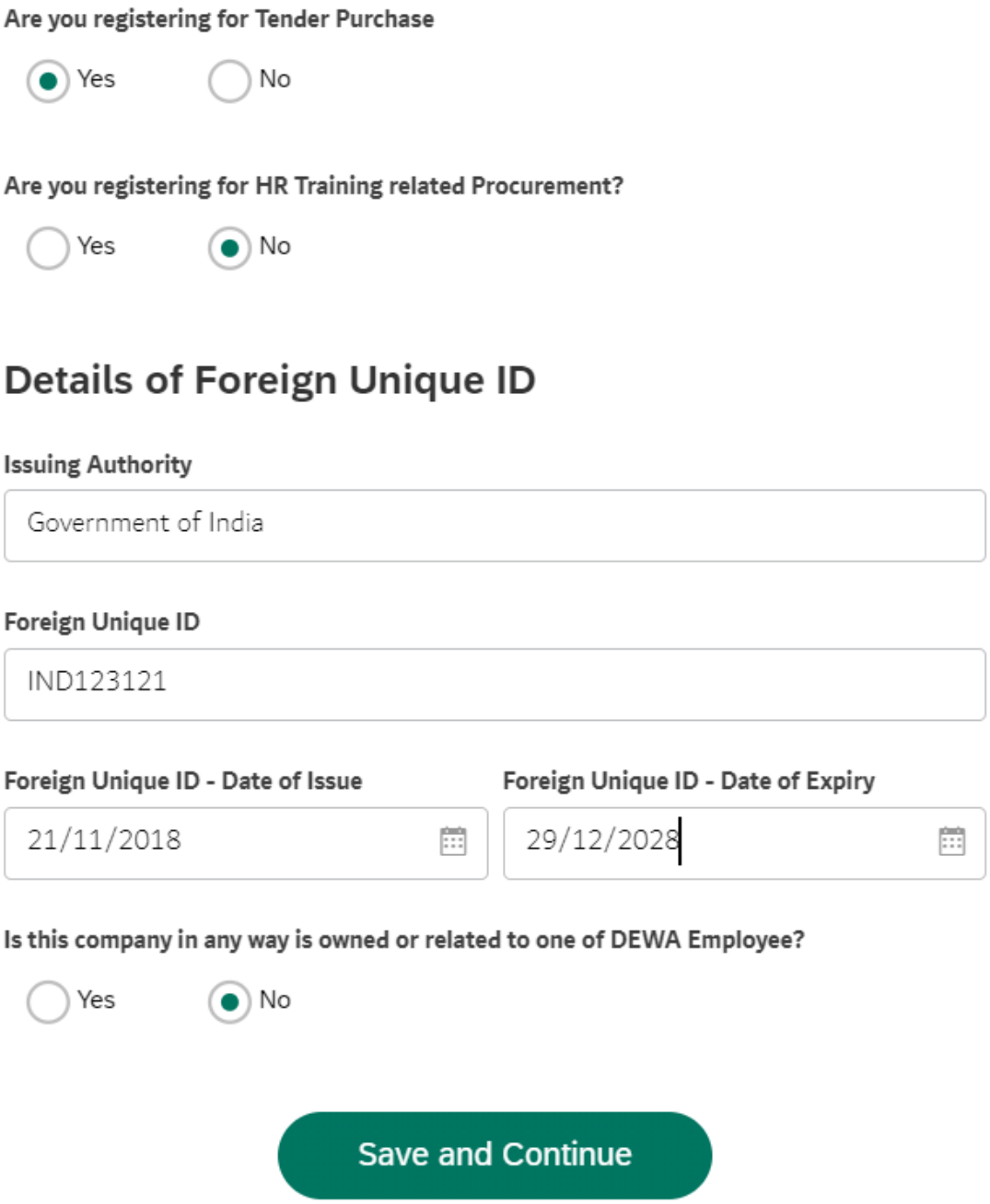

User Action: You can enter issuing authority name who has issued foreign unique ID to vendor. Provide Foreign Unique ID of the vendor, Foreign Unique ID Issue date and Expiry date. Select Radio button as “No” if the company is not owned by DEWA employee. And click on **Save and continue** button

1.2.3.2 Other Company and Admin Details

In this section user must provide Company Sponsor and Admin. Here User must follow the two step Verification process for Admin and other users such as Email and Mobile Verification.

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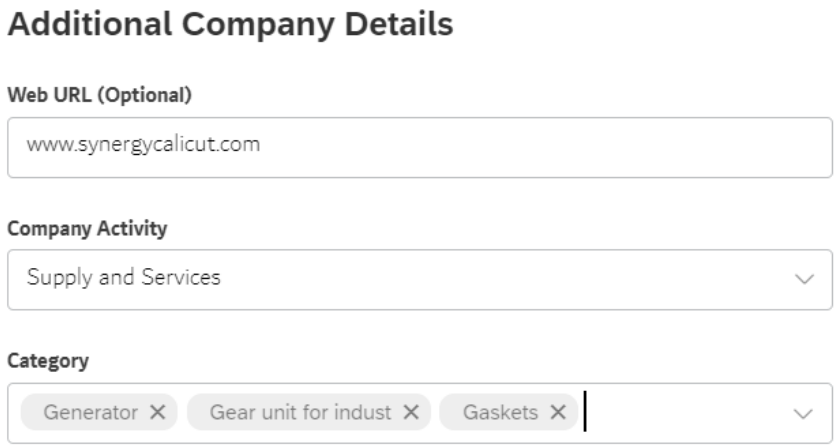
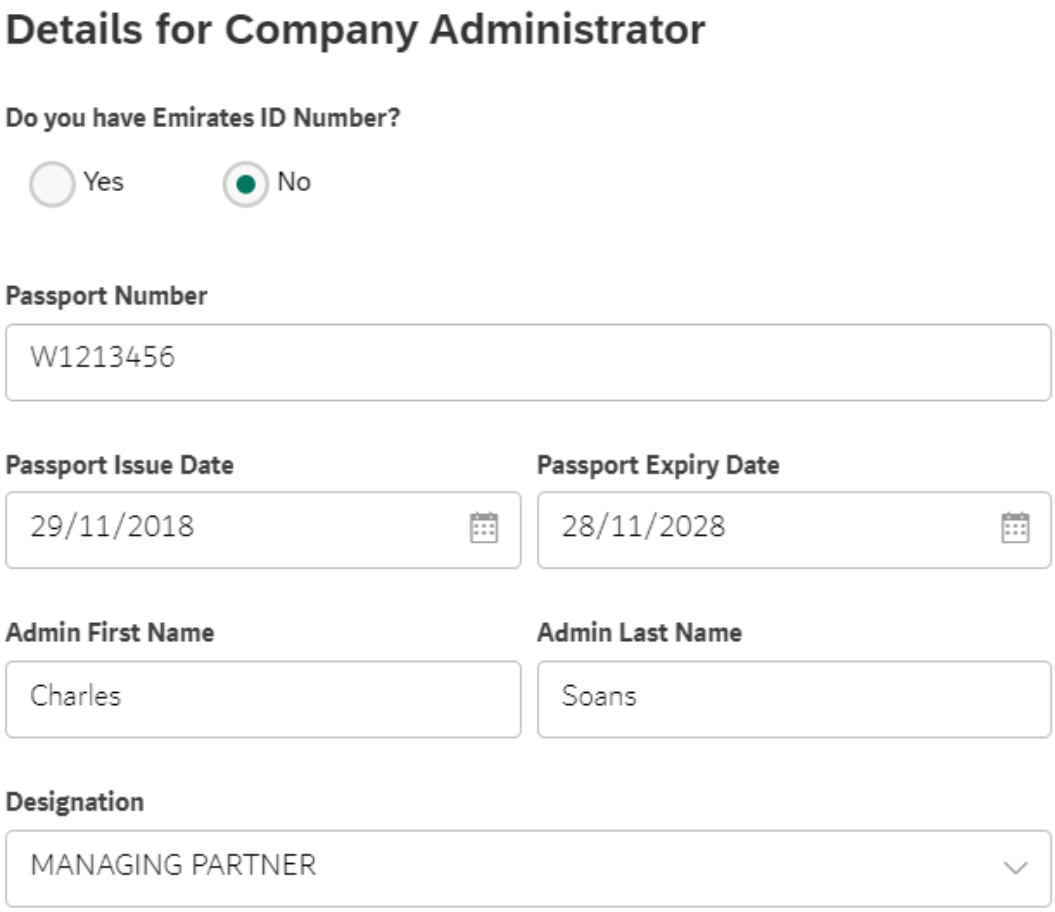


User Action: Enter Company Web URL. Select Company Activity from dropdown list. For ex., Supply and Services. Select category for company, for ex., Generator, Gasket, Gear Unit for Industry



User Action: Select Radio button as “No” if Admin is having not Emirate Id, admin can be registered with Passport Details. Enter Passport number. Enter Passport number, Issue and Expiry Date. Enter Admin First Name and Last Name. Select Designation for Admin from dropdown list. For ex. Managing Partner

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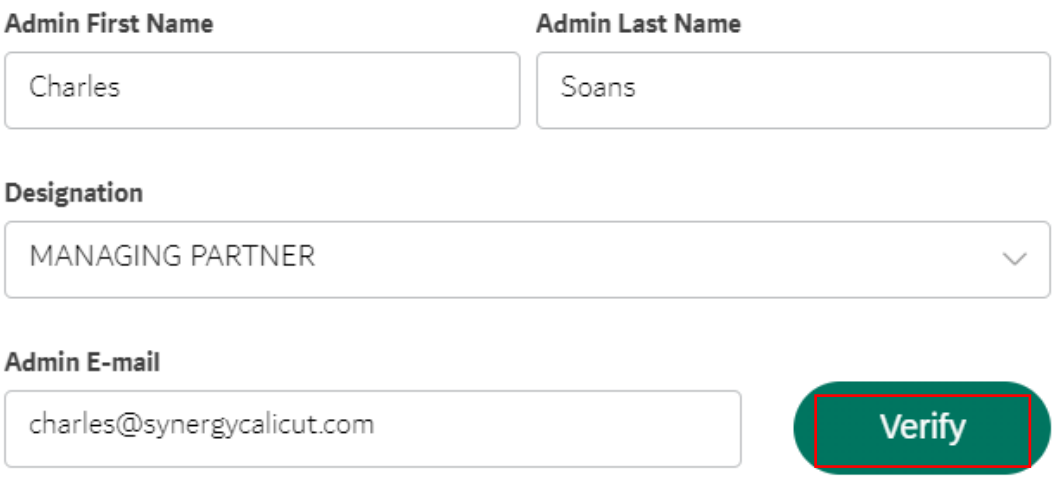
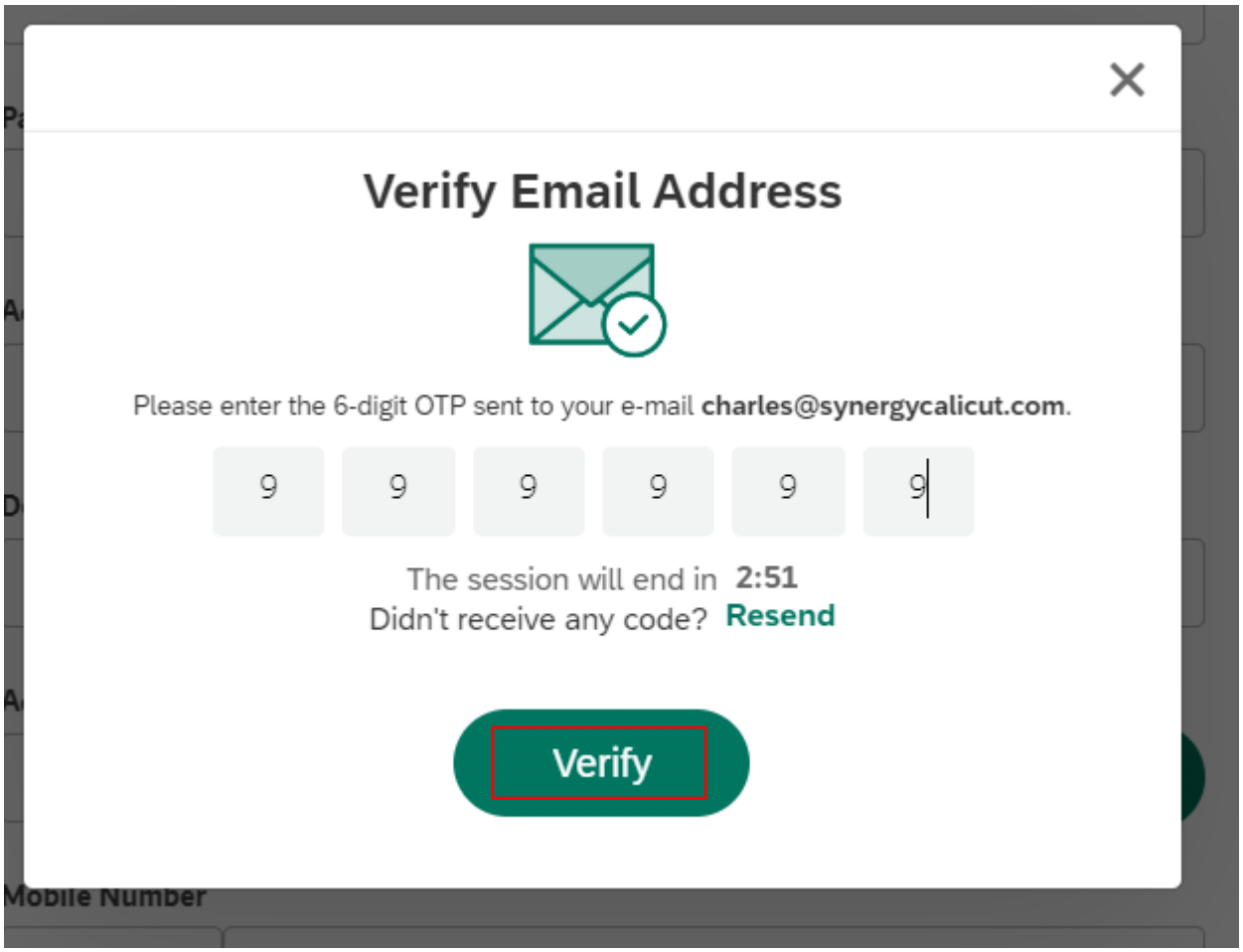


User Action: Provide Admin E-mail address and click on Verify button. User will receive OTP on given Email address.



User Action: User must pass OTP received on email and click on **Verify** button

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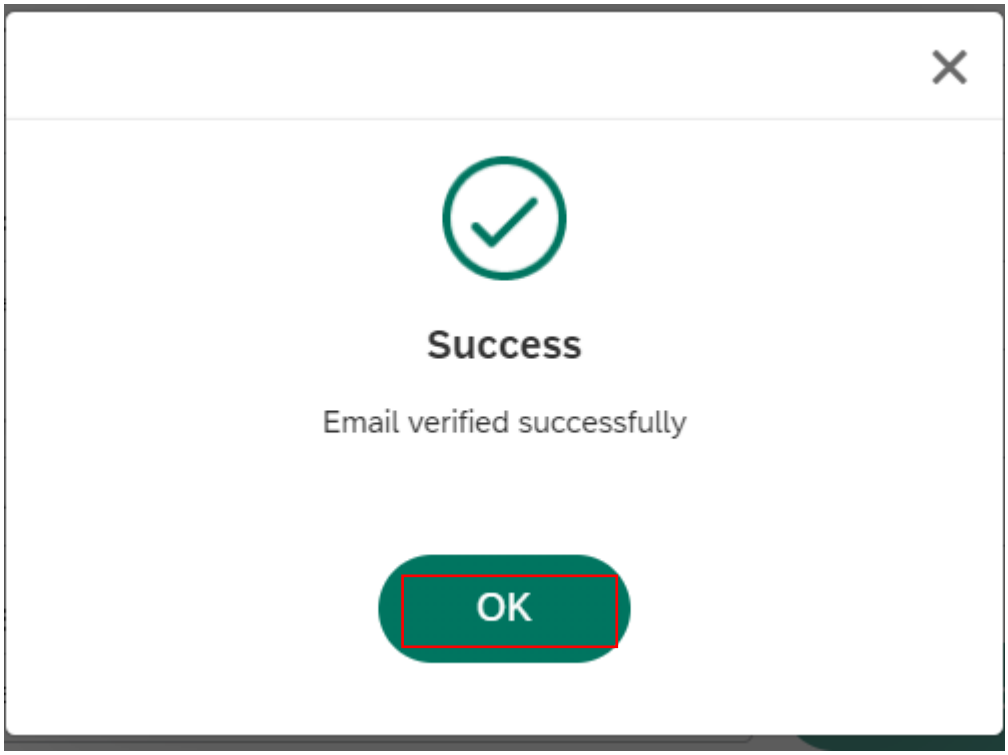
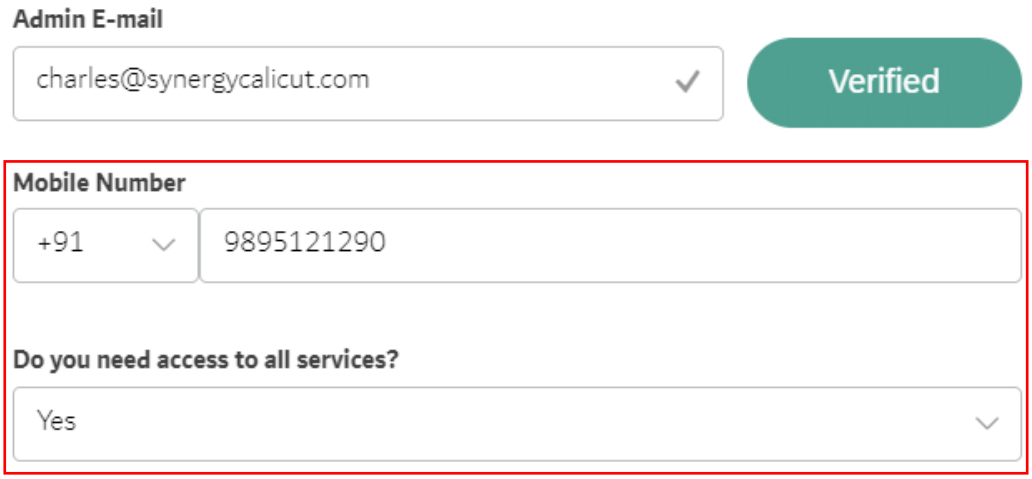


User Action: Click **OK** button on Successful verification.



User Action: Enter Admin Mobile number. If vendor need access to all services – click on “Yes” radio button otherwise select “No”.

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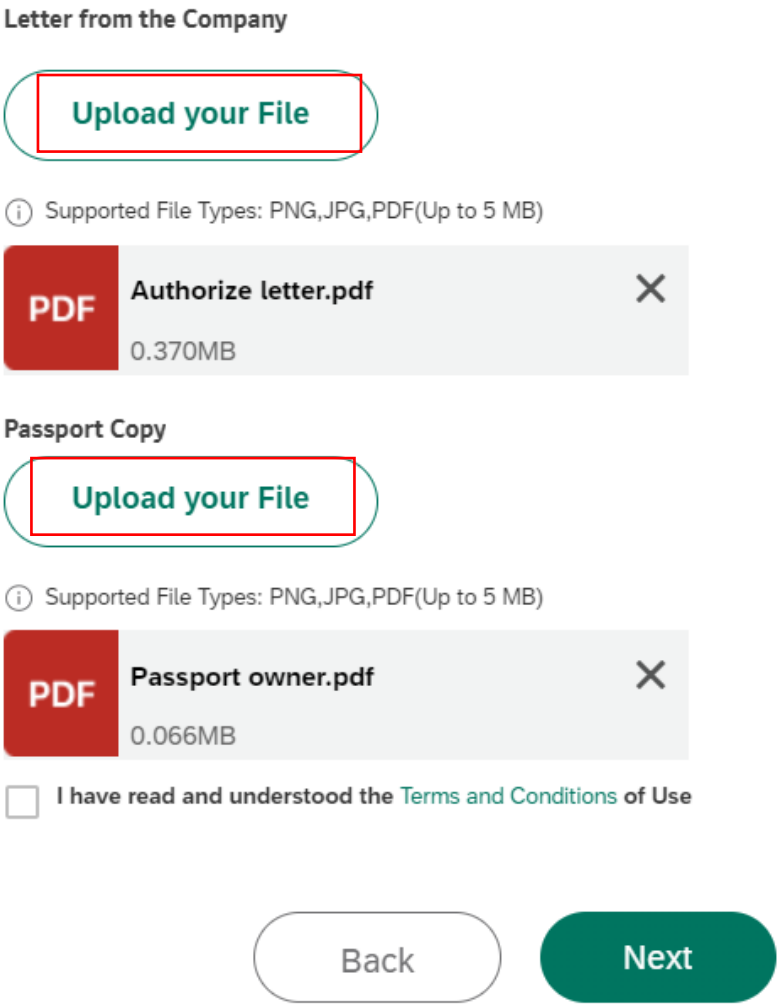

User Action: User must attach Admin Employee ID or Letter from the company as a proof as well as Passport Copy. Click on Upload your File button to attach the document.

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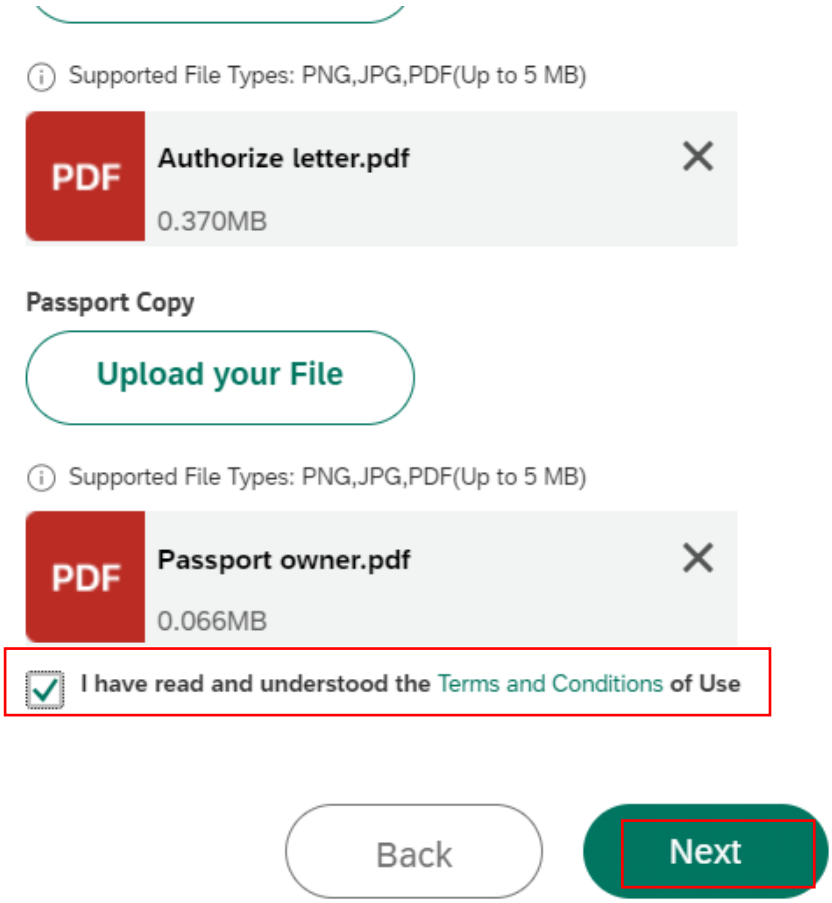

User Action: Select Checkbox to accept the conditions and click on Next button to move on next page.

1.2.3.3 User Details

Information: In this section user can add single or multiple Users by providing their details.

Select required role for the contact person. Based on the role the person access will be granted.

Role details:

- Bidder – This role allows access to services related to RFX response submission. If required alternate quotations, you required to create multiple user under contact person for same RFX.
- Procurement – This role allows access to services related to operational procurement including PO acknowledgement, Advance Shipment Notification creation, Good receipt status, Invoice Submission.
- GIS- This allow access to submit As is build drawing submission on supplier portal.
- FAT INSPECTION – This role allows to create a inspection request (FAT test, Type test & Pro-type test) for Distribution Power division purchase orders.
- Site Note Consultant – This role allows access to services which display information related to ongoing Site Projects.
- Site Note Contractor - This role allows access to services which display information related to ongoing Site Projects.

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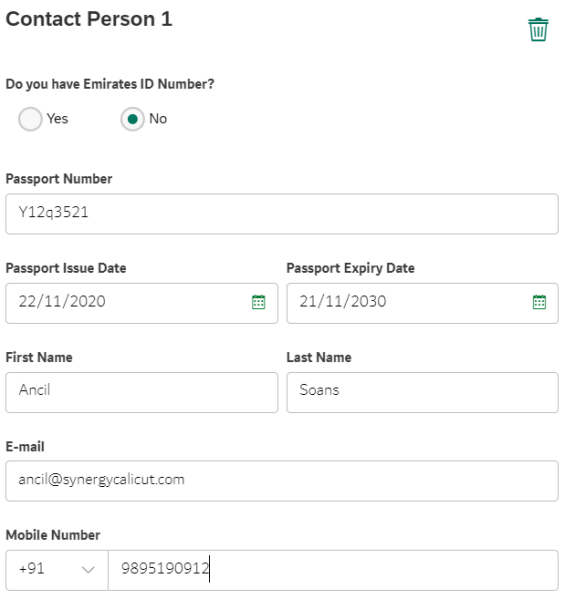

User Action: Select appropriate radio button with which user want to fill up the details. For ex., “No” to register user with passport details. Enter passport details. Issue and Expiry date of the User. Also enter Email address and Mobile number of the user.

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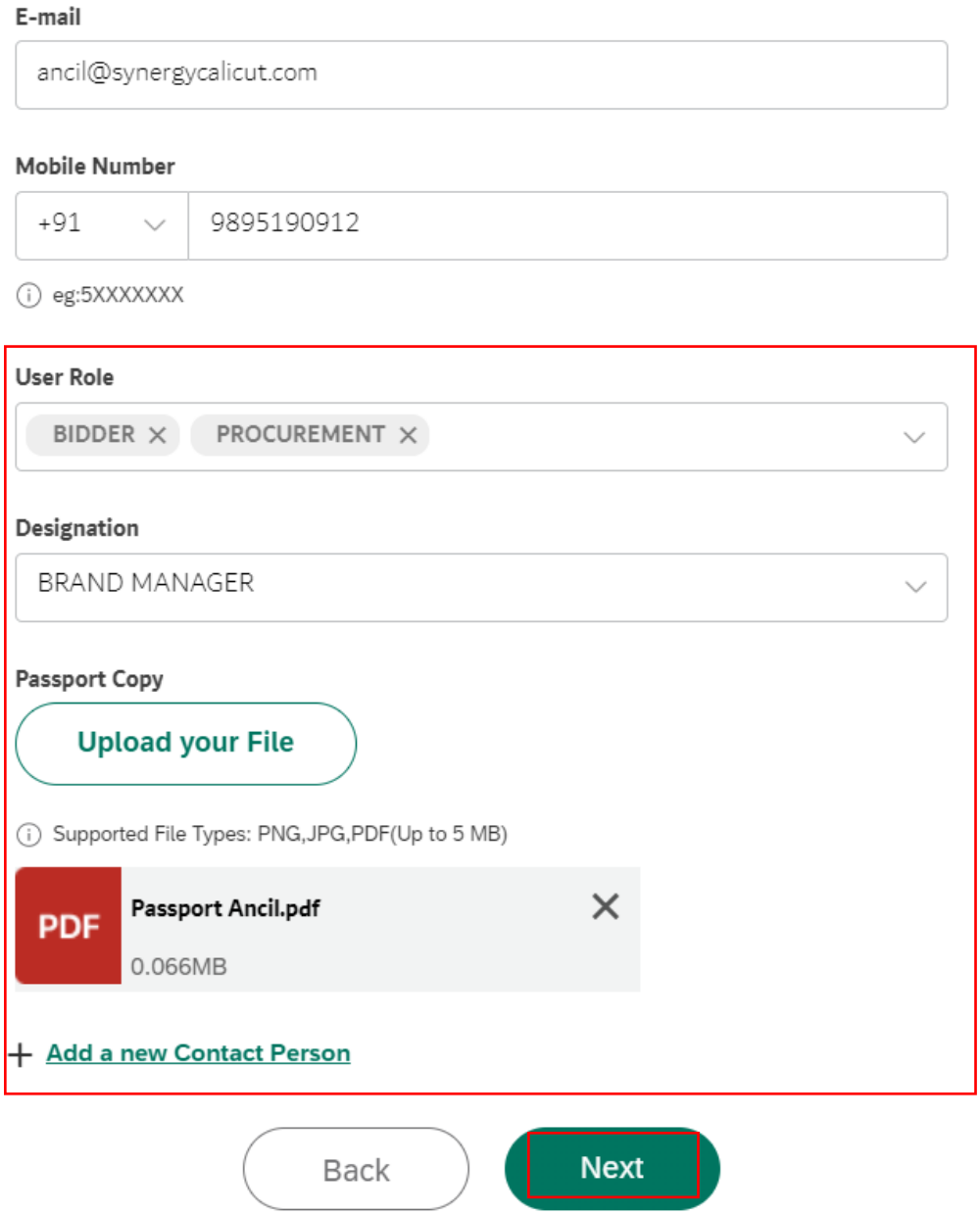

User Action: Select Roles for user from dropdown list. For ex., BIDDER & PROCUREMENT. Select Designation for user from dropdown list. For ex. Brand Manager. Click on Upload your File button to add supporting documents of a user. Click on Add a new Contact Person. Otherwise click on Next button to move on next page.

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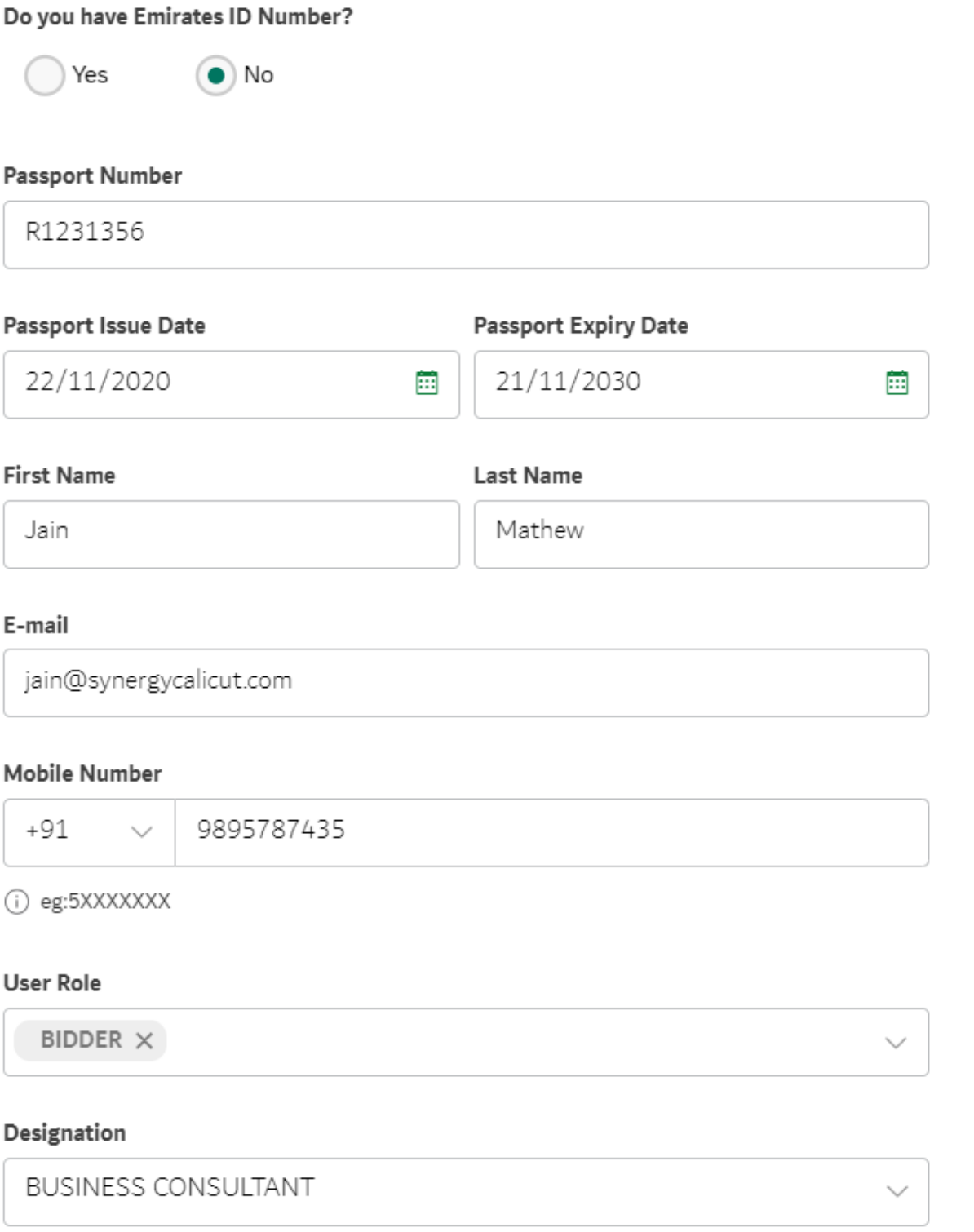

User Action: Select Designation for 2nd user. For ex. Business Consultant and click on Upload your File to attach supporting documents.

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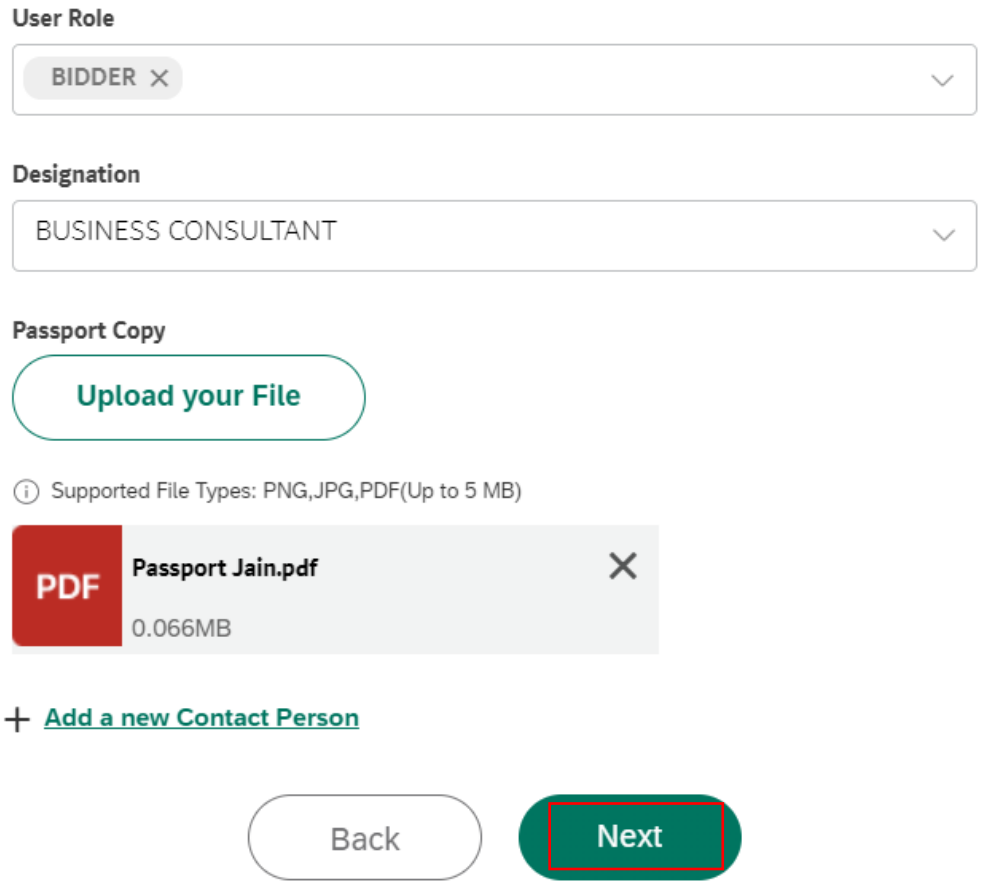

User Action: Click on Next button to move on next page.

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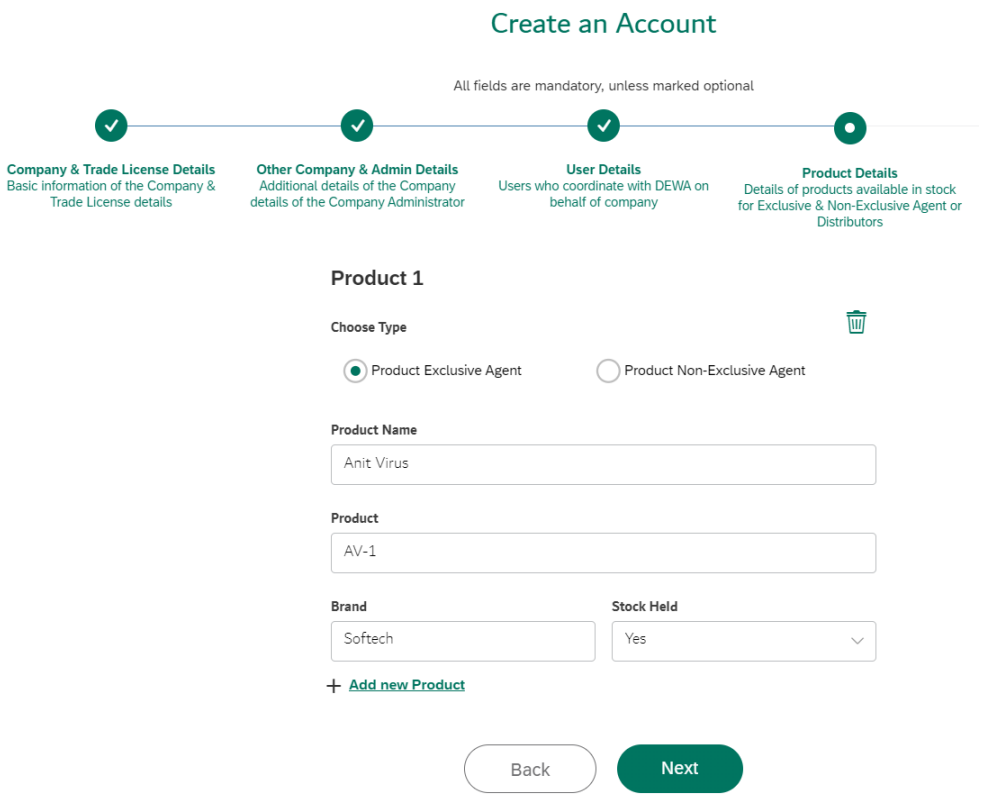
1.2.3.4 Product Details



User Action: Select appropriate radio button for Product type whether it is an Exclusive Agent or Non-Exclusive agent, also Enter Product Name. For ex. Anti Virus. Define product, Enter Brand Name of the product. Select Stock held status of the product.

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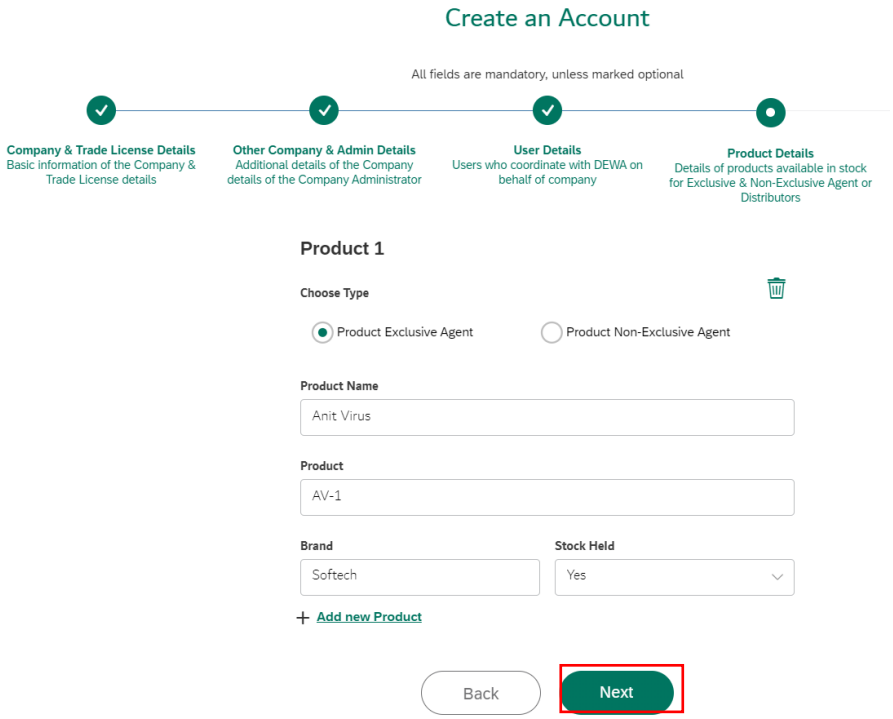
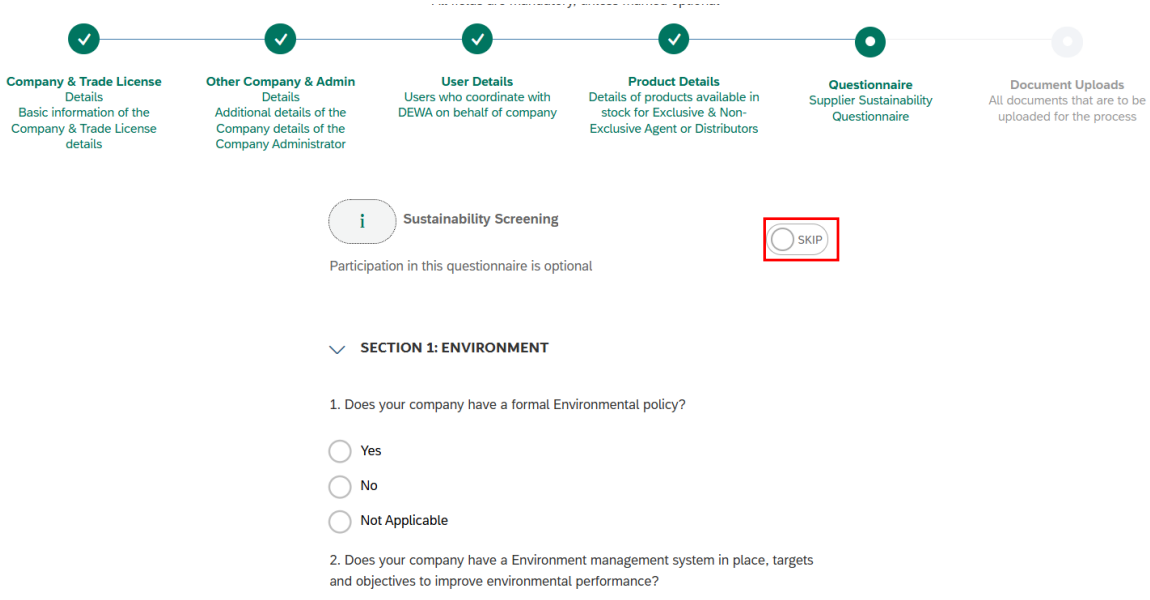


User Action: Similarly, Add details for Product 2 and click on Next Button.

1.2.4 Sustainability Screening Survey

This section is to participaiate in the DEWA's Supplier Sustainability Program. At DEWA, we believe that suppliers are essential partners to achieve sustainable progress across our operating footprint and on the journey to sustainable growth.



User Action: Survey participation is optional and if you want to skip, enable the skip button

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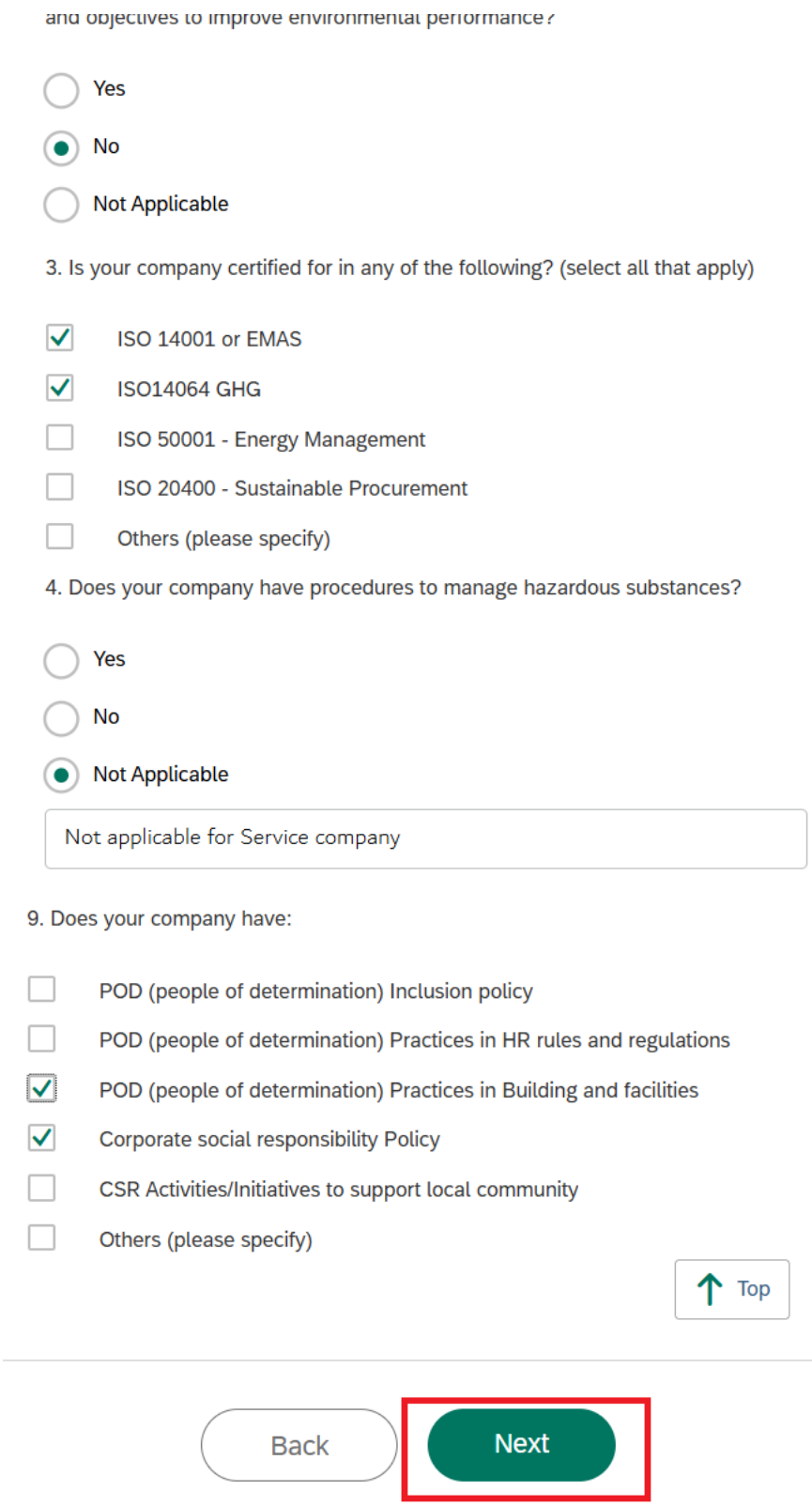

User Action: For the participiating in the survey, answer all the question under below sections by selecting the appropriate option and click on Next button.

Section1 : **ENVIRONMENT (15)**

Section2 : **SOCIAL (9)**

Section3 : **GOVERNANCE (16)**

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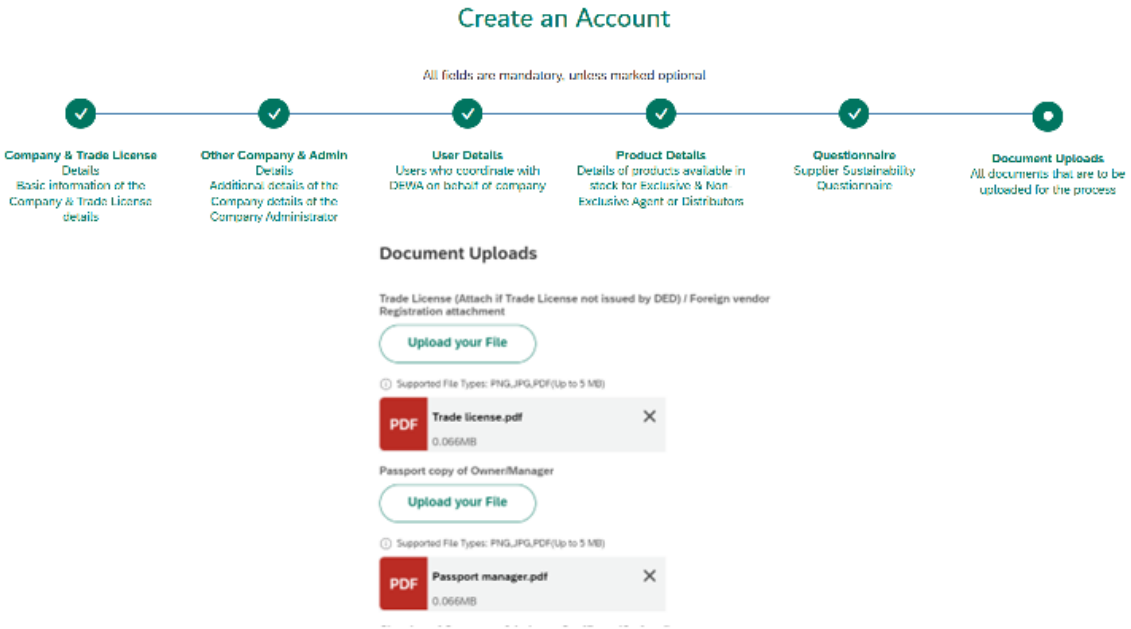
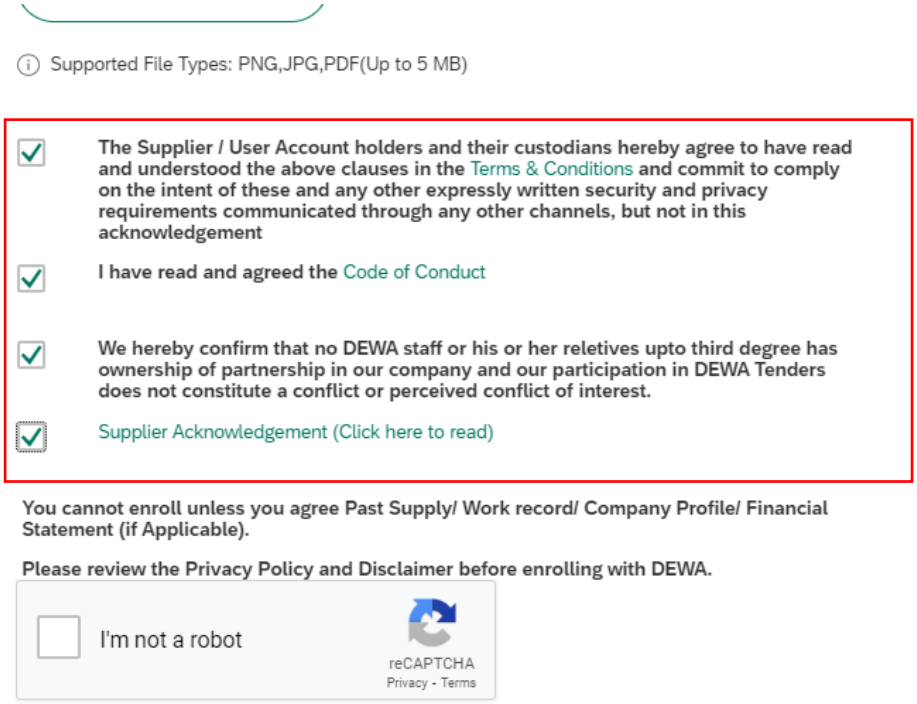
1.2.4.1 Document Uploads

This section user must update the information related to company product such as Name, Pr0duct type, Brand, Stock status etc. User can add single or multiple product in this section.



User Action: Click on Upload your File button to upload the Trade License, Passport copy document.



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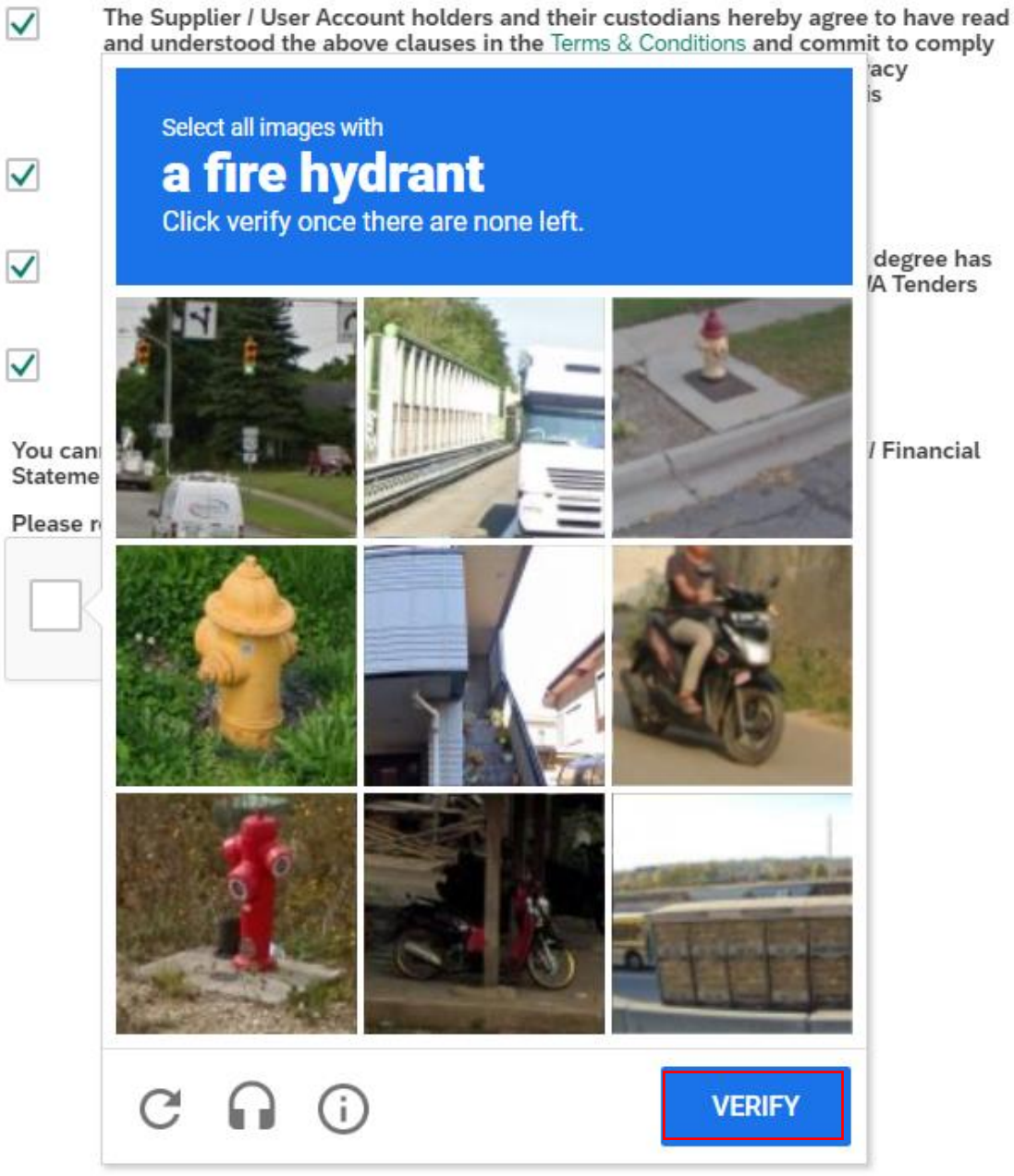
User Action: Click on Terms & Conditions Hyperlink to read the clauses. Click on Code of Conduct before agreeing the same. Click Supplier Acknowledgement (Click here to read) to read the acknowledgment. Tick the checkbox to Agree all conditions.



User Action: Click in checkbox to access the puzzle. Click Verify button after selection of correct options.

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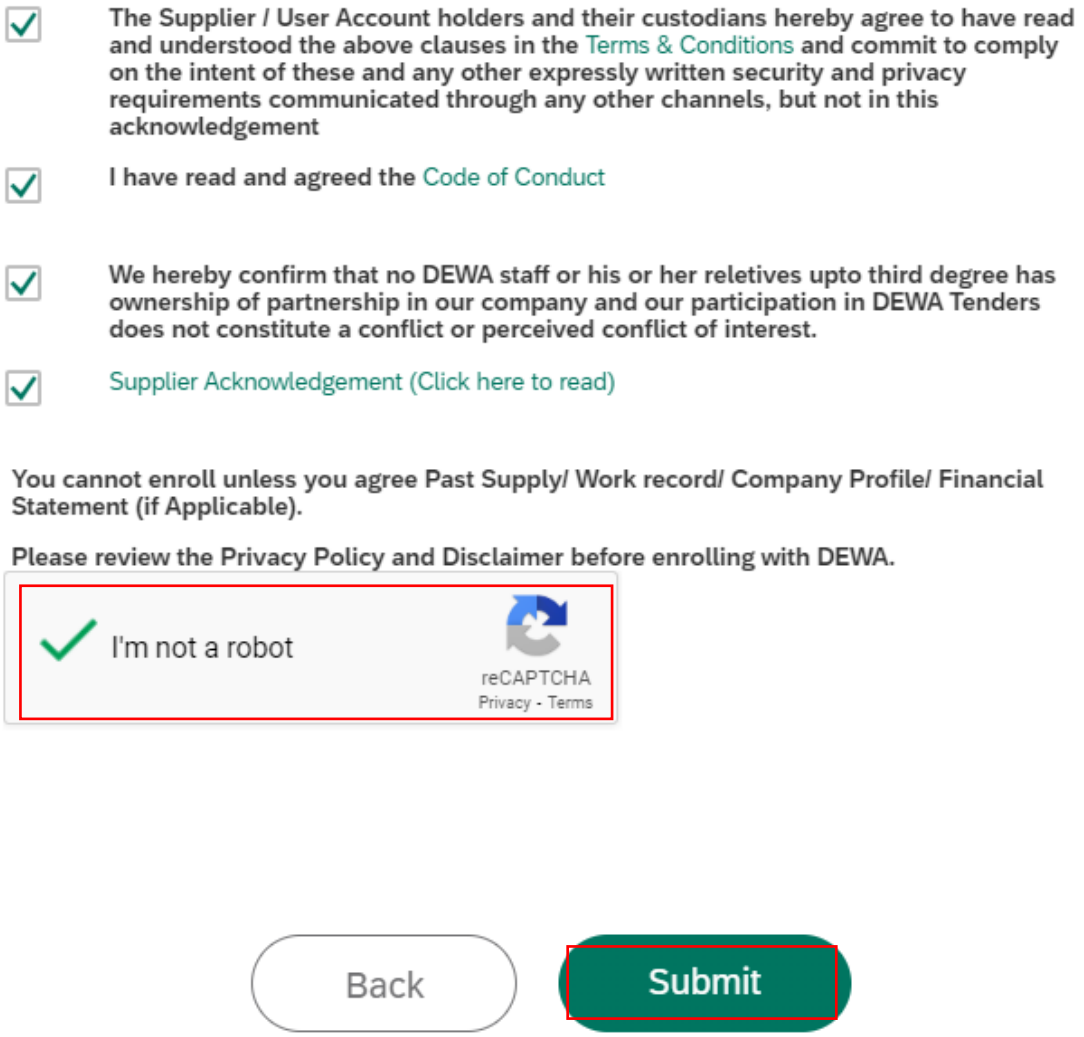

User Action: Click Submit button to do the final submission for creation of the vendor.

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Submission Successful

Your reference number is 0000021810
Your requests(s) is under review

Submitted Date	**29 Nov 2023 | 06:39:56**
Application Number	**0000021810**
Trade License/Company Registration Number	**IND123121**
Company Full Name	**Synergy Tech Calicut Limited**

What's Next?

Your application is being processed. We will send you an E-mail and SMS once application status changes. Once application is approved, an email with a link to create user name and password will be sent.

Track Application

- Upon submission, you will get the Request Number which will be used for future reference till your registration process completion.
- Upon the data verification by DEWA Procurement Team, your vendor code will be created in DEWA System in case of successful registration which will be sent to you E Mail.
- You will get notified with the Rejection E Mail in case of data verification failure.

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