

SUPPLIER ENROLMENT - FOREIGN SUPPLIERS (OUTSIDE UAE)

USER MANUAL

VERSION
3.0

ISSUE DATE
28 NOV 2023

REVISION DATE
12 AUG 2026

OVERVIEW

The objective of this tutorial is to explain DEWA's SAP Vendor Registration processes for foreign vendors, covering both tender and non-tender purchases. This tutorial outlines the different registration types, application tracking and the process for resubmitting an application when clarification is requested.

The key differences between Tender Purchase and Non-Tender Purchase registrations are given below:

Tender Purchase Vendor	Non-Tender Purchase Vendor
Vendors may participate in tender quotations before vendor creation is completed.	Vendors cannot participate in bidding activities until the registration application has been approved.
A Vendor BP record is created before the application is approved.	A Vendor BP record is created only after approval of the application.
Until final approval, the Purchase Organisation remains in a blocked status and is automatically unblocked upon approval.	The Purchase Organisation is created only after final approval of the application.

1.1 SERVICE FEATURES

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

- Company & Trade License Details
- Other Company and Admin Details
- User Details
- Product Details
- Questionnaire
- Document Uploads

2. Supplier and Admin Registration – Foreign Vendor (Tender Purchase)

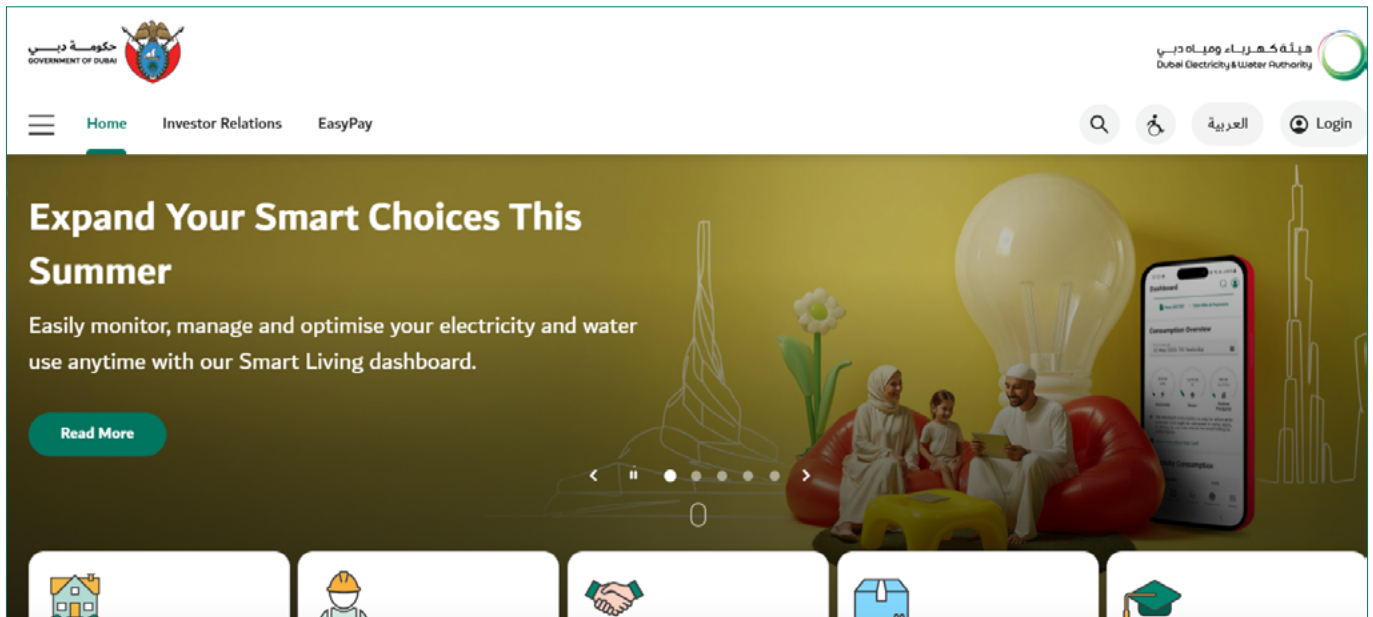
- Company & Trade License Details
- Other Company and Admin Details
- User Details
- Product Details
- Questionnaire
- Document Uploads

1.2 HOW TO REQUEST

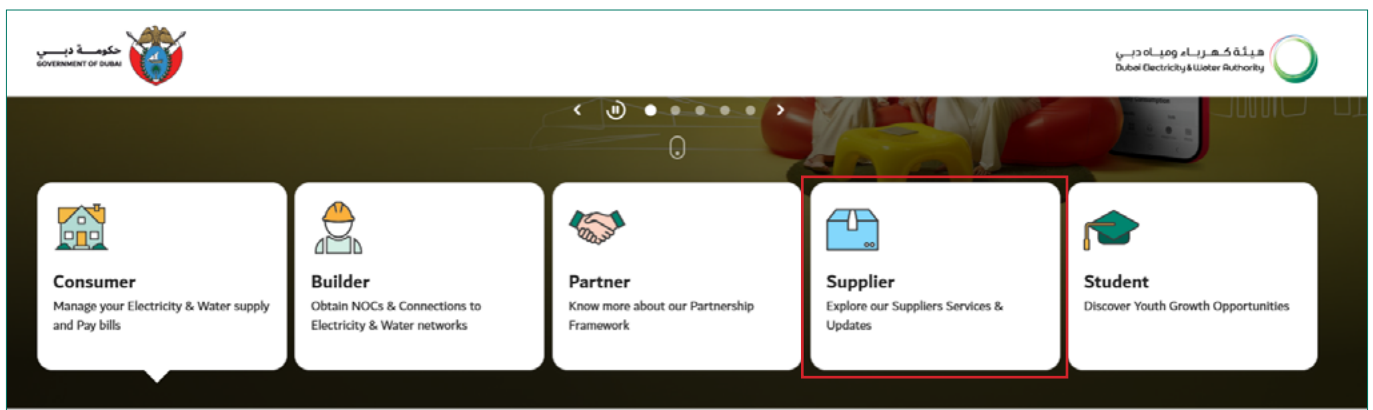
The New Supplier Registration service is available through the SRM portal and enables new suppliers to register with DEWA.

USER ACTION User can use <https://dewa.gov.ae/en/> to access the dewa webpage.

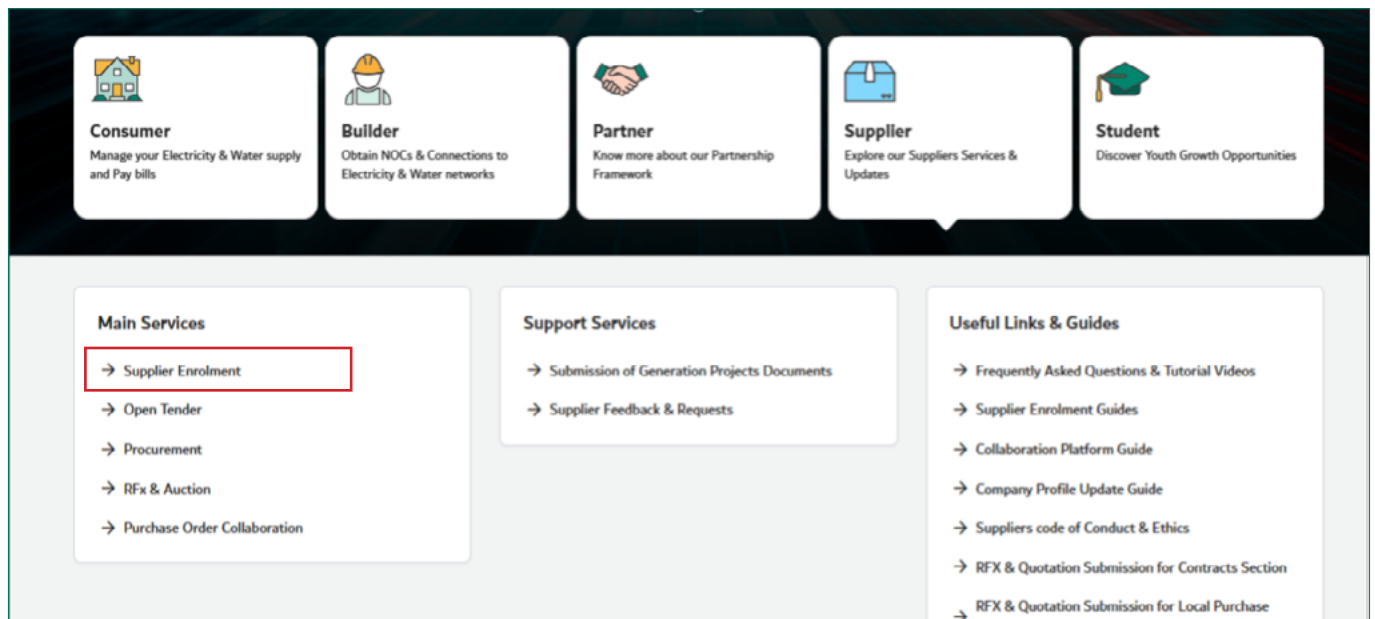
1.2.1 Supplier and Admin Registration – Foreign Vendor (Non - Tender Purchase)



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



Scroll down and **click on Supplier** to access the supplier portal



USER ACTION Click on the **Register New Vendor** service to register as a new vendor. This will open the Enrolment page.

1.2.1.1 Company and Trade License Details

In this section, users are required to enter their company information and trade license details.

The screenshot shows the 'Create an Account' process flow. The flow consists of six steps: 1. Company & Trade License Details (Basic information of the Company & Trade License details), 2. Other Company & Admin Details (Additional details of the Company details of the Company Administrator), 3. User Details (Users who coordinate with DEWA on behalf of company), 4. Product Details (Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors), 5. Questionnaire (Supplier Sustainability Questionnaire), and 6. Document Uploads (All documents that are to be uploaded for the process). The first step, 'Company & Trade License Details', is currently active. Below the flow, the 'Details of the company' form is shown. The 'Country' field is highlighted with a red box, and a dropdown menu is open, showing a list of countries: India, Indonesia, Iran, and Iraq. The 'India' option is currently selected.

USER ACTION Enter the **Country**.

Country	India
City	Mumbai
Company Full Name	Westrock Pvt Ltd
<i>i</i> Company Full Name as per Trade License	
Street Name	Unit no.25, Apurav Industrial Estate
Address Line 2 (Optional)	Address Line 2
PO Box/Postal Code	401201

USER ACTION Enter the **city, company's full name, street name and PO Box or postal code.**

Company Telephone	+91	226451	Extension	Extension
<i>i</i> eg:4XXXXXXX				
Mobile Number (Optional)	+91	9895123456		
<i>i</i> eg:5XXXXXXX				
E-mail	yourname@companyname.com			
<i>i</i> Only Company E-mail address is allowed				

USER ACTION Enter, the company's **telephone number, mobile number and email address.**

E-mail

yourname@companyname.com

 Only Company E-mail address is allowed

Are you registering for Tender Purchase

☐ Yes ☒ No

Are you registering for HR Training related Procurement?

☐ Yes ☒ No

USER ACTION

Select **No** for both questions, as this registration applies to a Non-Tender Purchase Vendor and a Non-HR Training Vendor

Are you registering for Tender Purchase

☐ Yes ☒ No

Are you registering for HR Training related Procurement?

☐ Yes ☒ No

Details of Foreign Unique ID

Issuing Authority

Government of India

Foreign Unique ID

37458323

Foreign Unique ID - Date of Issue

01/11/2022



Foreign Unique ID - Date of Expiry

31/10/2028



Is this company in any way is owned or related to one of DEWA Employee?

☐ Yes ☒ No

Save and Continue

USER ACTION

Enter the name of the foreign authority that issued the vendor's **unique foreign ID**, and the corresponding issue and expiry dates.

Issuing Authority

Government of India

Foreign Unique ID

37458323

Foreign Unique ID - Date of Issue

01/11/2022

Foreign Unique ID - Date of Expiry

31/10/2028

Is this company in any way is owned or related to one of DEWA Employee?

☐ Yes ☒ No

Save and Continue

USER ACTION Select **No** if the company is not owned by a DEWA employee, then click on the **Save and Continue** button

1.2.1.1 Other Company and Administrator Details

In this section, provide the company sponsor and administrator details. Complete the two-step verification process for the administrator and other users by verifying their email address and mobile number.

Additional Company Details

Web URL (Optional)

www.vestrock.co.in

Company Activity

Supply and Services

Category

Generator X Gaskets X

☐ Gear unit for indust

Passport Number

USER ACTION Enter the company's **website URL**. Then select the **company activity and category** from the dropdown list. For example, you may select **Supply and Services** as the company activity and Software Client Operations as the category.

Category

Generator X Gaskets X Gear unit for indust X

Details for Company Administrator

Do you have Emirates ID Number?

☐ Yes ☒ No

Passport Number

Z23454312

Passport Issue Date **Passport Expiry Date**

30/10/2018 29/11/2028

Admin First Name **Admin Last Name**

Admin First Name Admin Last Name

USER ACTION Select **Yes** if the administrator has an Emirates ID. Alternatively, the administrator can be registered using passport details. Enter the **passport number** and its **issue and expiry dates**.

Do you have Emirates ID Number?

☐ Yes ☒ No

Passport Number

Z23454312

Passport Issue Date **Passport Expiry Date**

30/10/2018 29/11/2028

Admin First Name **Admin Last Name**

Rahul Jain

Designation

MANAGING PARTNER

MANAGING PARTNER

MARKETING EXECUTIVE

MARKETING MANAGER

MEP ENGINEER

MEP MANAGER

USER ACTION Enter the administrator's **first and last name**. Then select the administrator's **designation** from the dropdown list. For example, **Managing Partner**

Admin First Name	Admin Last Name
Rahul	Jain
Designation	
MANAGING PARTNER	
Admin E-mail	
rahulj@westrock.co.in	Verify
Mobile Number	
+91	Mobile Number
Do you need access to all services?	

USER ACTION Provide the administrator's **email address** and click on the **Verify** button. The user will receive an OTP in their given email address

×

Verify Email Address

Please enter the 6-digit OTP sent to your e-mail **charles@synergycalicut.com**.

9

9

9

9

9

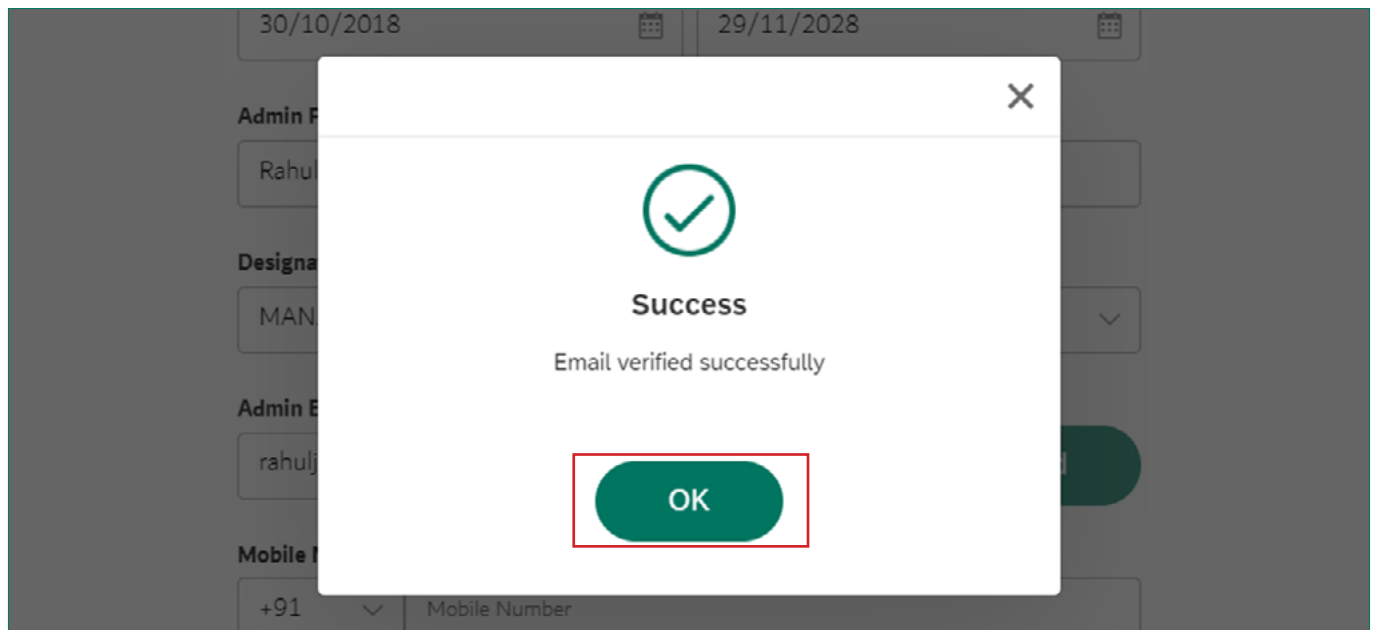
9

The session will end in **2:51**

Didn't receive any code? [Resend](#)

Verify

USER ACTION User must **enter the OTP** they have received through email and click on the **Verify** button.



USER ACTION Click **OK** upon successful verification.

Admin E-mail
rahulj@westrock.co.in ✓ **Verified**

Mobile Number
+91 ▼ 9895123123

Do you need access to all services?
Yes ▼

Letter from the Company [Download Template](#)

USER ACTION Enter the **administrator's mobile number**. If the vendor needs access to all services, the select **Yes**, otherwise select **No**.

Do you need access to all services?

Yes

Letter from the Company Download Template

Upload your File

① Supported File Types: PNG,JPG,PDF(Up to 5 MB)

PDF Letter of Company.pdf 0.066MB

Passport Copy

Upload your File

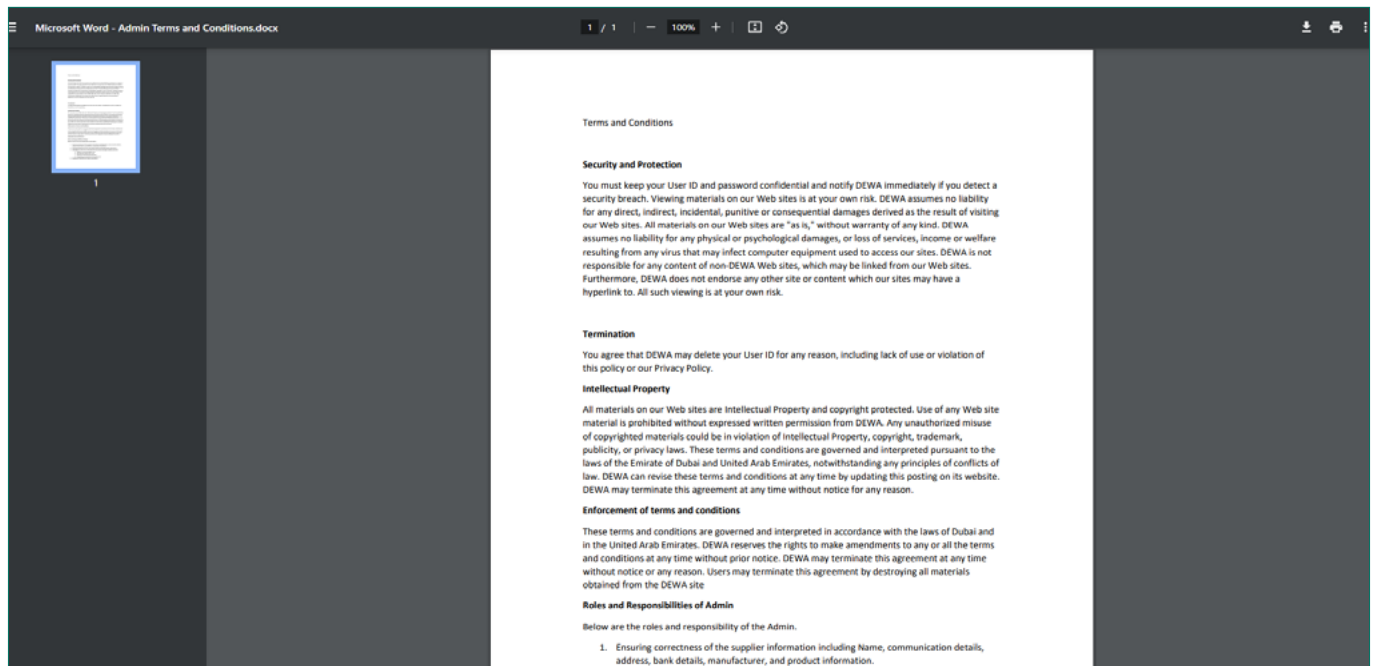
① Supported File Types: PNG,JPG,PDF(Up to 5 MB)

PDF Passport.pdf 0.066MB

☐ I have read and understood the [Terms and Conditions of Use](#)

Back Next

USER ACTION Attach the administrator's **employee ID** or letter from the company as a proof, as well as a copy of their passport. Click on the **Upload your File** button to attach the document. Click on the **Terms and Conditions** hyperlink to read the clauses



Letter from the Company

Download Template

Upload your File

Supported File Types: PNG,JPG,PDF(Up to 5 MB)

PDF

Letter of Company.pdf

0.066MB

X

Passport Copy

Upload your File

Supported File Types: PNG,JPG,PDF(Up to 5 MB)

PDF

Passport.pdf

0.066MB

X

☒ I have read and understood the [Terms and Conditions of Use](#)

Back

Next

USER ACTION Select the **checkbox to accept the terms and conditions**, then click on **Next** to proceed to the next page

1.2.1.3 User Details

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

Contact Person 1

Do you have Emirates ID Number?

☐ Yes ☒ No

Passport Number

U1231234

Passport Issue Date

30/11/2018 

Passport Expiry Date

30/11/2028 

First Name

Rahul

Last Name

Roy

E-mail

rahulr@westrock.com

USER ACTION

Select the appropriate **radio button** based on the identification box you wish to provide. For example, select **No** to register using passport details. Enter the user's **passport details**, including the **issue and expiry dates**. Then enter the user's first and last names, email address and mobile number.

ROLE DETAILS:

- **Bidder** - This role provides access to services relating to RFX response submission. If alternative quotations are required, multiple users must be created under the same contact person for the relevant RFX.
- **Procurement** - This role provides access to operational procurement services, including PO acknowledgement, Advance Shipment Notification creation, goods receipt status tracking and invoice submission.
- **GIS** - This allow provides access to submit as-built drawings through the supplier portal.
- **FAT Inspection** - This role enables users to create inspection requests, including Factory Acceptance Tests (FAT), Type Test and Prototype Test, for purchase orders issued by the Distribution Power division.
- **Site Note Consultant** - This role provides access to services that display information related to ongoing site projects.
- **Site Note Contractor** - This role provides access to services that display information related to ongoing site projects.

E-mail

rahul@westrock.com

Mobile Number

+91 9895123123

i eg:5XXXXXXX

User Role

BIDDER X PROCUREMENT X

☒ BIDDER

☐ FAT INSPECTION

☐ GIS

☒ PROCUREMENT

☐ PROJECT RECOVERY

☐ SITE CONSULTANT

☐ SITE CONTRACTOR

USER ACTION Select the user's role from the dropdown list. For example, BIDDER & PROCUREMENT.

+91 9895123123

i eg:5XXXXXXX

User Role

BIDDER X PROCUREMENT X

Designation

BRAND MANAGER

Passport Copy

Upload your File

i Supported File Types: PNG,JPG,PDF(Up to 5 MB)

+ [Add a new Contact Person](#)

Back Next

USER ACTION Select the user's designation from the dropdown list. For example, Brand Manager.

User Role

BIDDER × PROCUREMENT ×

Designation

BRAND MANAGER

Passport Copy

Upload your File

Supported File Types: PNG,JPG,PDF(Up to 5 MB)

PDF Passport copy.pdf 0.066MB

+ [Add a new Contact Person](#)

Back Next

USER ACTION Click on the **Upload your File button** to add the user's supporting documents. To add another contact person, click on **Add New Contact Person**. Otherwise, **click Next** to proceed

Contact Person 2



Do you have Emirates ID Number?

☐

Yes

☒

No

Passport Number

U1212132

Passport Issue Date

15/11/2023



Passport Expiry Date

14/11/2029



First Name

Suresh

Last Name

Vaidya

E-mail

E-mail

Mobile Number

+91



9890123123

eg:5XXXXXXX

User Role

SITE CONSULTANT X



USER ACTION

Enter the details of **Contact Person 2**

User Role

SITE CONSULTANT X

Designation

BUSINESS CONSULTANT

Passport Copy

Upload your File

Supported File Types: PNG,JPG,PDF(Up to 5 MB)

PDF Passport Suresh.pdf X
0.066MB

+ [Add a new Contact Person](#)

Back Next

USER ACTION

Click on **Upload your File button** to add the user's supporting documents. Then, click **Next** to proceed

1.2.1.4 Product Details

Product 1

Choose Type 

☒ Product Exclusive Agent ☐ Product Non-Exclusive Agent

Product Name

Product

Brand Stock Held

+ [Add new Product](#)

Back

Next

USER ACTION Select the **appropriate radio button** to indicate you are registering as an **Exclusive Agent** or **Non-Exclusive Agent**. Enter the **product name**, for example, **Anti Virus**, and provide the corresponding brand name

Product Name

Product

Brand Stock Held

+ [Add new Product](#)

Back

Next

USER ACTION Select the **stock-held status** of the product. To add another product, click **Add New Product**. Otherwise, click **Next** to proceed to the next page.

1.2.2 Sustainability Screening Survey

This section enables suppliers to participate in DEWA’s Supplier Sustainability Programme. At DEWA, we believe that suppliers are essential partners in advancing sustainable progress across our operating footprint and supporting our journey towards sustainable growth

✓

Company & Trade License Details
Basic information of the Company & Trade License details

✓

Other Company & Admin Details
Additional details of the Company details of the Company Administrator

✓

User Details
Users who coordinate with DEWA on behalf of company

✓

Product Details
Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors

●

Questionnaire
Supplier Sustainability Questionnaire

○

Document Uploads
All documents that are to be uploaded for the process

i

Sustainability Screening

Participation in this questionnaire is optional

○

SKIP

▼

SECTION 1: ENVIRONMENT

1. Does your company have a formal Environmental policy?

○

Yes

○

No

○

Not Applicable

2. Does your company have a Environment management system in place, targets and objectives to improve environmental performance?

USER ACTION

Survey participation is optional and if you want to skip it, enable the

SKIP

 button.

and objectives to improve environmental performance?

- ☐ Yes
- ☒ No
- ☐ Not Applicable

3. Is your company certified for in any of the following? (select all that apply)

- ☒ ISO 14001 or EMAS
- ☒ ISO14064 GHG
- ☐ ISO 50001 - Energy Management
- ☐ ISO 20400 - Sustainable Procurement
- ☐ Others (please specify)

4. Does your company have procedures to manage hazardous substances?

- ☐ Yes
- ☐ No
- ☒ Not Applicable

Not applicable for Service company

9. Does your company have:

- ☐ POD (people of determination) Inclusion policy
- ☐ POD (people of determination) Practices in HR rules and regulations
- ☒ POD (people of determination) Practices in Building and facilities
- ☒ Corporate social responsibility Policy
- ☐ CSR Activities/Initiatives to support local community
- ☐ Others (please specify)

[↑ Top](#)

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Next

USER ACTION

To participate in the survey, answer all question in the sections below by selecting the appropriate option and clicking **Next**.

Section1 : **ENVIRONMENT (15)**

Section2 : **SOCIAL (9)**

Section3 : **GOVERNANCE (16)**

1.2.2.1 Document Uploads

This section is used to upload all relevant documents such as the company's trade licence and VAT certificate, as well as the owner/sponsor/manager's passport copy. Users must check and upload all mandatory documents.

The supporting documents listed below are required for registration with DEWA. Failure to provide the necessary documents may result in your application being rejected

Mandatory Documents:

- Trade License
- Passport Copy of Owner/Sponsor/Manager

Optional Documents:

- Certificate issued by the Chamber of Commerce and Industry
- Product Catalogue
- Agency registration Certificate
- SME registration Copy

The screenshot displays the 'Create an Account' registration process. A progress bar at the top shows six steps: 1. Company & Trade License Details (Basic information of the Company & Trade License details), 2. Other Company & Admin Details (Additional details of the Company details of the Company Administrator), 3. User Details (Users who coordinate with DEWA on behalf of company), 4. Product Details (Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors), 5. Questionnaire (Supplier Sustainability Questionnaire), and 6. Document Uploads (All documents that are to be uploaded for the process). The 'Document Uploads' step is currently active.

Document Uploads

Trade License (Attach if Trade License not issued by DED) / Foreign vendor Registration attachment

Upload your File

Supported File Types: PNG,JPG,PDF(Up to 5 MB)

PDF Trade license.pdf 0.066MB

Passport copy of Owner/Manager

Upload your File

Supported File Types: PNG,JPG,PDF(Up to 5 MB)

PDF Passport owner.pdf 0.066MB

Chamber of Commerce & Industry Certificate (Optional)

Upload your File

USER ACTION Click **Upload your File** to upload the trade licence document and passport copy

- ☒ The Supplier / User Account holders and their custodians hereby agree to have read and understood the above clauses in the [Terms & Conditions](#) and commit to comply on the intent of these and any other expressly written security and privacy requirements communicated through any other channels, but not in this acknowledgement
- ☒ I have read and agreed the [Code of Conduct](#)
- ☒ We hereby confirm that no DEWA staff or his or her relatives upto third degree has ownership of partnership in our company and our participation in DEWA Tenders does not constitute a conflict or perceived conflict of interest.
- ☒ [Supplier Acknowledgement \(Click here to read\)](#)

You cannot enroll unless you agree Past Supply/ Work record/ Company Profile/ Financial Statement (if Applicable).

Please review the Privacy Policy and Disclaimer before enrolling with DEWA.

☐ I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)

Back

Submit

USER ACTION

Click the **Terms & Conditions** hyperlink to read the clauses. Click **Code of Conduct** to read and understand the applicable requirements. Click [Supplier Acknowledgement \(Click here to read\)](#) to review the acknowledgment. Once you have read and accepted all requirements, select the checkbox to confirm your agreement

Upload your File

Supported File Types: PNG,JPG,PDF(Up to 5 MB)

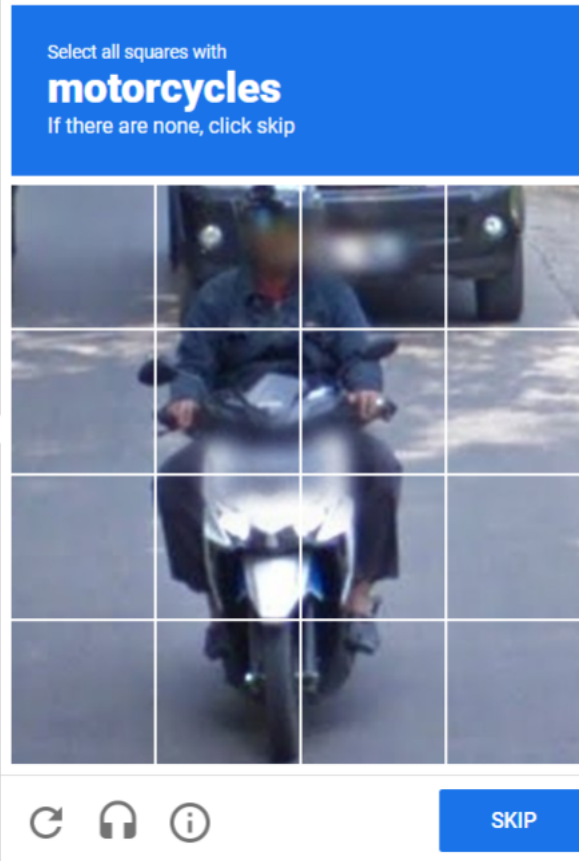


The Supplier / User Account holders and their custodians hereby agree to have read and understood the above clauses in the [Terms & Conditions](#) and commit to comply



You can
Stateme

Please n



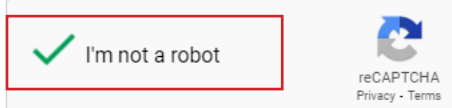
USER ACTION

Select the checkbox to access the puzzle. Click **Verify** after selection of the correct options

- ☒ The Supplier / User Account holders and their custodians hereby agree to have read and understood the above clauses in the [Terms & Conditions](#) and commit to comply on the intent of these and any other expressly written security and privacy requirements communicated through any other channels, but not in this acknowledgement
- ☒ I have read and agreed the [Code of Conduct](#)
- ☒ We hereby confirm that no DEWA staff or his or her relatives upto third degree has ownership of partnership in our company and our participation in DEWA Tenders does not constitute a conflict or perceived conflict of interest.
- ☒ [Supplier Acknowledgement \(Click here to read\)](#)

You cannot enroll unless you agree Past Supply/ Work record/ Company Profile/ Financial Statement (if Applicable).

Please review the Privacy Policy and Disclaimer before enrolling with DEWA.



[Back](#) [Submit](#)

USER ACTION Click **Submit** to make the final submission for the vendor creation process.



Submission Successful

Your reference number is 0000021811
Your request(s) is under review

Submitted Date

29 Nov 2023 | 06:54:41

Application Number

0000021811

Trade License/Company Registration Number

37458324

Company Full Name

Westrock Pvt 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 a request number that will be used for future references until your registration process is complete.
- Once data verification is performed by the DEWA Procurement Team and your registration is successful, your vendor code will be created in DEWA's system and sent to you via email.
- If data verification fails and your registration is unsuccessful, you will be notified through email.

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

1.2.3.1 Company and Trade Licence Details

In this section, the user must enter the company’s information and trade licence details.

Create an Account

All fields are mandatory, unless marked optional

Company & Trade License Details
Basic information of the Company & Trade License details

Other Company & Admin Details
Additional details of the Company details of the Company Administrator

User Details
Users who coordinate with DEWA on behalf of company

Product Details
Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors

Questionnaire
Supplier Sustainability Questionnaire

Document Uploads
All documents that are to be uploaded for the process

Details of the company

Country

India

India

Indonesia

Iran

Iraq

USER ACTION Enter the **Country**.

Details of the company

Country

India

City

Banglore

Company Full Name

Synergy Tech Calicut Ltd

① Company Full Name as per Trade License

Street Name

12A Building 1. Sb Rd

Address Line 2 (Optional)

Address Line 2

PO Box/Postal Code

121231

Company Telephone

+91

2323232

① eg:4XXXXXXX

Extension

Extension

USER ACTION Enter the **country, city, company’s full name and street name**. Enter the PO Box or **postal code**, as well as the **telephone and mobile numbers** of the company.

E-mail

admin@companyname.com

 Only Company E-mail address is allowed

Are you registering for Tender Purchase

☒ Yes ☐ No

Are you registering for HR Training related Procurement?

☐ Yes ☒ No

USER ACTION

Provide the **company's email address**. Select **Yes** for **Tender Purchase** and **No** for **HR Training Purchase**.

Are you registering for Tender Purchase

☒ Yes ☐ No

Are you registering for HR Training related Procurement?

☐ Yes ☒ No

Details of Foreign Unique ID

Issuing Authority

Government of India

Foreign Unique ID

IND123121

Foreign Unique ID - Date of Issue

21/11/2018



Foreign Unique ID - Date of Expiry

29/12/2028



Is this company in any way is owned or related to one of DEWA Employee?

☐ Yes ☒ No

Save and Continue

USER ACTION

Enter the name of the authority that issued the vendor's unique foreign ID. Then enter the vendor's unique foreign ID, together with the corresponding issue and expiry dates. Select **No** if the company is not owned by a DEWA employee, then click **Save and Continue**

1.2.3.2 Other Company and Admin Details

In this section, provide the details of the company's sponsor and administrator. Follow a two-step verification through email and mobile for administrators and other users.

Additional Company Details

Web URL (Optional)

Company Activity

Category

Generator X Gear unit for indust X Gaskets X

USER ACTION Enter the **company website URL**, then select the **company activity** and **category** from the dropdown list. For example, the activity can be **Supply and Services** while the category can be **Generator** or **Gasket** or **Gear Unit for Industry**, as above.

Details for Company Administrator

Do you have Emirates ID Number?

☐ Yes ☒ No

Passport Number

Passport Issue Date **Passport Expiry Date**

Admin First Name **Admin Last Name**

Designation

USER ACTION Click **No** if the administrator does not have an Emirate ID, following which they can be registered using passport details. Enter the passport number, the issue and expiry dates and the first and last names. Select the administrator's **designation** from a dropdown list, for example, **Managing Partner**.

Admin First Name	Admin Last Name
Charles	Soans
Designation	
MANAGING PARTNER	
Admin E-mail	
charles@synergycalicut.com	Verify

USER ACTION Provide the administrator's email address and click **Verify**. The user will receive an OTP through their given email address.

×

Verify Email Address



Please enter the 6-digit OTP sent to your e-mail **charles@synergycalicut.com**.

9

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9

The session will end in **2:51**
 Didn't receive any code? [Resend](#)

USER ACTION User must enter the OTP received on email and click on **Verify** button

×



Success

Email verified successfully

USER ACTION Click **OK** upon successful verification.

Admin E-mail

charles@synergycalicut.com
✓

Verified

Mobile Number

+91

9895121290

Do you need access to all services?

Yes

USER ACTION Enter the **administrator's mobile number**. If a vendor need access to all services, click **Yes**, otherwise select **No**.

Letter from the Company

Download Template

Upload your File

Supported File Types: PNG,JPG,PDF(Up to 5 MB)

PDF
Authorize letter.pdf
X
0.370MB

Passport Copy

Upload your File

Supported File Types: PNG,JPG,PDF(Up to 5 MB)

PDF
Passport owner.pdf
X
0.066MB

☐ I have read and understood the [Terms and Conditions of Use](#)

Back

Next

USER ACTION Upload the administrator's employee ID card or a letter from the company as proof of employment, together with a copy of the administrator's passport. Click **Upload your File** to attach the required documents.

SUPPLIER ENROLMENT - FOREIGN SUPPLIERS (OUTSIDE UAE) **USER MANUAL**
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The screenshot shows a registration form with two sections. The first section, 'Letter from the Company', has a 'Download Template' link and an 'Upload your File' button. Below it, a message indicates supported file types (PNG, JPG, PDF, up to 5 MB). A file named 'Authorize letter.pdf' (0.370MB) is shown with a red PDF icon and a close button. The second section, 'Passport Copy', also has an 'Upload your File' button and a supported file types message. A file named 'Passport owner.pdf' (0.066MB) is shown with a red PDF icon and a close button. Below the file uploads, there is a checkbox labeled 'I have read and understood the Terms and Conditions of Use'. At the bottom, there are 'Back' and 'Next' buttons. The 'Next' button is highlighted with a red border.

USER ACTION Tick the **checkbox to accept the conditions** and **click Next** to proceed to the next page.

1.2.3.3 User Details

Information: In this section, you can add one or more users by entering their details. Select the appropriate role for each contact person. Access permissions will be granted based on the role selected.

ROLE DETAILS:

- **Bidder** - This role provides access to services related to the RFX response submission process. If alternative quotations are required, multiple users must be created under the same contact person for the relevant RFX.
- **Procurement** - This role provides access to operational procurement services, including PO acknowledgement, Advance Shipment Notification (ASN) creation, goods receipt status tracking and invoice submission.
- **GIS** - This provides access to submit as-built drawings through the supplier portal.
- **FAT Inspection** - This role enables users to create inspection requests, including Factory Acceptance Tests (FAT), Type Tests and Prototype Tests, for purchase orders issued by the Distribution Power division.
- **Site Note Consultant** - This role provides access to services that display information related to ongoing site projects.
- **Site Note Contractor** - This role provides access to services that display information related to ongoing site projects.

Contact Person 1



Do you have Emirates ID Number?

☐ Yes ☒ No

Passport Number

Passport Issue Date



Passport Expiry Date



First Name

Last Name

E-mail

Mobile Number



USER ACTION

Select the **appropriate radio button** based on the identification document you wish to provide. For example, select **No** to register using passport details. Enter the user's passport details, including the issue and expiry dates. Then enter the user's email address and mobile number.

E-mail

ancil@synergycalicut.com

Mobile Number

+91

9895190912

eg:5XXXXXXX

User Role

BIDDER

PROCUREMENT

Designation

BRAND MANAGER

Passport Copy

Upload your File

Supported File Types: PNG,JPG,PDF(Up to 5 MB)

PDF

Passport Ancil.pdf

0.066MB

+ Add a new Contact Person

Back

Next

USER ACTION Select the **required role(s)** for the user from the dropdown list, such as **BIDDER & PROCUREMENT**. Then select the user's **Designation** from the dropdown list, for example, **Brand Manager**. Click **Upload your File** button to add a user's supporting documents. Select **Add a New Contact Person**. Otherwise click Next to proceed to the **next** page.

Do you have Emirates ID Number?

☐ Yes ☒ No

Passport Number

R1231356

Passport Issue Date

22/11/2020

Passport Expiry Date

21/11/2030

First Name

Jain

Last Name

Mathew

E-mail

jain@synergycalicut.com

Mobile Number

+91 9895787435

eg:5XXXXXXX

User Role

BIDDER

Designation

BUSINESS CONSULTANT

USER ACTION

Select the second user's **designation**, for example, **Business Consultant**, then click **Upload your File** to attach supporting documents

User Role

BIDDER ×

Designation

BUSINESS CONSULTANT

Passport Copy

Upload your File

Supported File Types: PNG,JPG,PDF(Up to 5 MB)

PDF Passport Jain.pdf ×

0.066MB

+ [Add a new Contact Person](#)

Back Next

USER ACTION Click **Next** to proceed to the next page.

1.2.3.4 Product Details

Create an Account

All fields are mandatory, unless marked optional

✓

Company & Trade License Details

Basic information of the Company & Trade License details

✓

Other Company & Admin Details

Additional details of the Company details of the Company Administrator

✓

User Details

Users who coordinate with DEWA on behalf of company

●

Product Details

Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors

Product 1

Choose Type

☒ Product Exclusive Agent

☐ Product Non-Exclusive Agent

Product Name

Anit Virus

Product

AV-1

Brand

Softech

Stock Held

Yes

+ Add new Product

Back

Next

USER ACTION

Select the appropriate radio button to indicate whether you are registering as an **Exclusive Agent** or **Non-Exclusive Agent**. Enter the product name, for example, **Anti Virus**, and provide a **brief description** of the product. Then enter the product’s **brand name** and select its **stock-held status**.

Create an Account

All fields are mandatory, unless marked optional

✓

Company & Trade License Details
Basic Information of the Company & Trade License details

✓

Other Company & Admin Details
Additional details of the Company details of the Company Administrator

✓

User Details
Users who coordinate with DEWA on behalf of company

●

Product Details
Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors

Product 1

Choose Type

☒ Product Exclusive Agent

☐ Product Non-Exclusive Agent

Product Name

Anit Virus

Product

AV-1

Brand

Softech

Stock Held

Yes

+ Add new Product

Back

Next

USER ACTION

Similarly, **Add details** for Product 2 and click on **Next**.

1.2.4 Sustainability Screening Survey

This section enables suppliers to participate in DEWA’s Supplier Sustainability Programme. At DEWA, we believe that suppliers are essential partners in advancing sustainable progress across our operating footprint and supporting our journey towards sustainable growth.

✓

Company & Trade License Details
Basic information of the Company & Trade License details

✓

Other Company & Admin Details
Additional details of the Company details of the Company Administrator

✓

User Details
Users who coordinate with DEWA on behalf of company

✓

Product Details
Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors

●

Questionnaire
Supplier Sustainability Questionnaire

○

Document Uploads
All documents that are to be uploaded for the process

i

Sustainability Screening

Participation in this questionnaire is optional

○

SKIP

▼

SECTION 1: ENVIRONMENT

1. Does your company have a formal Environmental policy?

○

Yes

○

No

○

Not Applicable

2. Does your company have a Environment management system in place, targets and objectives to improve environmental performance?

USER ACTION

Survey participation is optional and if you want to skip it, enable the skip button

SKIP

○

and objectives to improve environmental performance?

- ☐ Yes
- ☒ No
- ☐ Not Applicable

3. Is your company certified for in any of the following? (select all that apply)

- ☒ ISO 14001 or EMAS
- ☒ ISO14064 GHG
- ☐ ISO 50001 - Energy Management
- ☐ ISO 20400 - Sustainable Procurement
- ☐ Others (please specify)

4. Does your company have procedures to manage hazardous substances?

- ☐ Yes
- ☐ No
- ☒ Not Applicable

Not applicable for Service company

9. Does your company have:

- ☐ POD (people of determination) Inclusion policy
- ☐ POD (people of determination) Practices in HR rules and regulations
- ☒ POD (people of determination) Practices in Building and facilities
- ☒ Corporate social responsibility Policy
- ☐ CSR Activities/Initiatives to support local community
- ☐ Others (please specify)

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Next

USER ACTION

To participate in the survey, answer all questions in the sections below by selecting the appropriate option and clicking **Next**.

Section1 : **ENVIRONMENT (15)**

Section2 : **SOCIAL (9)**

Section3 : **GOVERNANCE (16)**

1.2.4.1 Document Uploads

In this section, update information related to the company's products, including the product name, type, brand and stock status. You can add one or more products in this section.

The screenshot shows the 'Create an Account' process flow with six steps: 1. Company & Trade License Details, 2. Other Company & Admin Details, 3. User Details, 4. Product Details, 5. Questionnaire, and 6. Document Uploads. The 'Document Uploads' section is highlighted, showing two upload areas: 'Trade License (Attach if Trade License not issued by DED) / Foreign vendor Registration attachment' and 'Passport copy of Owner/Manager'. Both areas have an 'Upload your File' button and a list of supported file types (PNG, JPG, PDF) up to 5 MB. Two PDF files are shown: 'Trade license.pdf' and 'Passport manager.pdf', both 0.066MB.

USER ACTION

Click on **Upload your File** button to upload the trade licence, passport copy document.

The screenshot shows the 'Terms & Conditions' and 'Acknowledgement' section. It includes a list of supported file types (PNG, JPG, PDF) up to 5 MB. Below this, there are four checkboxes, all of which are checked: 1. 'The Supplier / User Account holders and their custodians hereby agree to have read and understood the above clauses in the [Terms & Conditions](#) and commit to comply on the intent of these and any other expressly written security and privacy requirements communicated through any other channels, but not in this acknowledgement'. 2. 'I have read and agreed the [Code of Conduct](#)'. 3. 'We hereby confirm that no DEWA staff or his or her relatives upto third degree has ownership of partnership in our company and our participation in DEWA Tenders does not constitute a conflict or perceived conflict of interest.'. 4. 'Supplier Acknowledgement ([Click here to read](#))'. Below the checkboxes, there is a warning: 'You cannot enroll unless you agree Past Supply/ Work record/ Company Profile/ Financial Statement (if Applicable). Please review the Privacy Policy and Disclaimer before enrolling with DEWA.' At the bottom, there is a reCAPTCHA widget with the text 'I'm not a robot' and a 'reCAPTCHA Privacy - Terms' link.

USER ACTION

Click the **Terms & Conditions** hyperlink to read the clauses. Click **Code of Conduct** to read and understand the applicable requirements. Click [Supplier Acknowledgement \(Click here to read\)](#) to review the acknowledgment. Once you have read and accepted all requirements, **select the checkbox** to confirm your agreement.

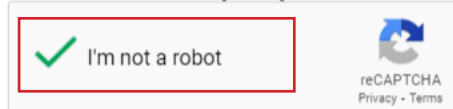
degree has
/A Tenders

Select the **checkbox to access the puzzle**. Click **Verify** after selection of the correct options.

- ☒ The Supplier / User Account holders and their custodians hereby agree to have read and understood the above clauses in the [Terms & Conditions](#) and commit to comply on the intent of these and any other expressly written security and privacy requirements communicated through any other channels, but not in this acknowledgement
- ☒ I have read and agreed the [Code of Conduct](#)
- ☒ We hereby confirm that no DEWA staff or his or her relatives upto third degree has ownership of partnership in our company and our participation in DEWA Tenders does not constitute a conflict or perceived conflict of interest.
- ☒ [Supplier Acknowledgement \(Click here to read\)](#)

You cannot enroll unless you agree Past Supply/ Work record/ Company Profile/ Financial Statement (if Applicable).

Please review the [Privacy Policy](#) and [Disclaimer](#) before enrolling with DEWA.



USER ACTION Click **Submit** button to do the final submission for creation of the vendor.



Submission Successful

Your reference number is 0000021810
Your request(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 until the completion of the registration.
- Upon successful data verification by the DEWA Procurement Team, your vendor code will be created in DEWA's system and sent to you by email.
- You will be notified of a rejection through email in the event data verification fails.