ENOVA by VEOLIA

USER MANUAL

Vendor Management

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Document Revisions

Date	Version Number	Changes Added by	Document Changes
14/06/2024	1.0	Surabhi Dobhal	
07/10/2024	2.0	Ragupathy Nagarajan	Invoice submission process updated
15/02/2025	3.0	Ragupathy Nagarajan	Vendor portal invoice submission process updated with additional fields and validations

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INTRODUCTION

Please refer to the Enova D365 ERP Vendor Training Manual. This guide is designed to help you navigate the new D365 ERP system effectively. As our valued partner, your success is our priority, and we aim to make the transition to this new system as smooth as possible.

Objectives of D365 Implementation

The implementation of the D365 ERP system aims to:

- **Enhance Transparency**: Providing clear visibility into processes and transactions.
- **Ensure Compliance**: Meeting all regulatory and internal compliance requirements.
- **Improve Efficiency**: Streamlining processes for quicker turnaround times.
- **Foster Better Communication**: Facilitating smoother interactions between vendors and Enova.

Our goal is to build a more collaborative and efficient environment that benefits both Enova and our suppliers.

The guide will cover the below comprehensive scenarios:

a. Registering as a Supplier (If you are a prospective/New Vendor who has not registered with Enova earlier)

b. Updating Your Profile as an Existing Supplier

c. Get Invited to a Sourcing Tender and How to Submit Bids

d. How to participate in Commercial Negotiation and provide Final Offer

e. Asking Tender-Related Queries

f. Periodically Updating Your Profile

g. Frequently Asked Questions (FAQs)

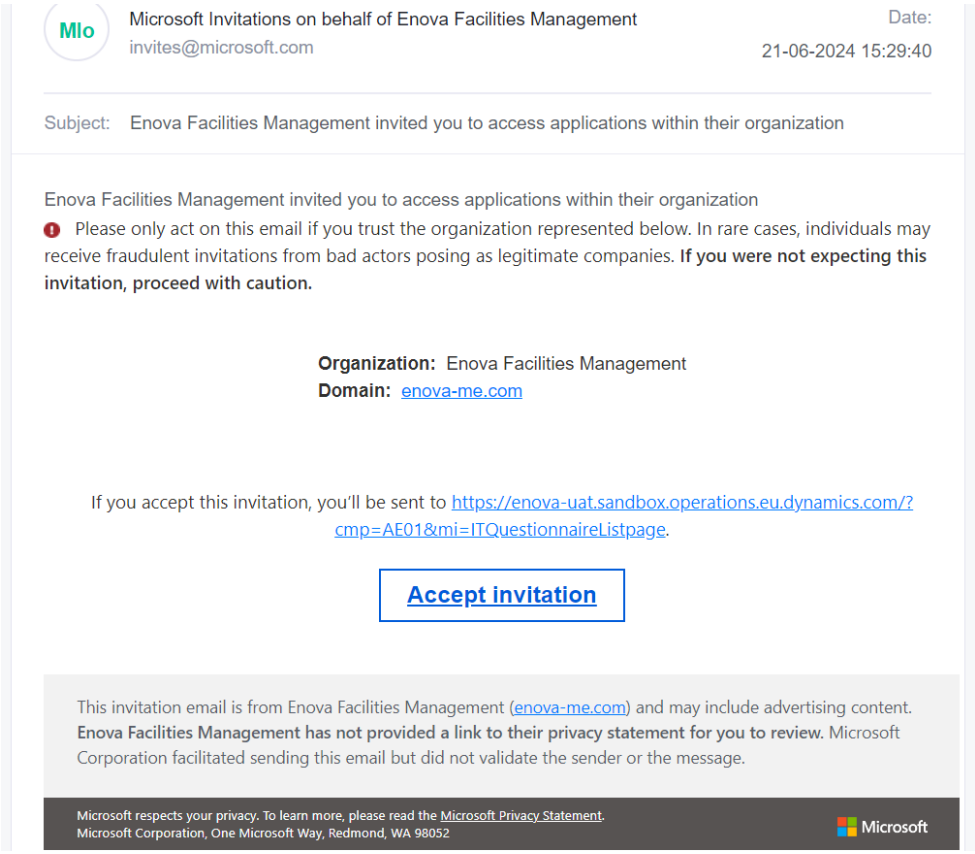
h. Contact Support

1 Vendor Registration

Note: Vendors already registered on our existing vendor portal (Ariba) will be registered by default in D365 Finance and Operations (D365 FO) and need not go through vendor registration again. For updates on your existing profile, please refer to sections XXXX.

1.1 Login to Dynamics 365 Enova ERP application

1. The vendor will receive an e-mail with an Invitation Link.



Mlo

Microsoft Invitations on behalf of Enova Facilities Management
invites@microsoft.com

Date:
21-06-2024 15:29:40

Subject: Enova Facilities Management invited you to access applications within their organization

Enova Facilities Management invited you to access applications within their organization

Please only act on this email if you trust the organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. **If you were not expecting this invitation, proceed with caution.**

Organization: Enova Facilities Management
Domain: enova-me.com

If you accept this invitation, you'll be sent to https://enova-uat.sandbox.operations.eu.dynamics.com/?cmp=AE01&mi=ITQuestionnaireListpage.

Accept invitation

This invitation email is from Enova Facilities Management (enova-me.com) and may include advertising content. **Enova Facilities Management has not provided a link to their privacy statement for you to review.** Microsoft Corporation facilitated sending this email but did not validate the sender or the message.

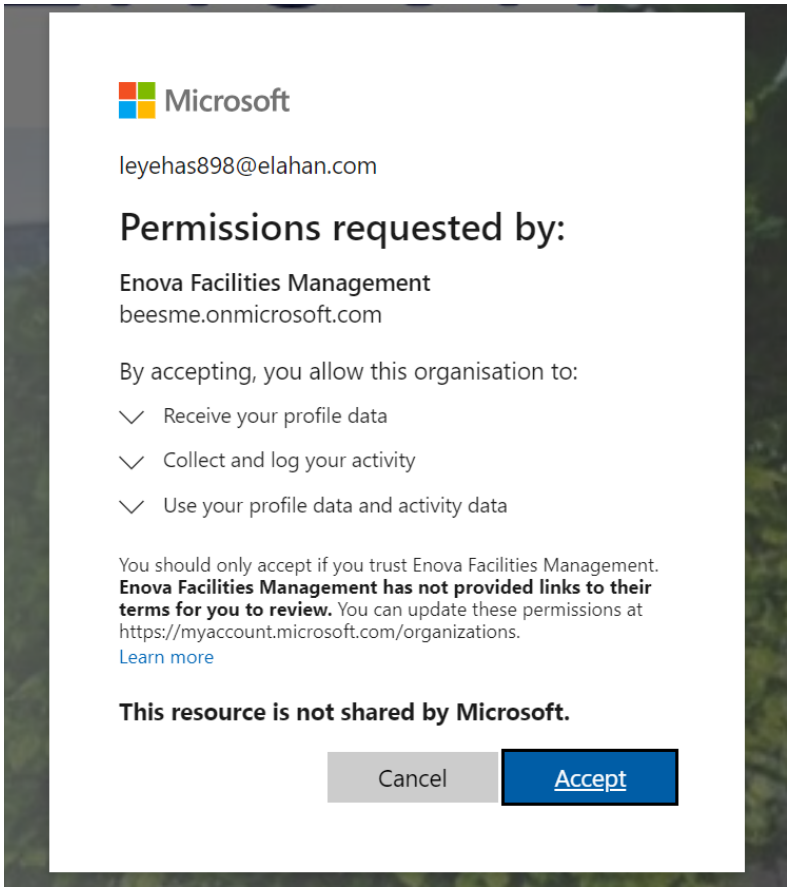
Microsoft respects your privacy. To learn more, please read the Microsoft Privacy Statement.
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

Microsoft

2. Click on Accept Invitation, then you will be directed to the Microsoft Login page

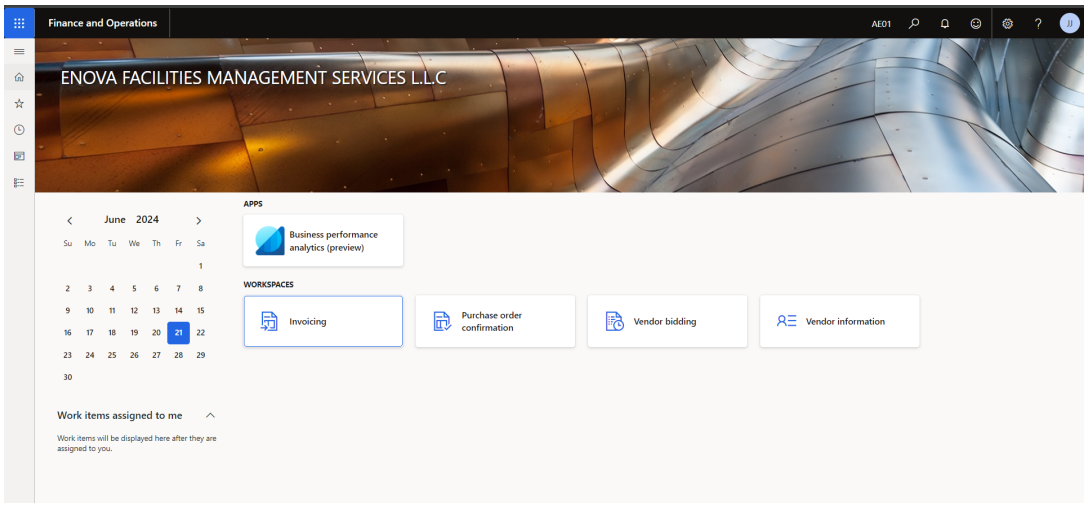
3. Login with your Email ID and password

4. Click Accept

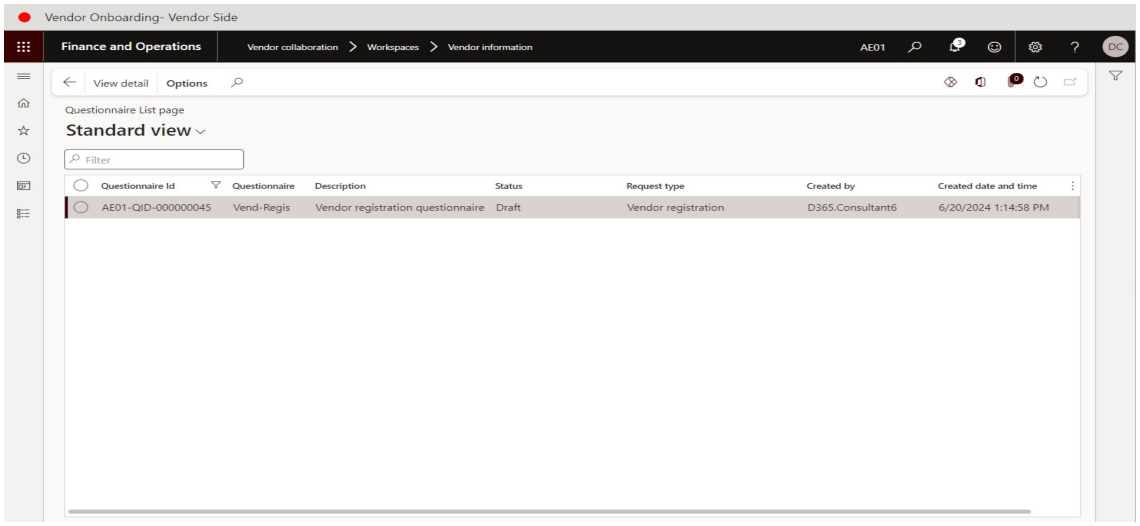


1.2 Questionnaire Setup

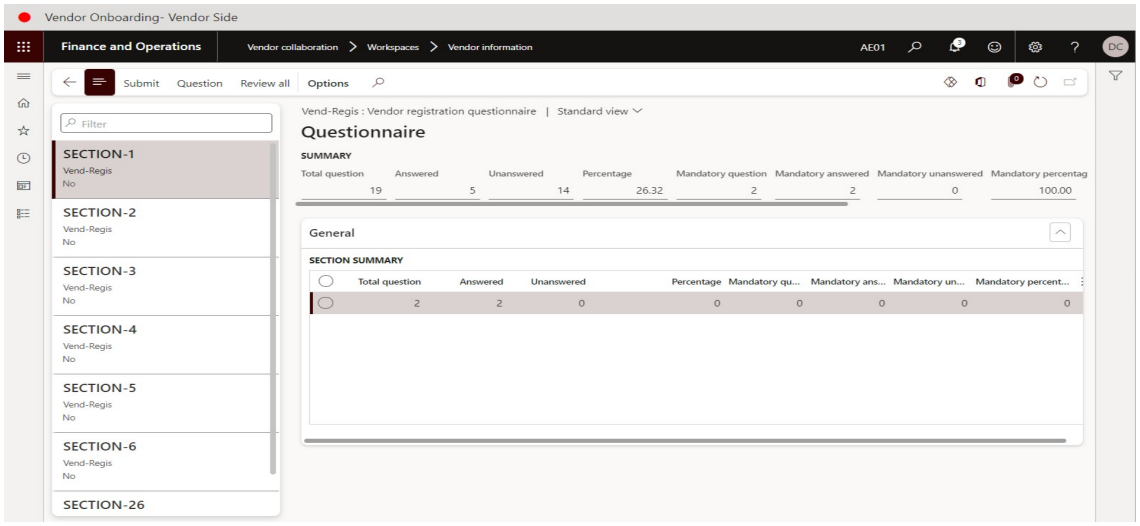
5. Go to **Vendor collaboration > Enova> Questionnaire**



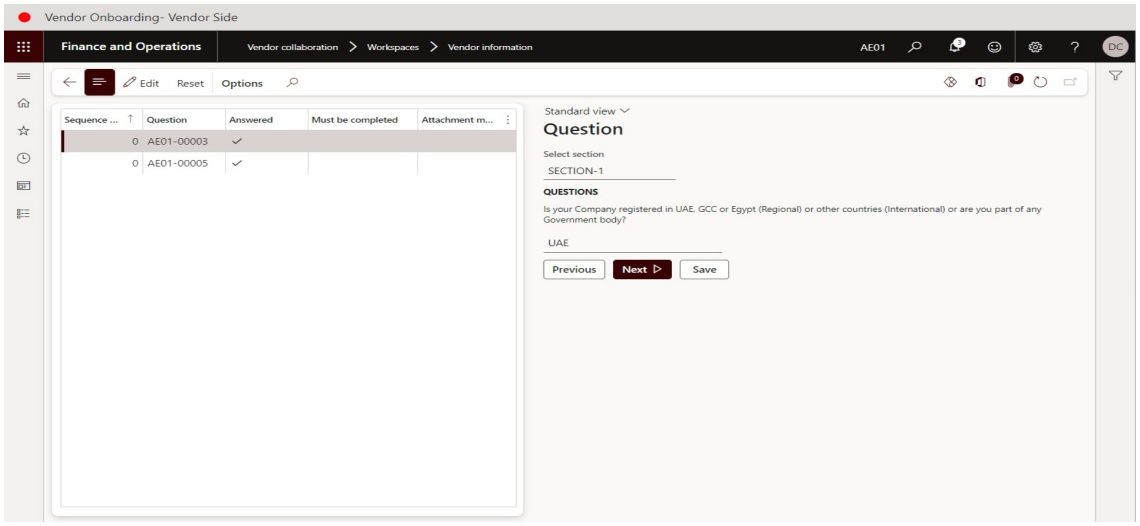
6. Click View detail.



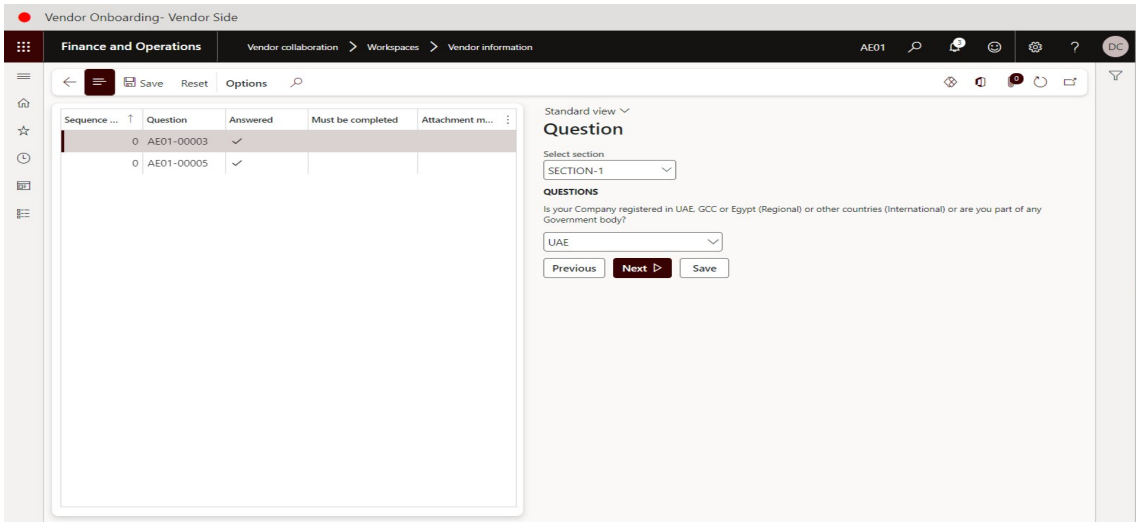
7. Click Question.



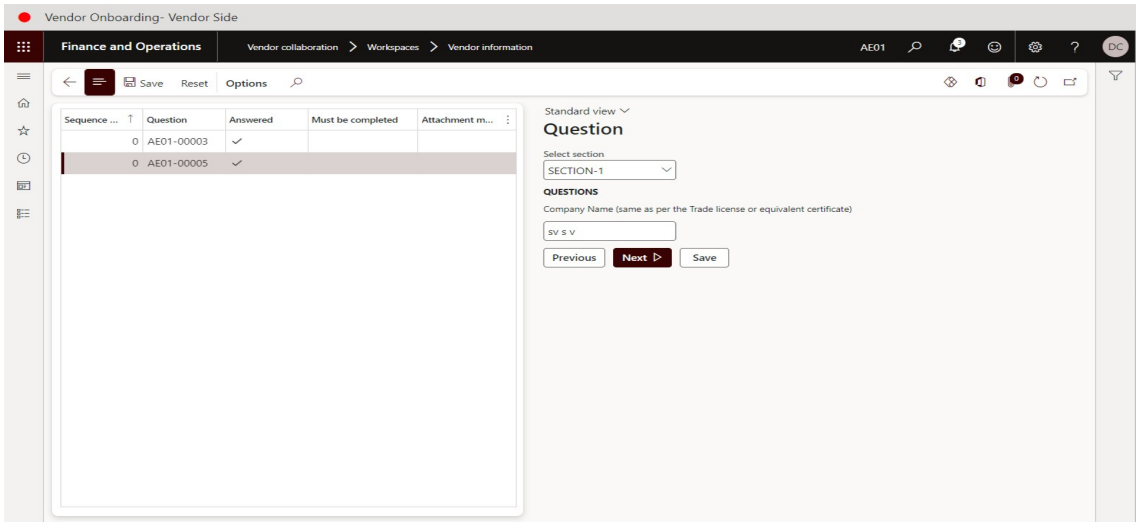
8. Use the shortcut for switching to View or Edit mode.



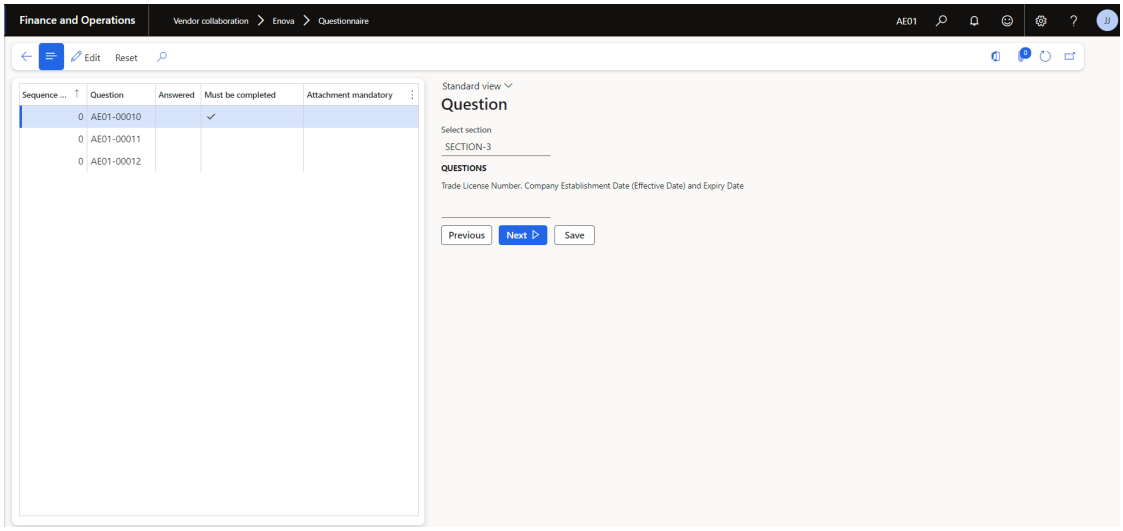
9. Click Next page records.



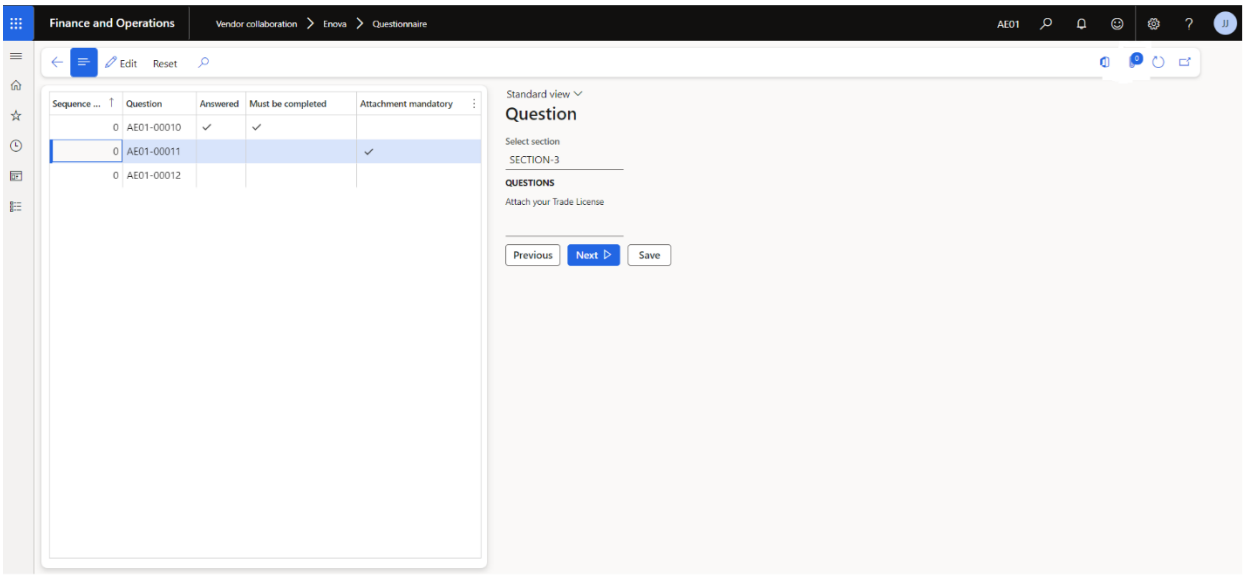
10. Click Save.



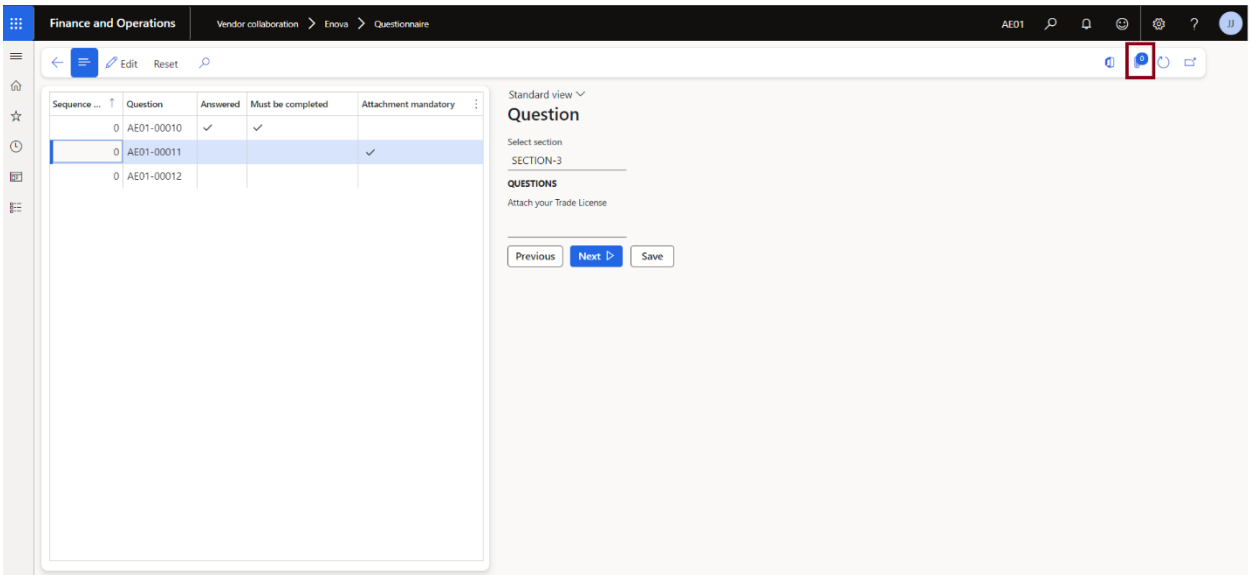
11. All the questions that have marked as "**Must be completed**" are Mandatory



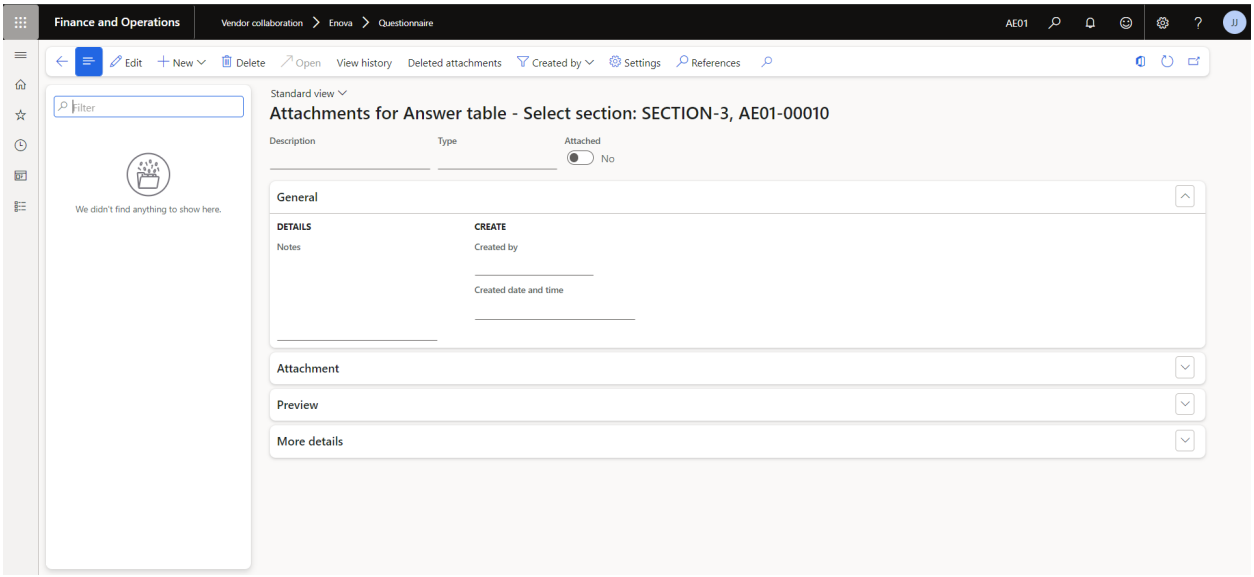
12. If there are any questions that have mark in “**Attachment mandatory**” column, An attachment is necessary for that question.



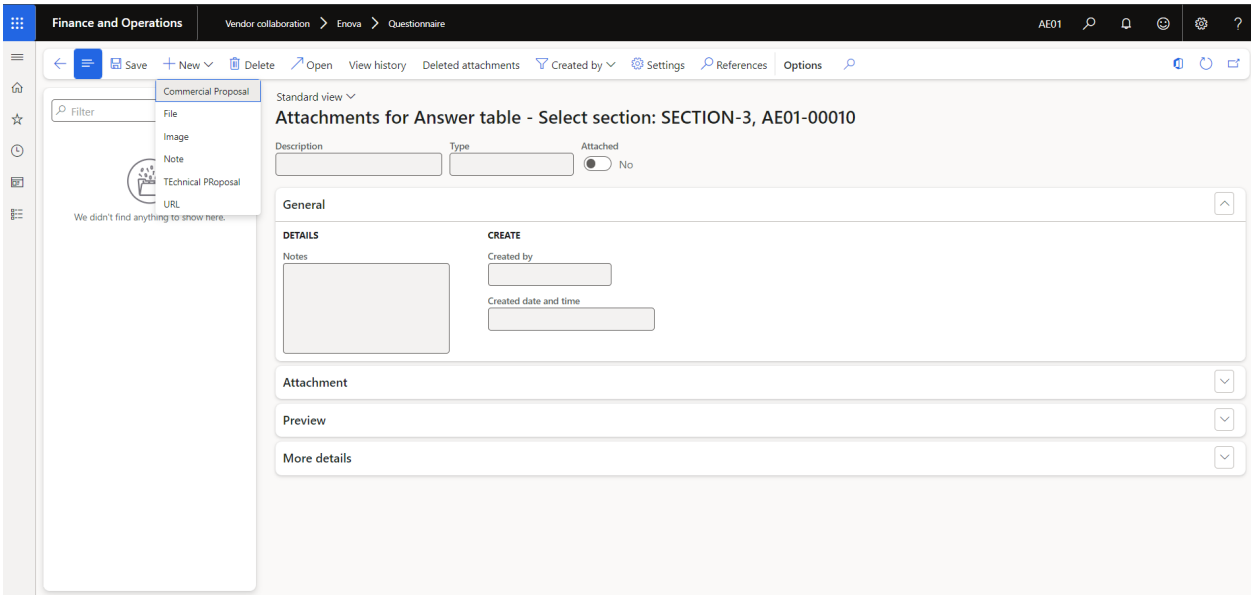
13. To attach a file Click on attachments



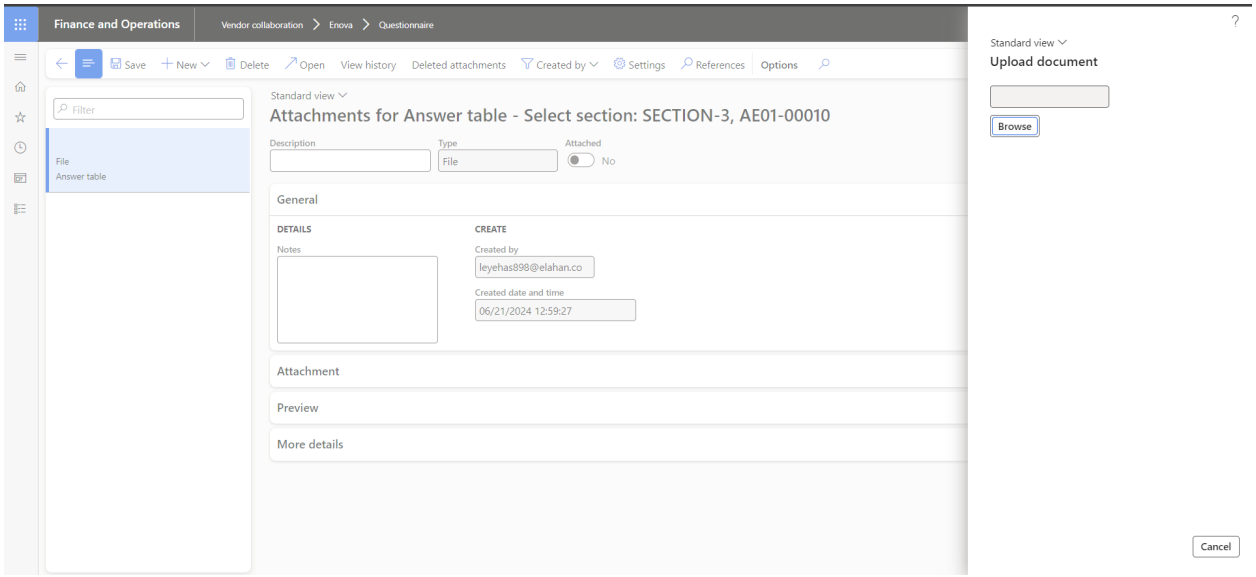
14. Click New



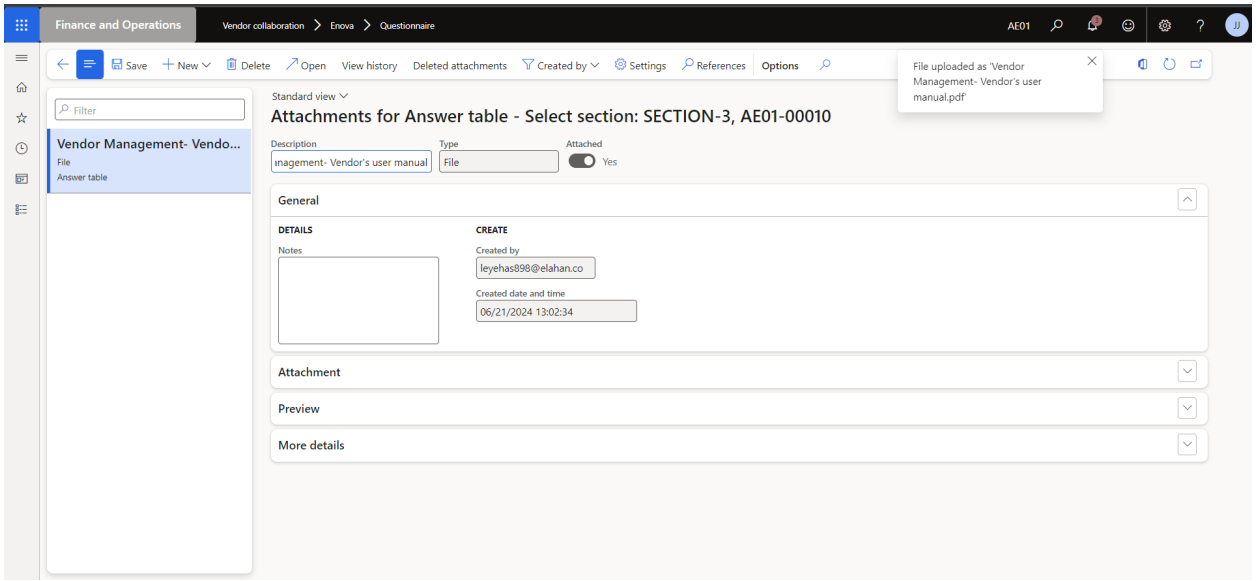
15. Select the type of file you want to upload



16. Click Browse and select the file you want to upload



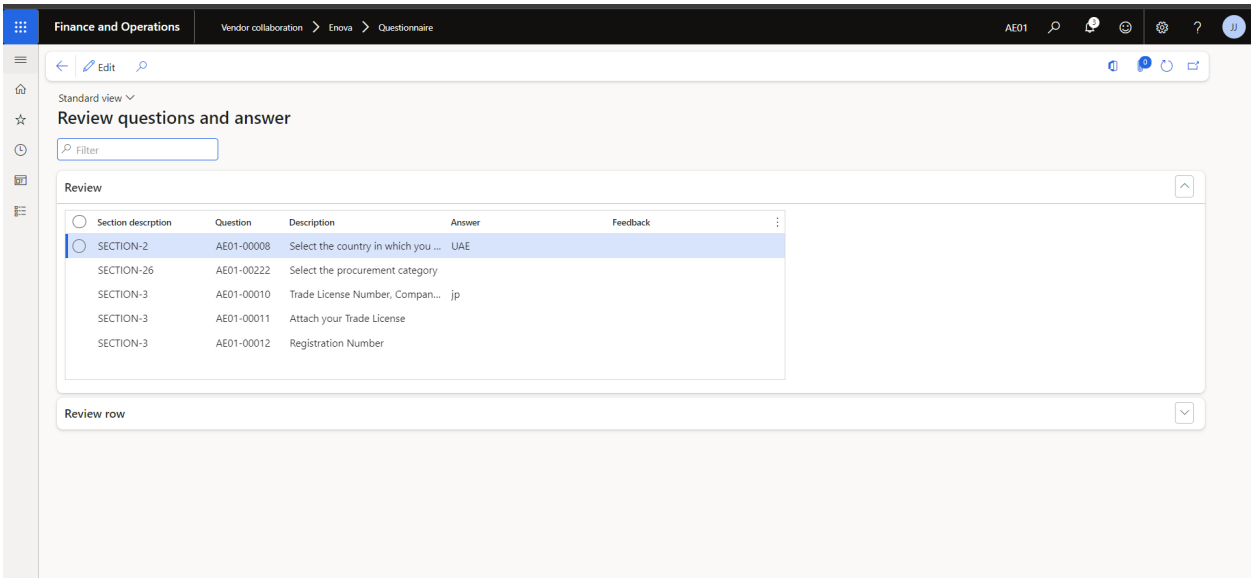
17. Click Save



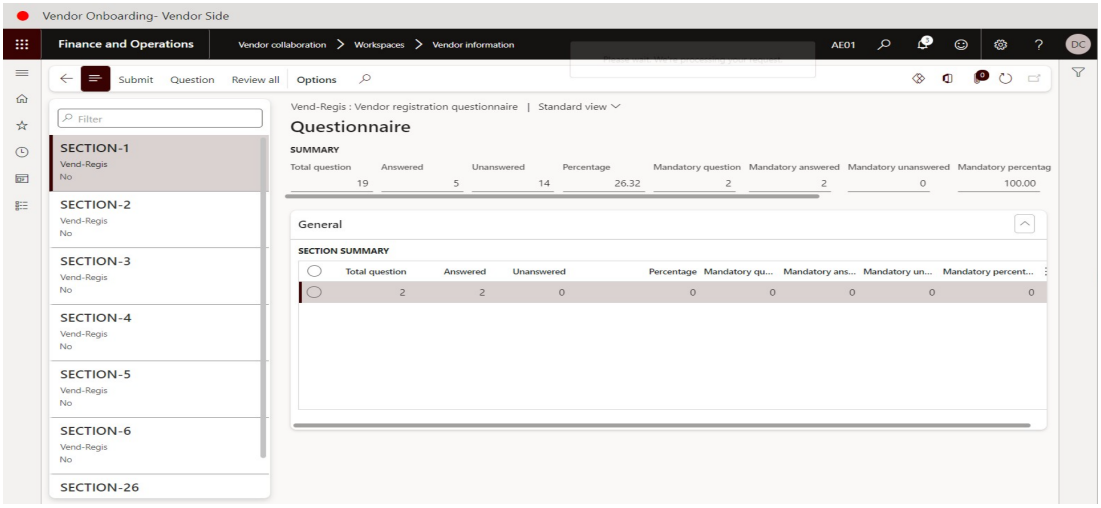
18. Click Back

19. Answer all the questions

20. The Vendor is able to review all his answers by clicking Review All.



21. Click Back and then Click **Submit**.



Once the vendor registration request has been evaluated by Enova, you will be notified by emal and you will be able to access the Vendor Collaboration Portal.

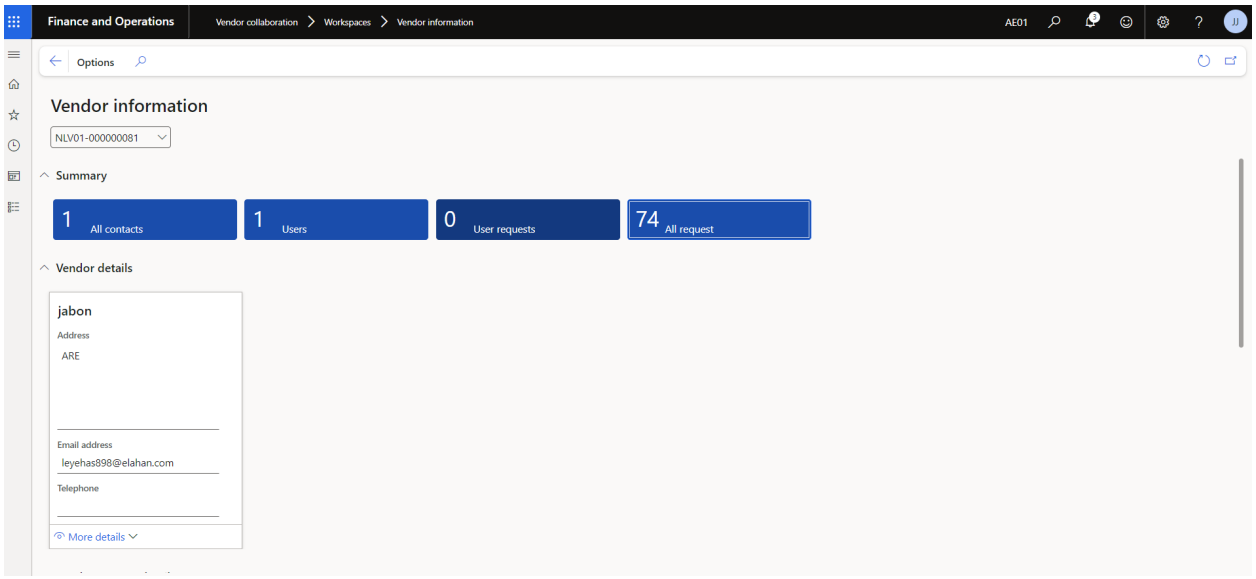
2 Vendor Requests

This is for you to request for new Bank Account, new Legal Entity, New Procurement category, New document request like Trade Licence, Public Liability Insurance, TRN no. etc or if you want to renew the Trade license.

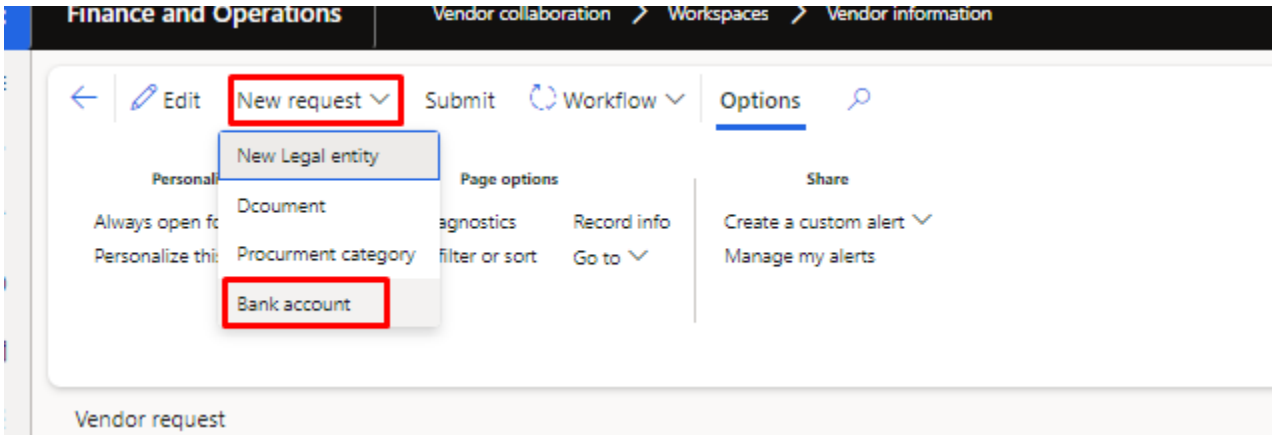
2.1 Bank Account Request

This is to request for new bank account to add to the client for payment process.

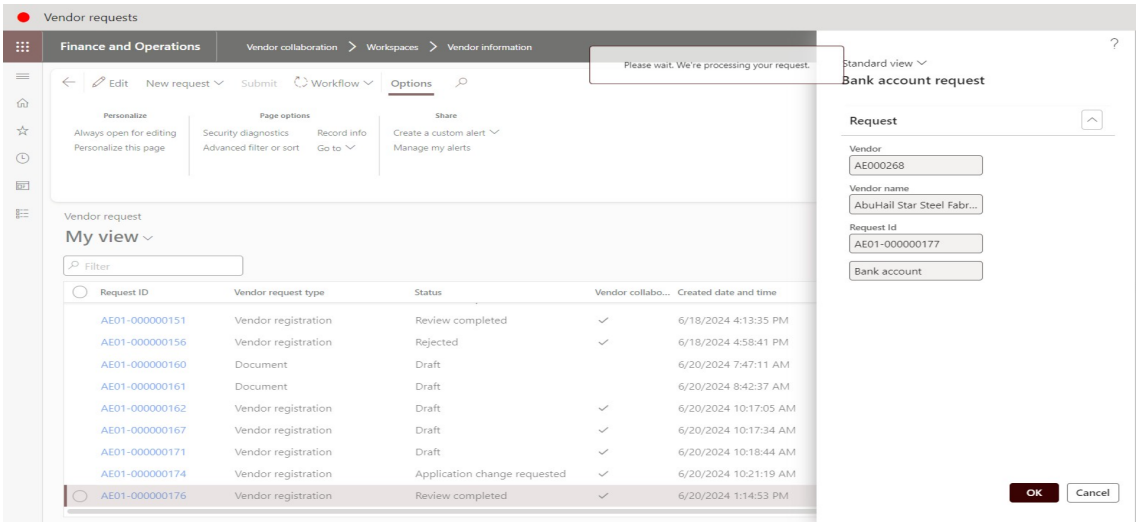
1. Go to **Vendor collaboration > Workspaces > Vendor information.**
2. Click All request.
3. Click New request.



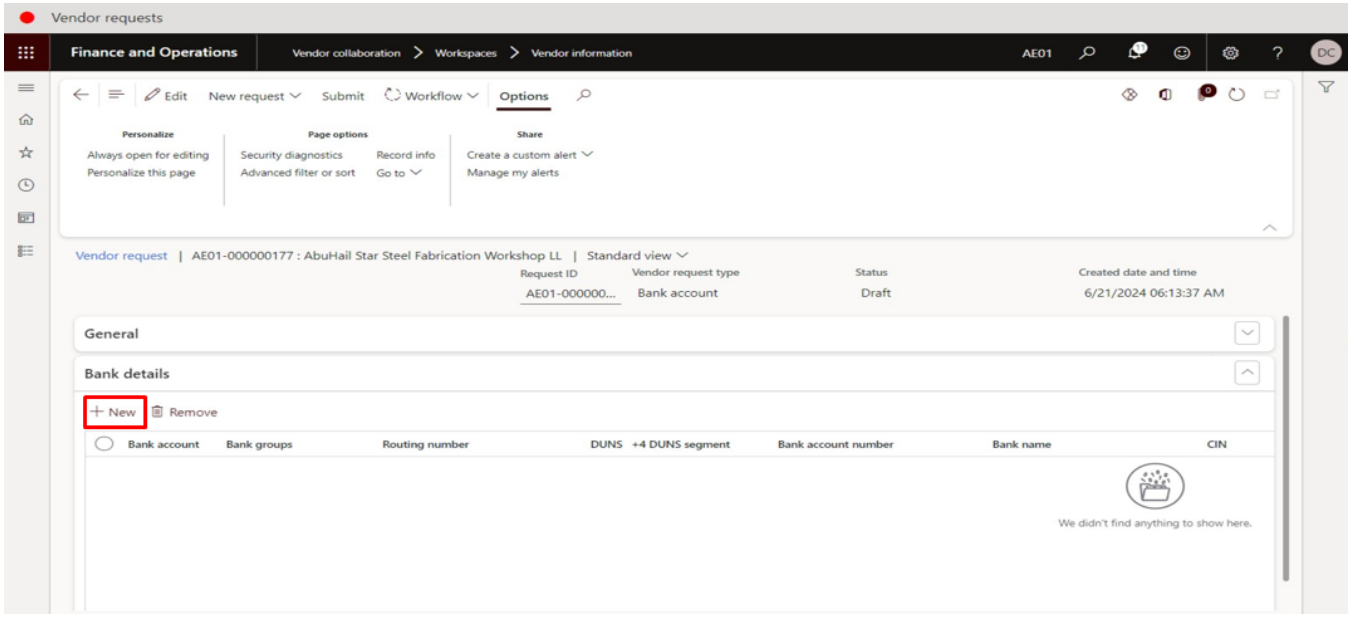
4. Click Bank account.



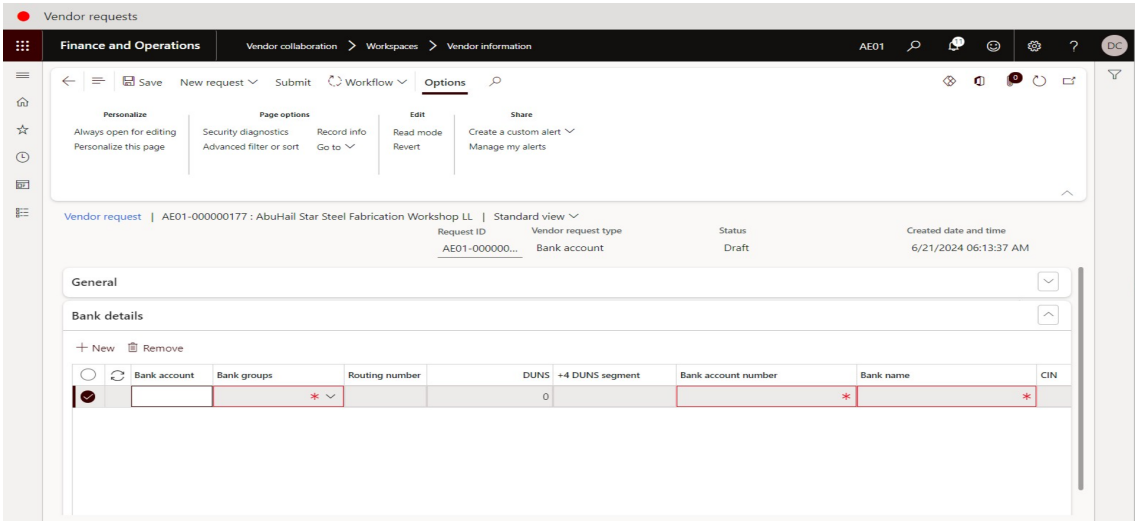
5. Click Fill details and click OK.



6. Click New under “Bank Details” fast Tab.



7. Fill in all the details, the mandatory fields will be marked in red and the request cannot be saved unless they are filled.



8. Click Save.

9. Click **Submit**, it will go for an approval.

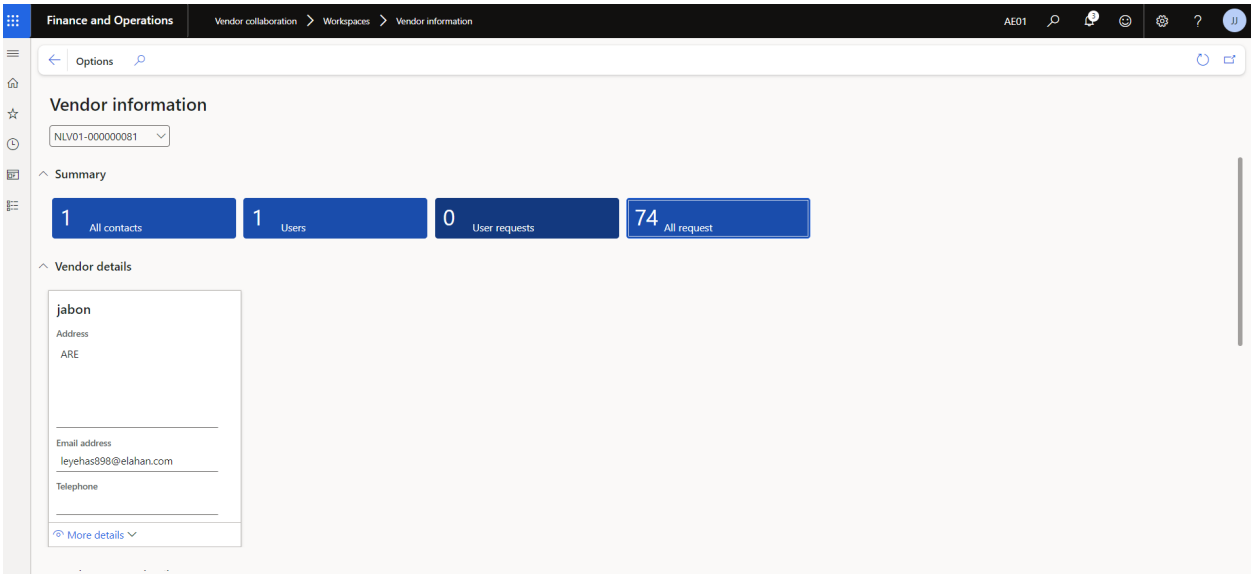
2.2 Document Request

For new Vendors: Here you'll attach all mandatory documents which are required for example Trade license, Public Liability Insurance or VAT TRN number etc.

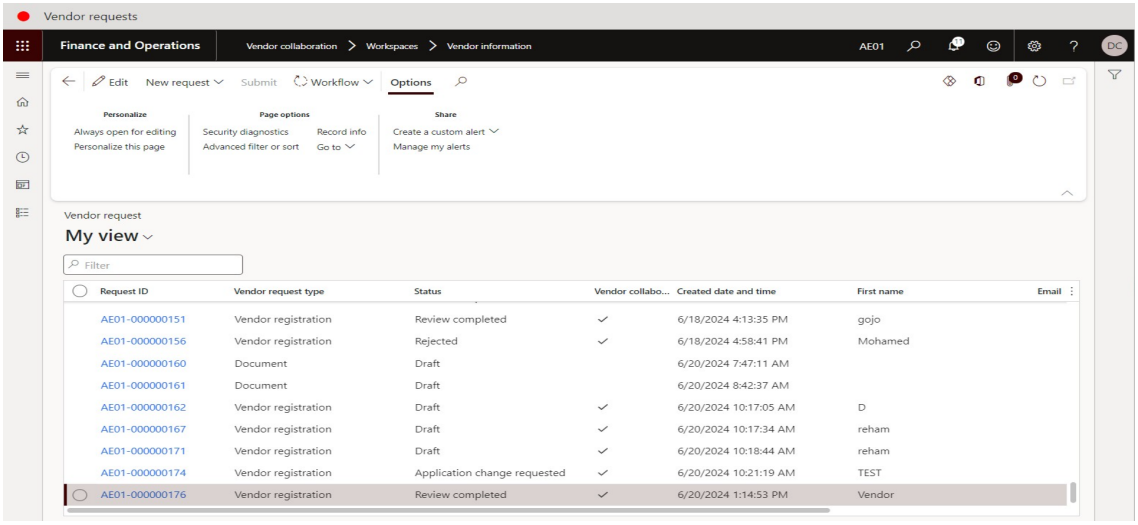
For existing vendors: If any document which are going to expire for example Trade License, Public Liability Insurance etc., you can attach as a new document and submit.

1. Go to **Vendor collaboration > Workspaces > Vendor information.**

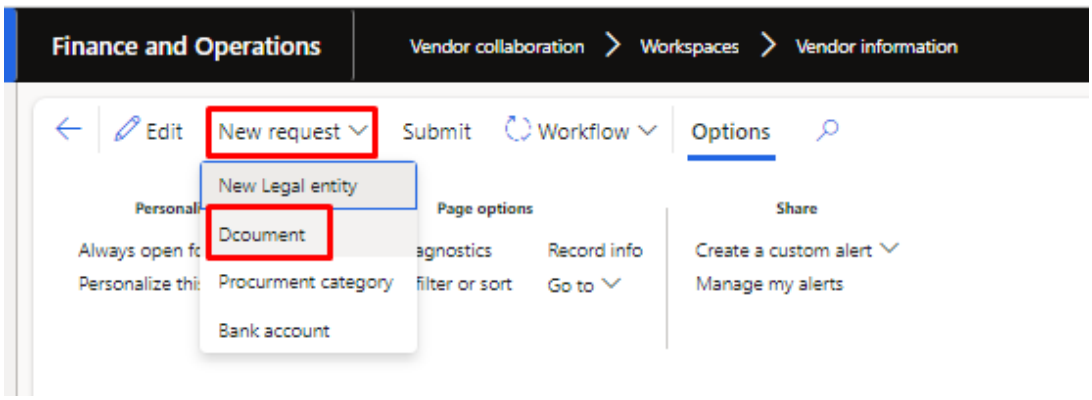
2. Click All request.



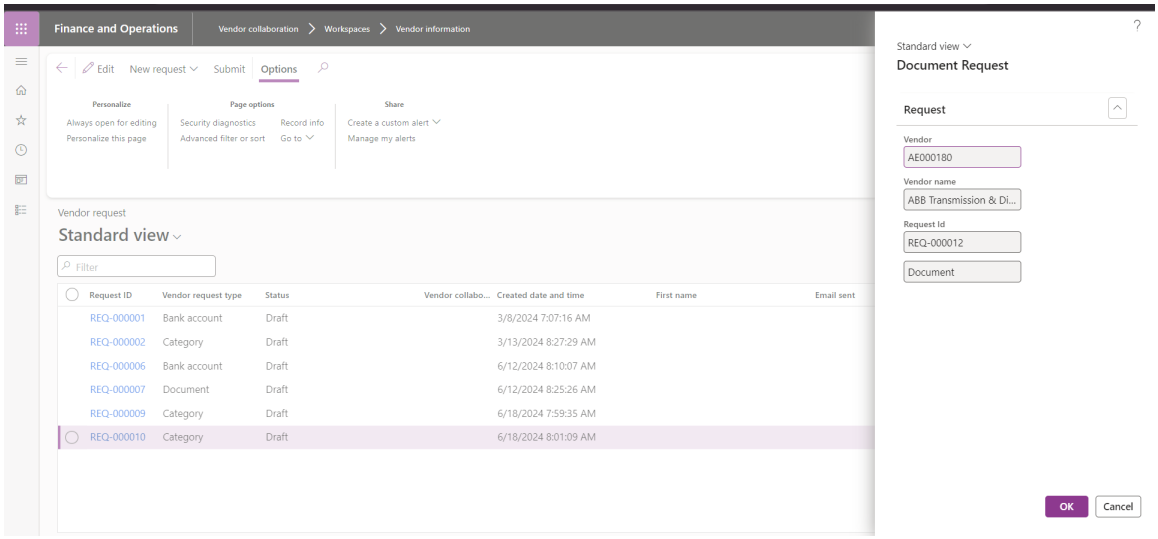
3. Click New request.



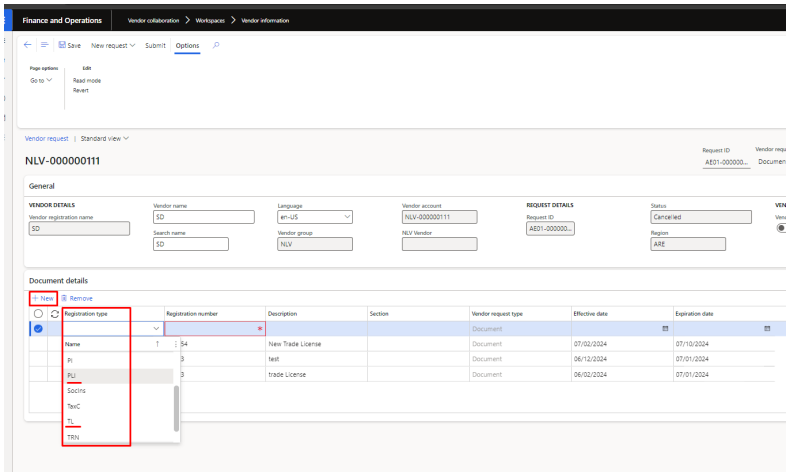
4. Click on Document.



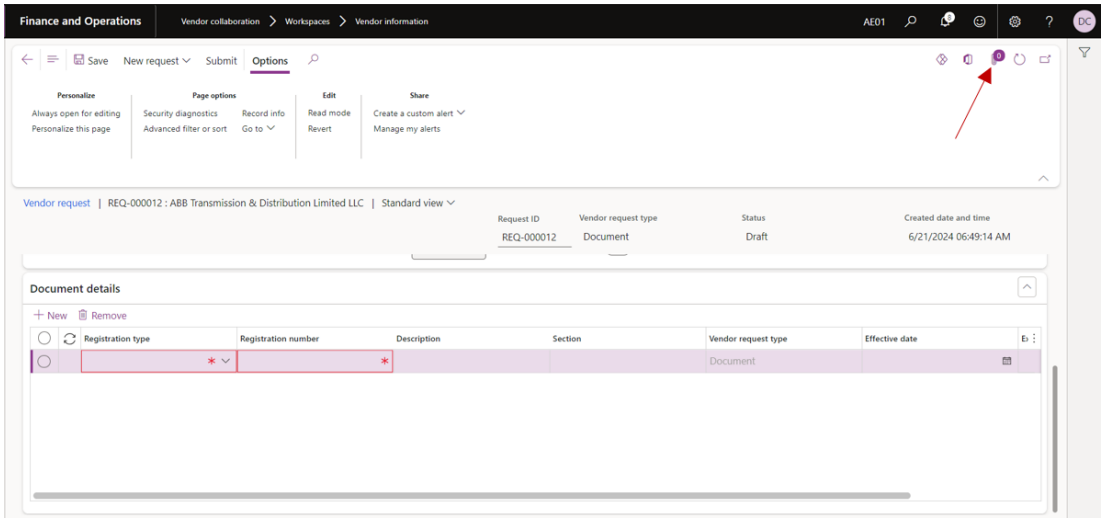
5. Click OK



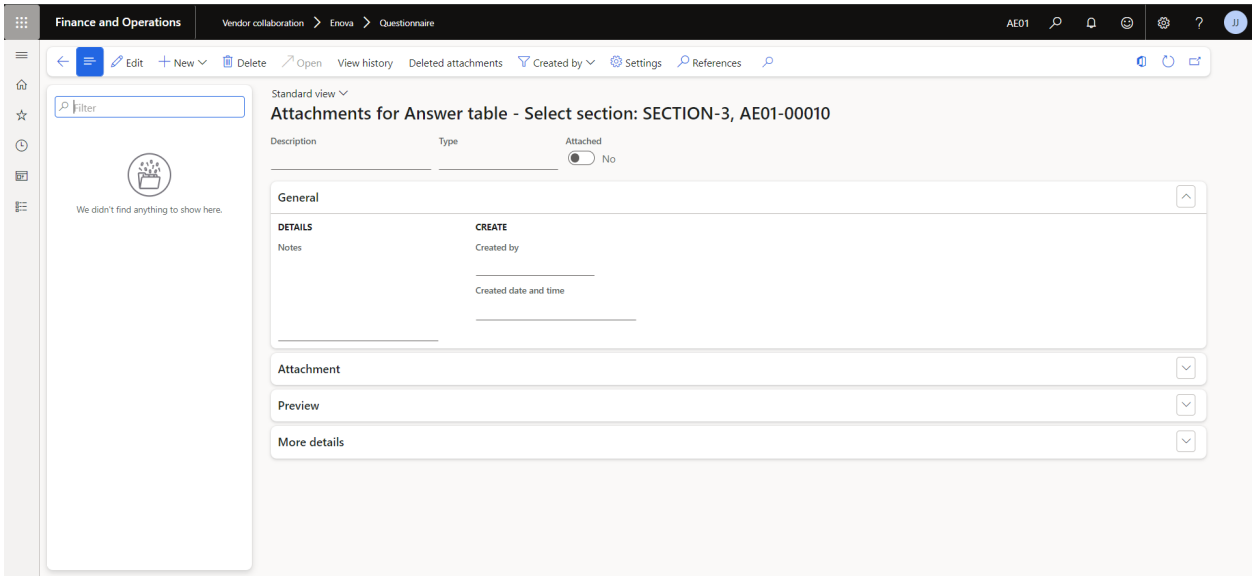
6. Fill in all the details like 'Registration type' (Trade License, PLI, PI, TRN etc), '**Registration Number'**, '**Effective Date'**, '**Expiration Date'**, the mandatory fields will be marked in red and the request cannot be Saved unless they're filled.



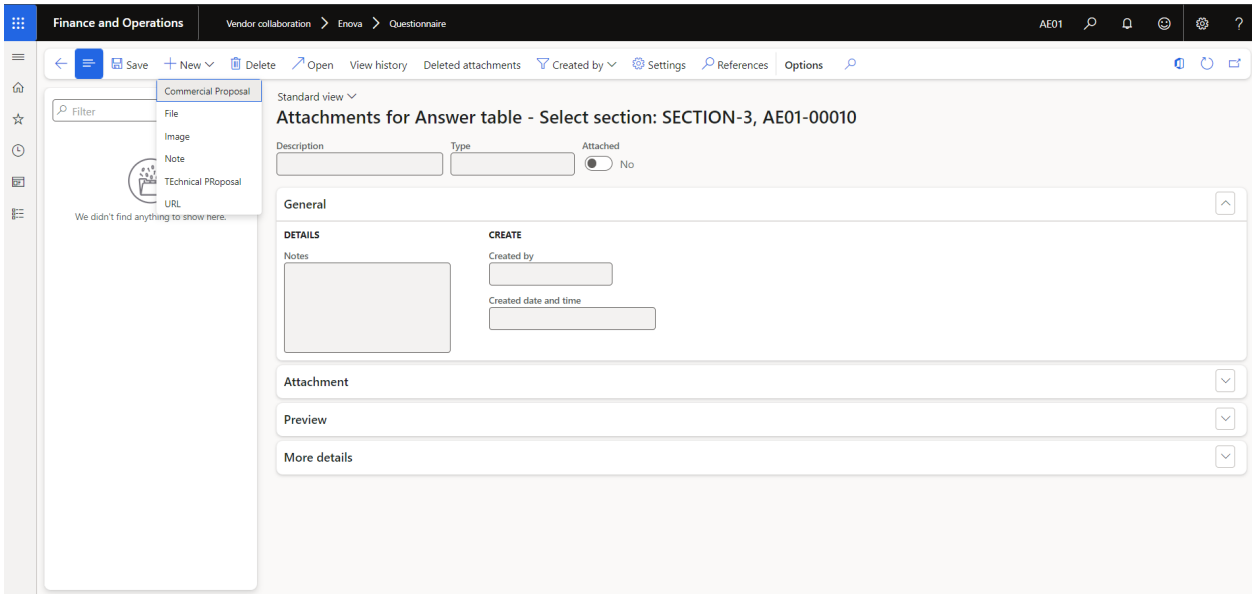
7. If any Attachment is to be added, Click on attachments



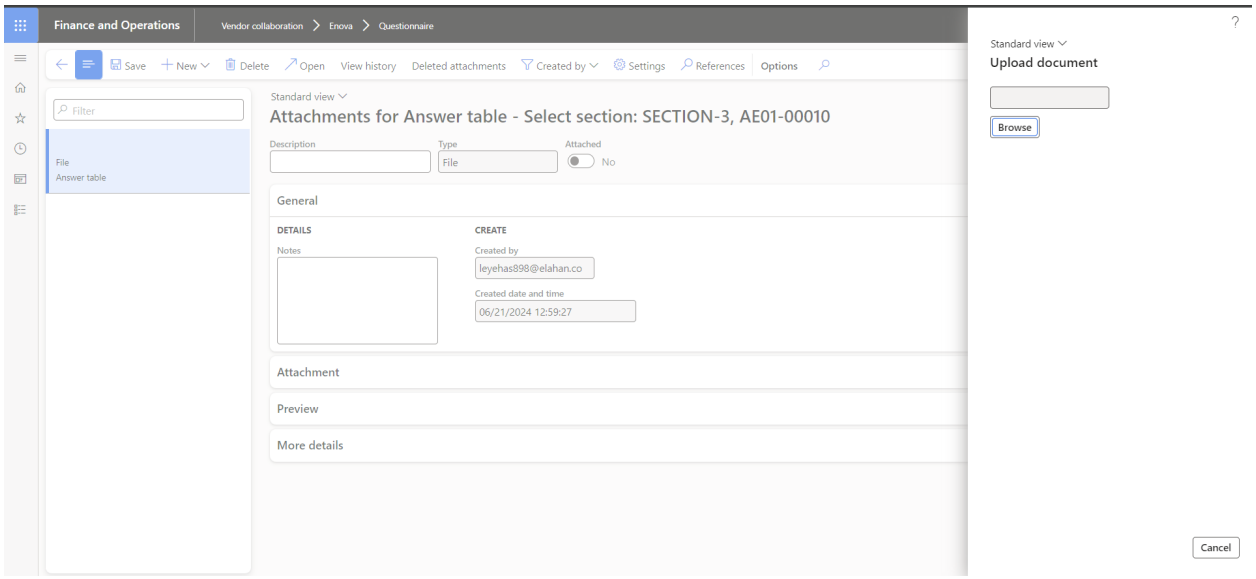
8. Click New



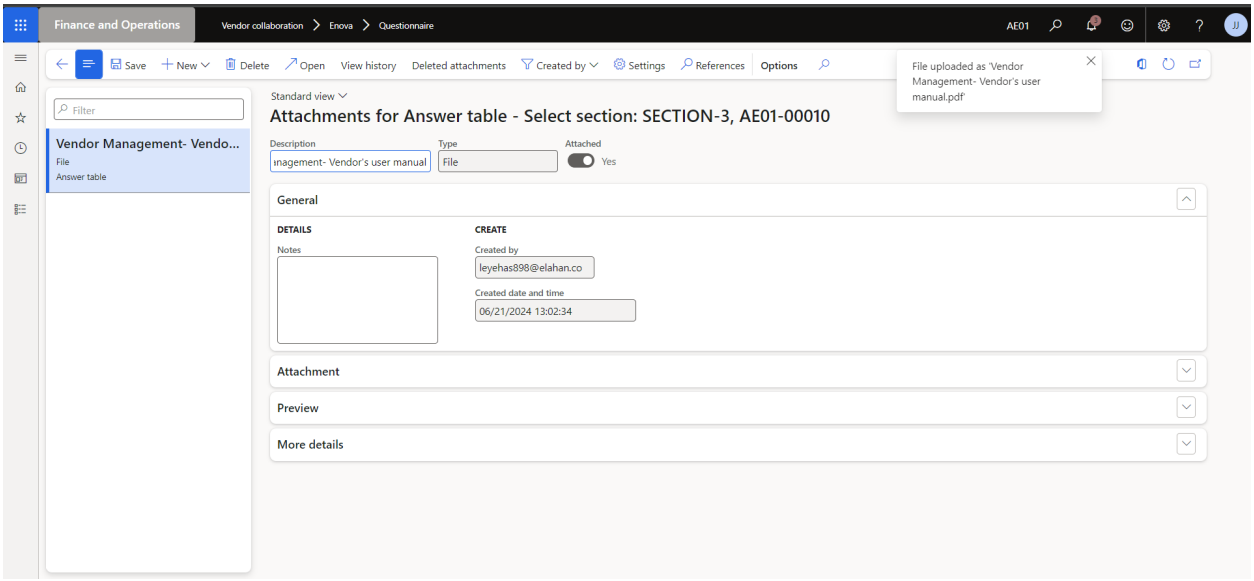
10. Select the type of file you want to upload



11. Click Browse and select the file you want to upload



12. Click Save



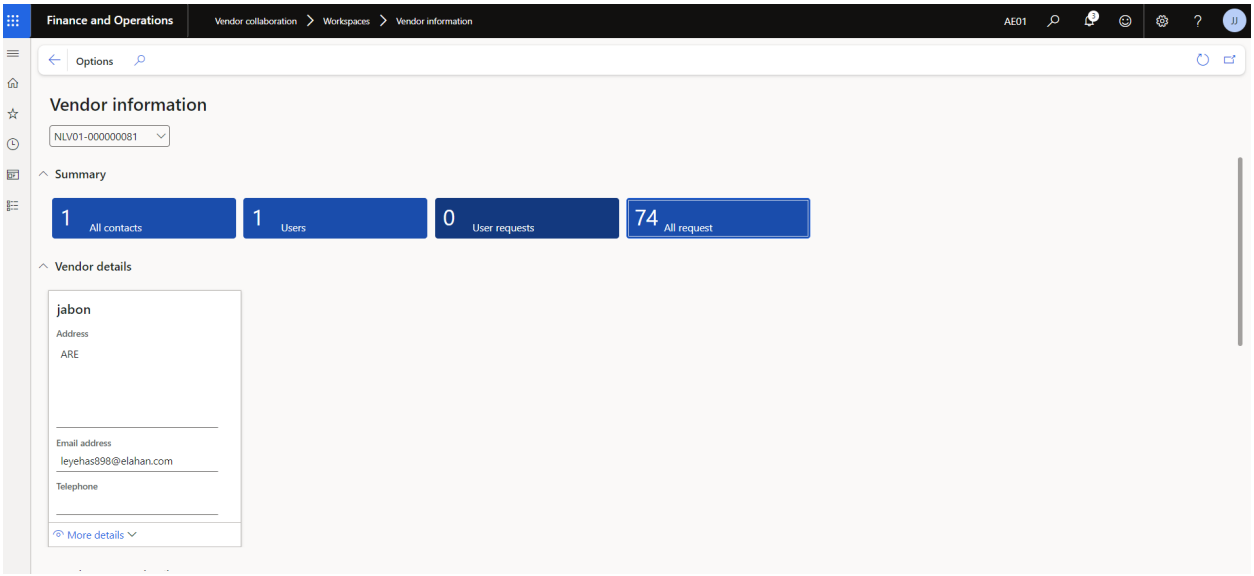
13. Click Back, then 'Save' and 'Submit'.

2.3 New Legal Entity Request

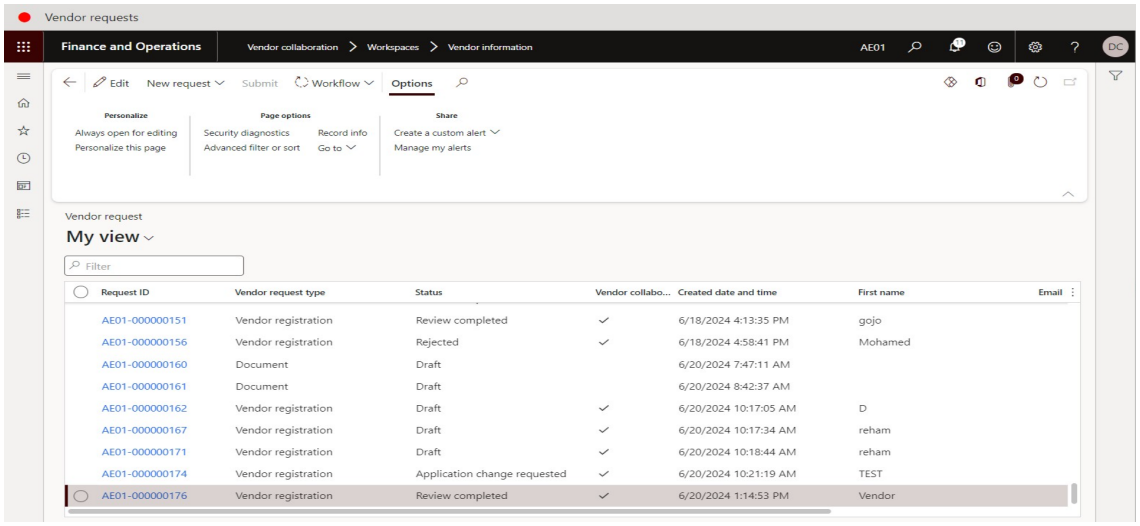
This is for the **existing vendors** to request to do the business in other legal entity under Enova Group as well. For example, currently you're doing business in UAE, later you want to expand your business to Abu Dhabi, Bahrain, Oman etc., you can create new legal entity request.

1. Go to **Vendor collaboration > Workspaces > Vendor information.**

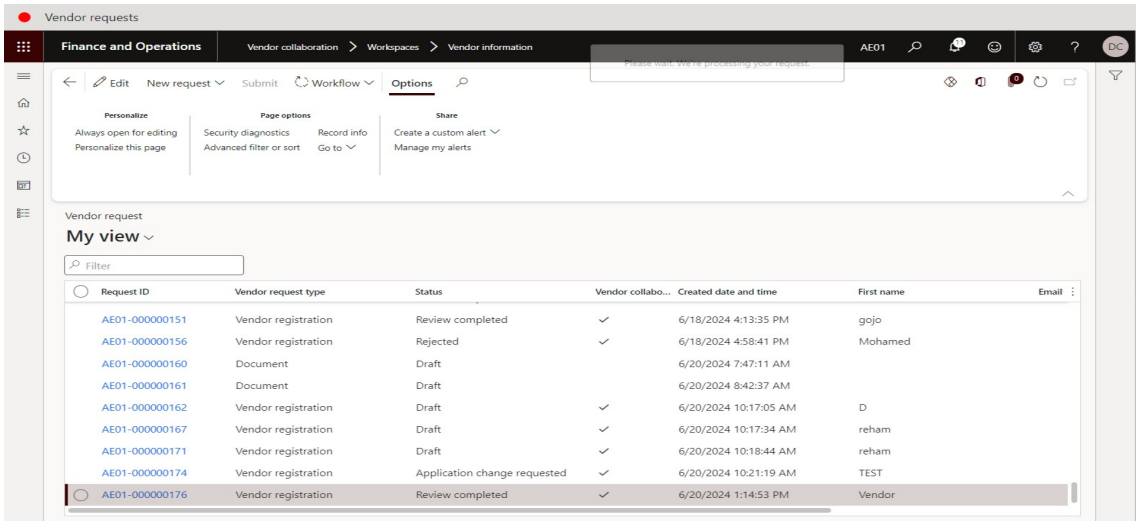
2. Click All request.

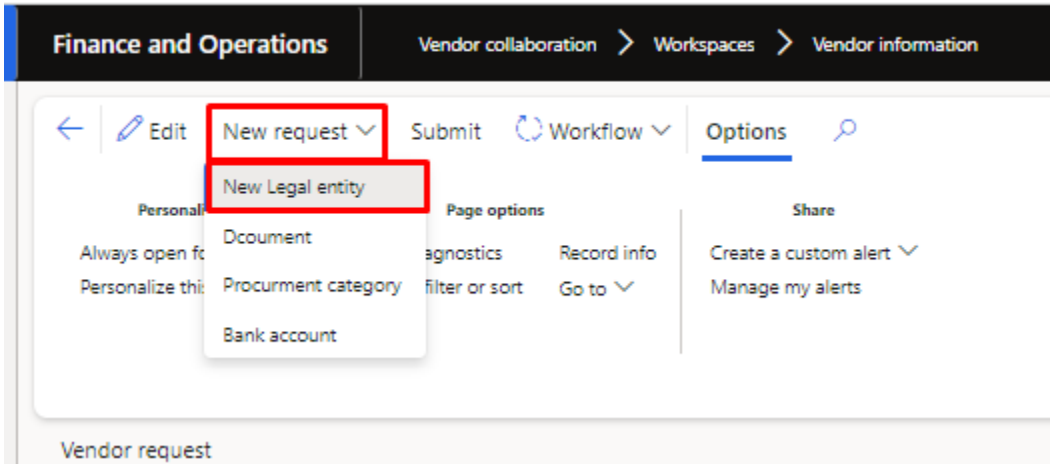


3. Click New request.

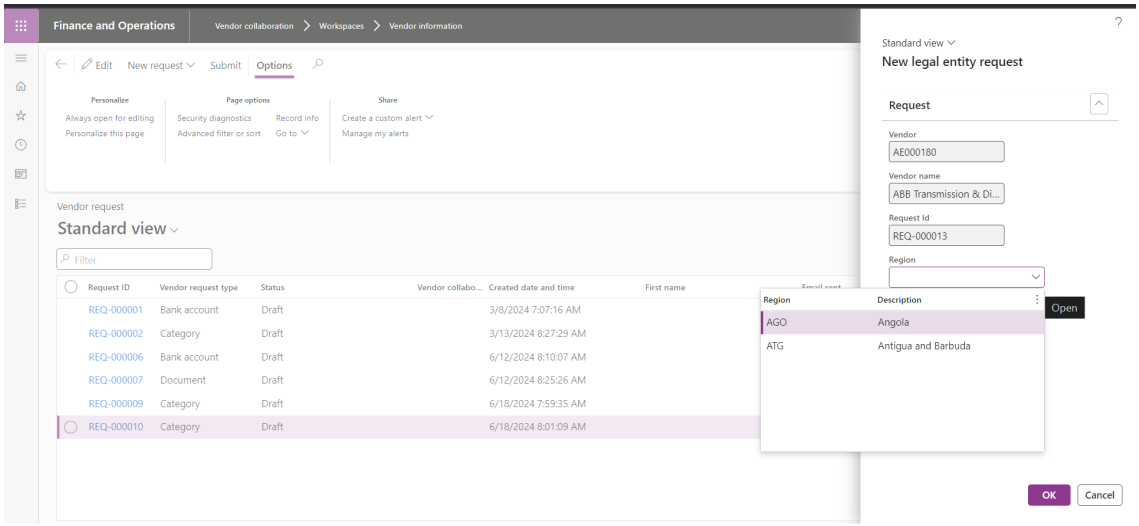


4. Click on New Legal Entity.

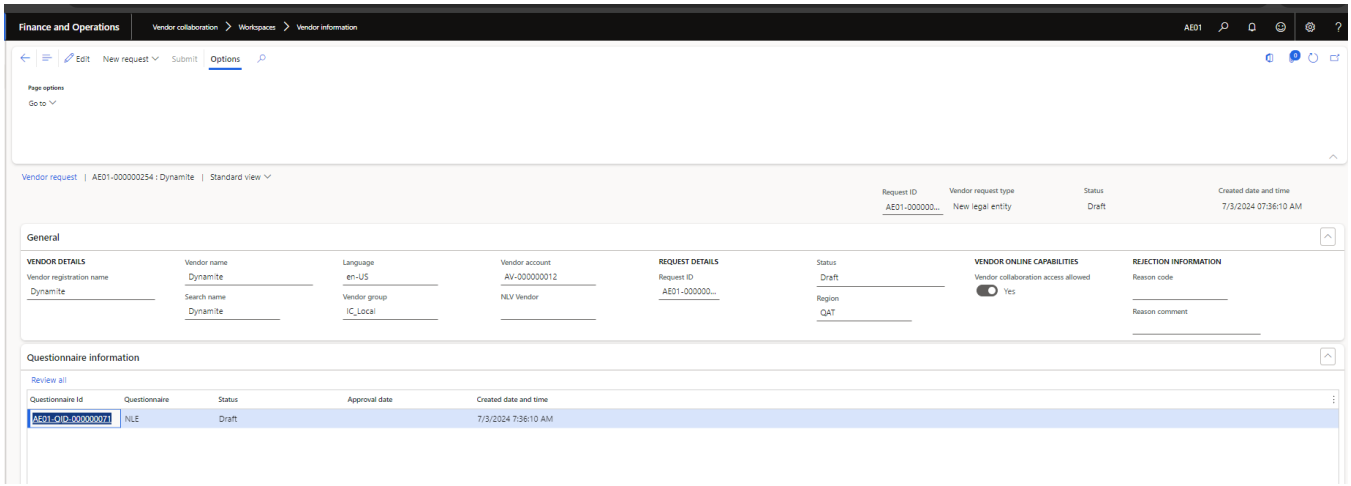




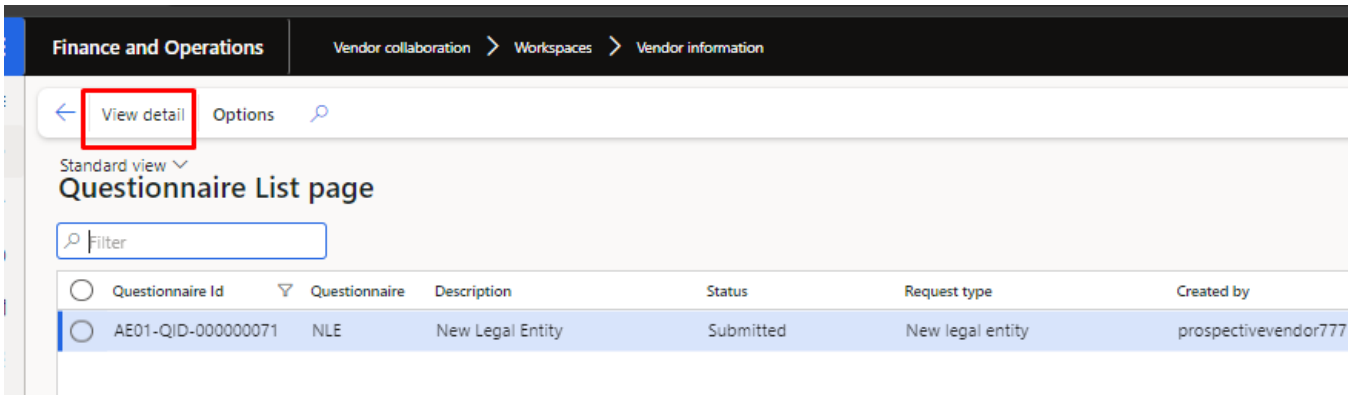
5. Select the region in which the vendor wants to operate and then click OK



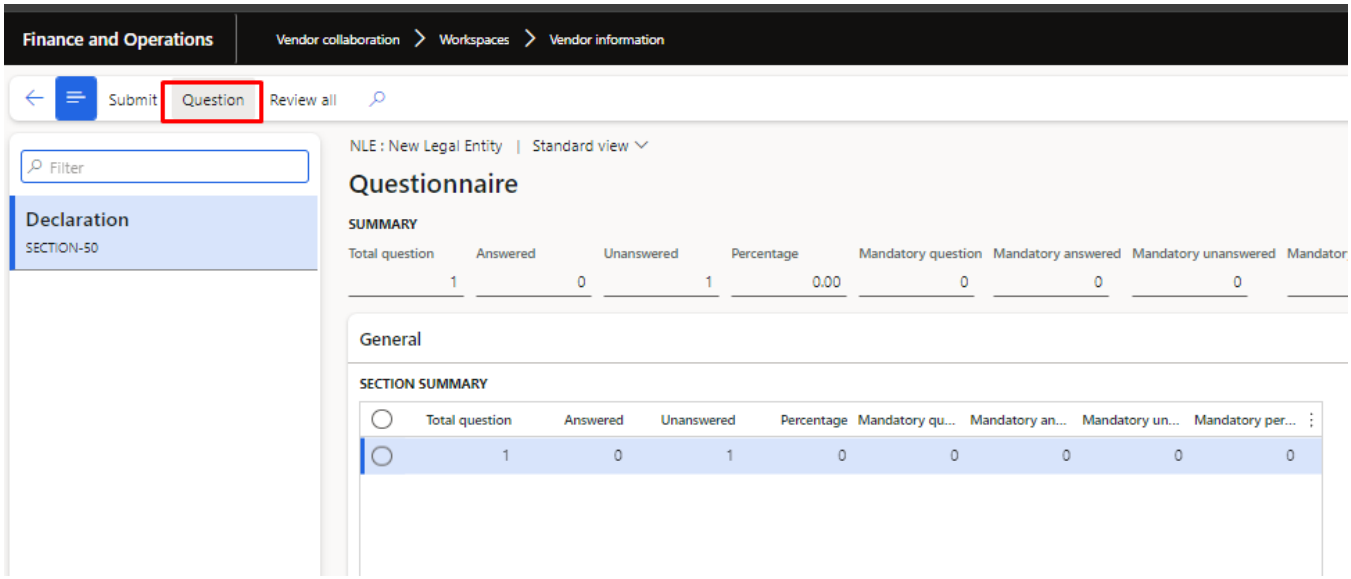
6. Once page opened, you can see the 'Questionnaire Information' fast tab, click on selected 'Questionnaire ID'.



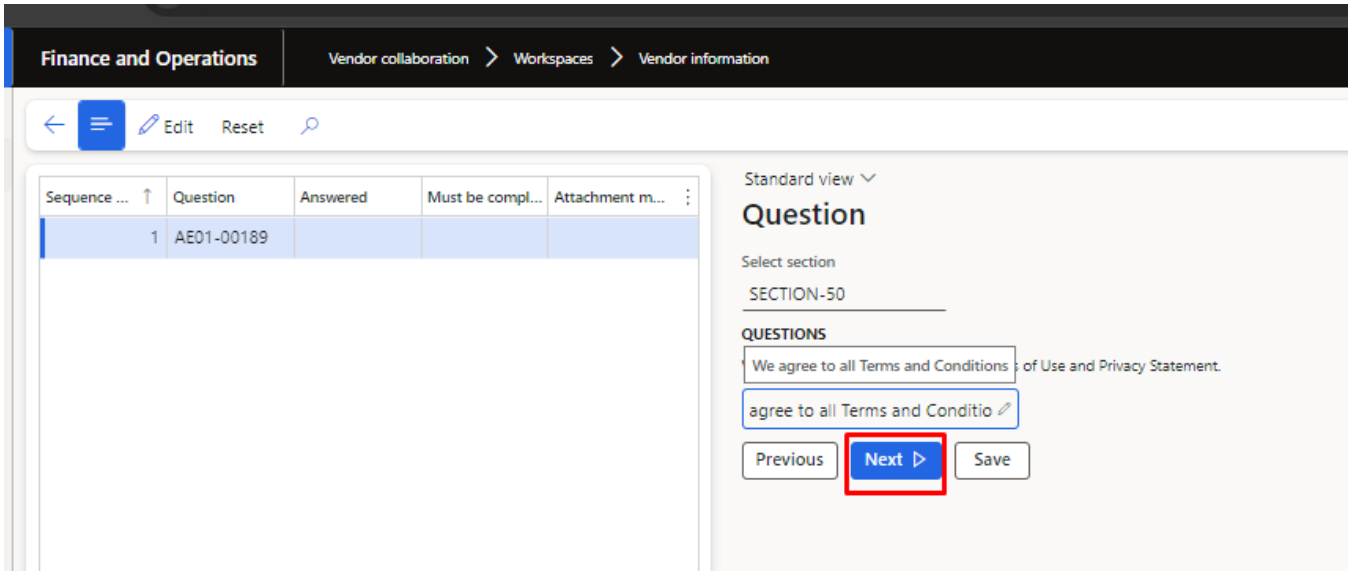
7. Click on 'View Detail'



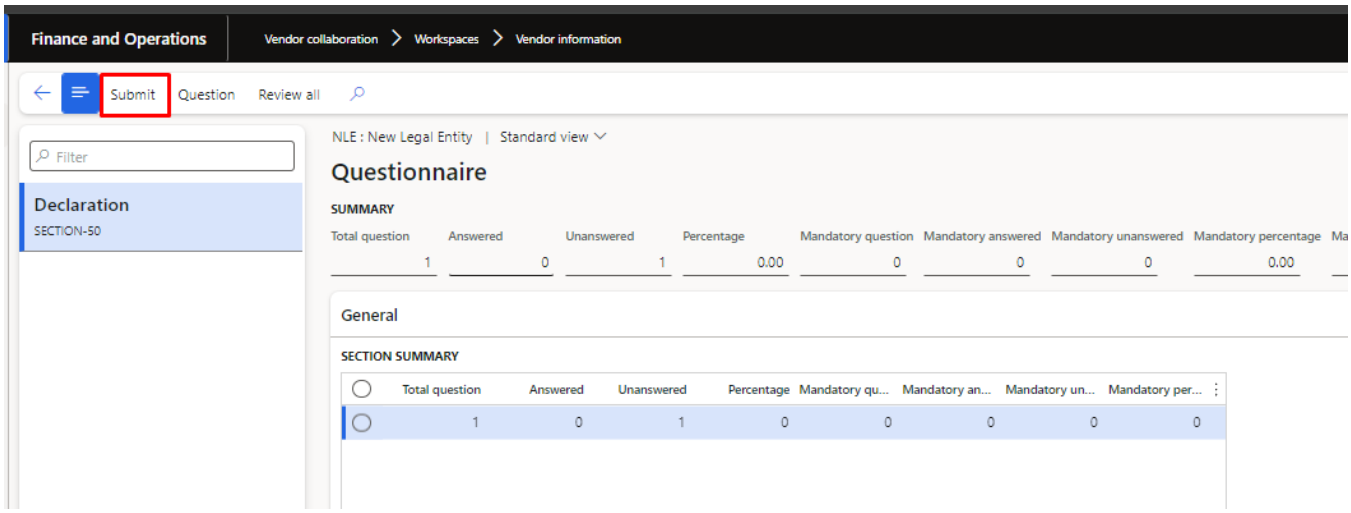
8. There is a declaration Questionnaire which we need to submit, for that we need to click on ‘Question’.



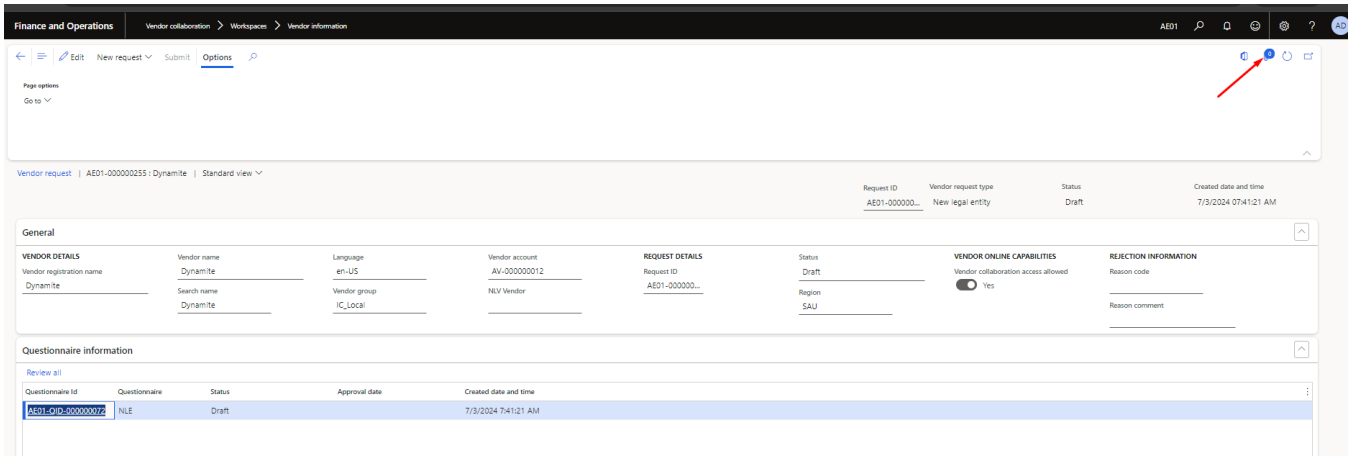
9. Fill all the Questionnaire one by one and click ‘next’, Once all Questionnaire filled then click ‘Save’.



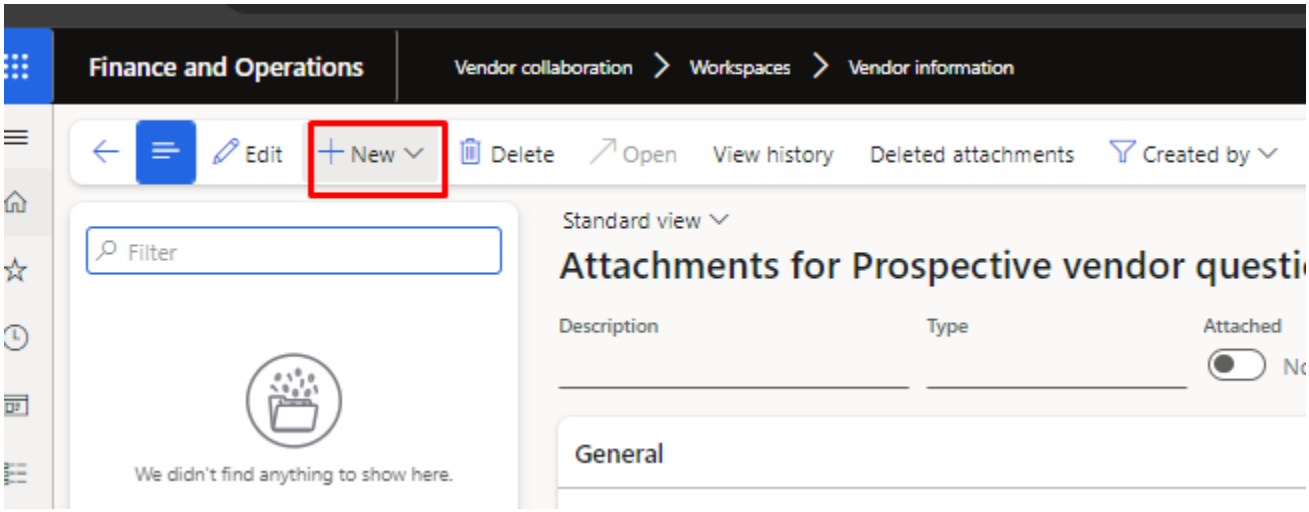
10. Once Saved, it will automatically go back to that Questionnaire screen from where you can click ‘Submit’.

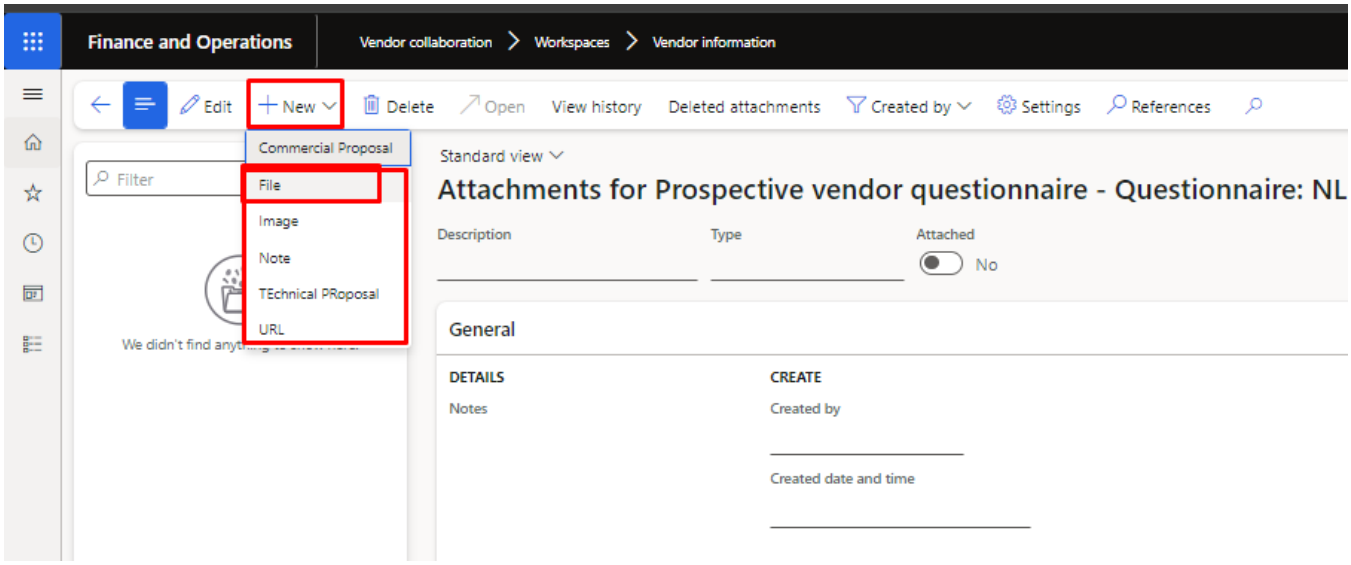


11. The go back to the main screen where you’re requesting for new Legal entity request, attach the required documents (if any) from the attachment symbol.

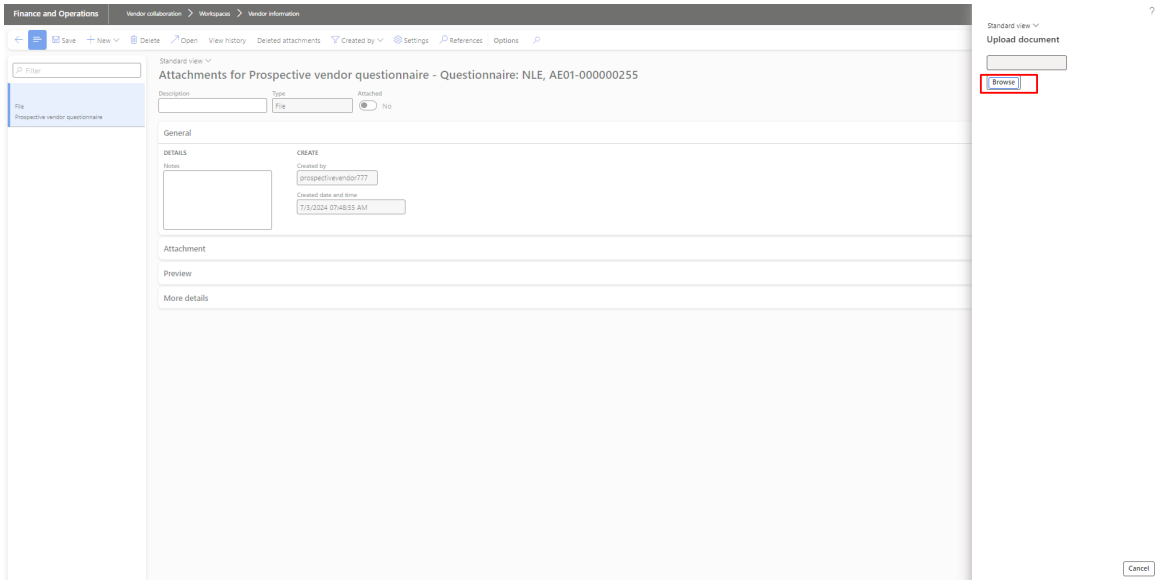


12. Click ‘New’ to attach new document. List of documents are also reflecting here

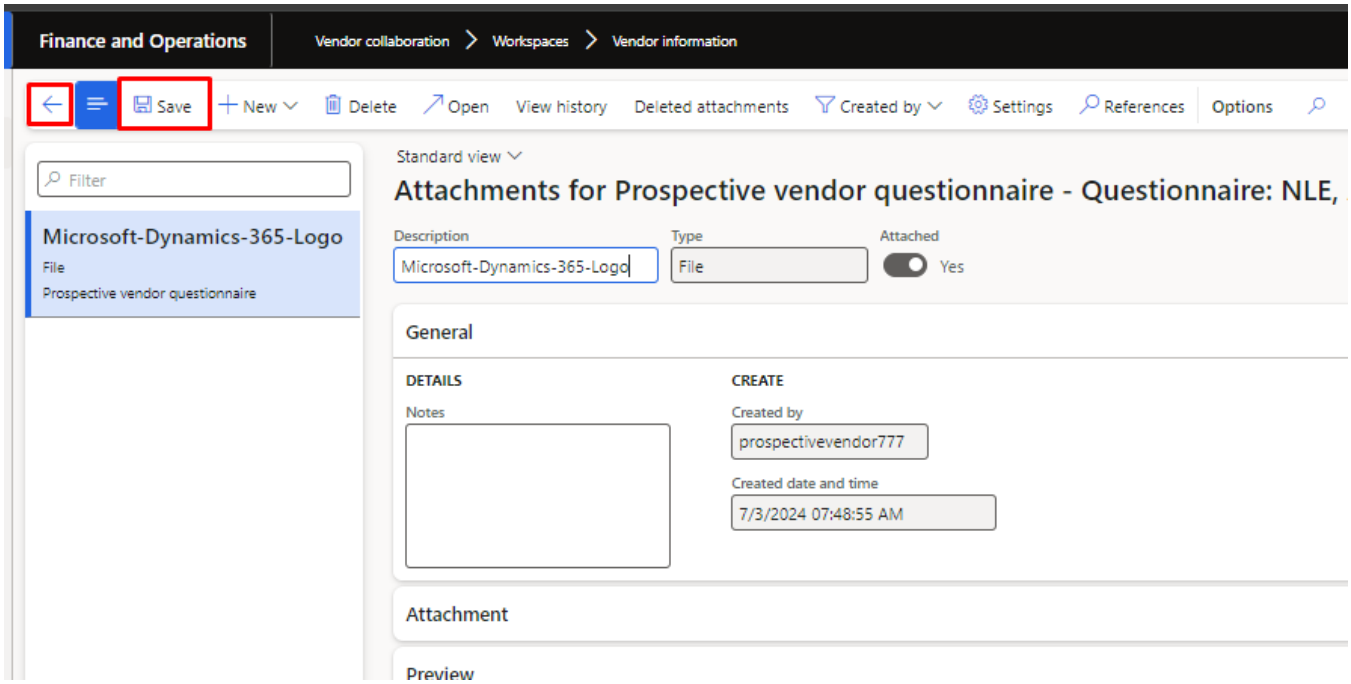




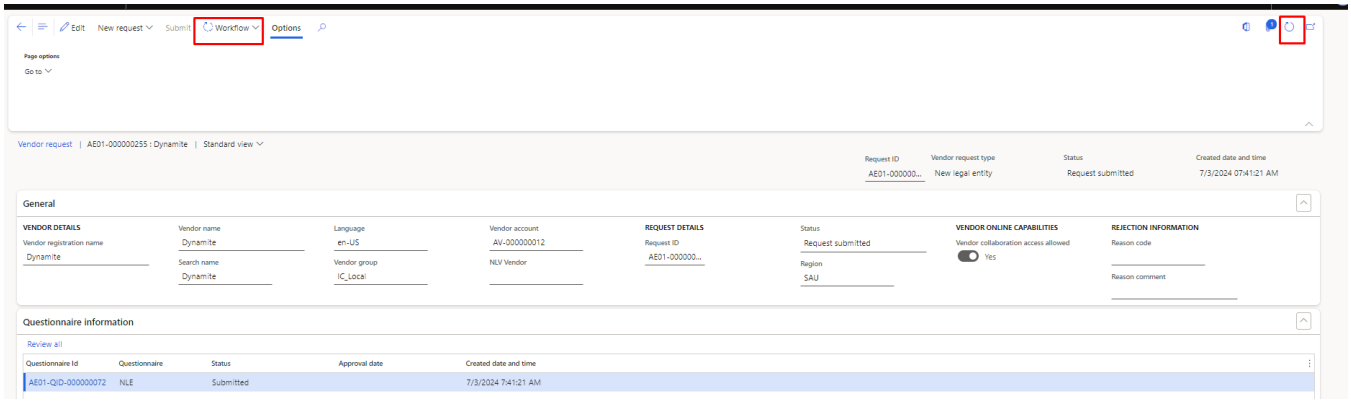
13. Click Browse and select the document.



14. Click Save and go back



15. Then ‘Refresh’ the Page (see top-right) then you can see the ‘workflow’ button which got enabled.

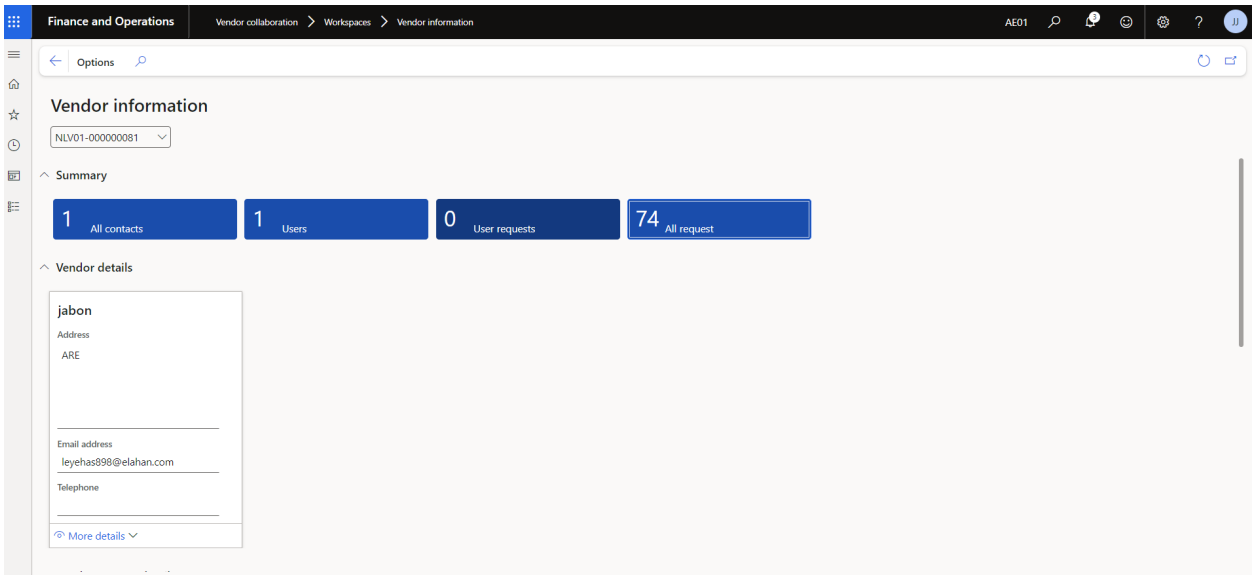


Once it will be approved by the client. Then you will be released as a vendor for requested Legal Entity.

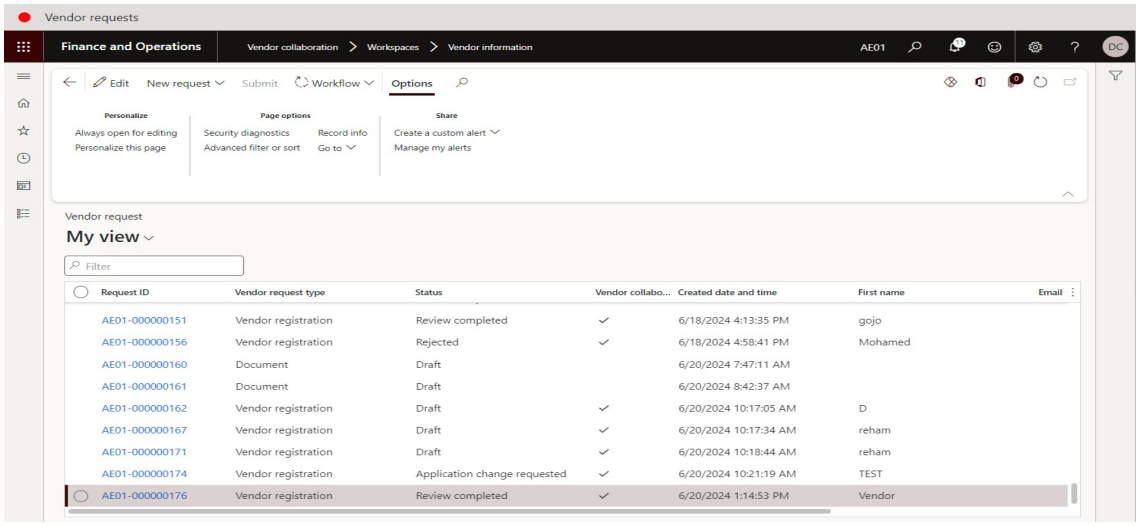
2.4 Additional Procurement Category Request

Procurement categories help classify vendor items and services. They also help control which vendors and products are available to employees when they make business-related purchases.

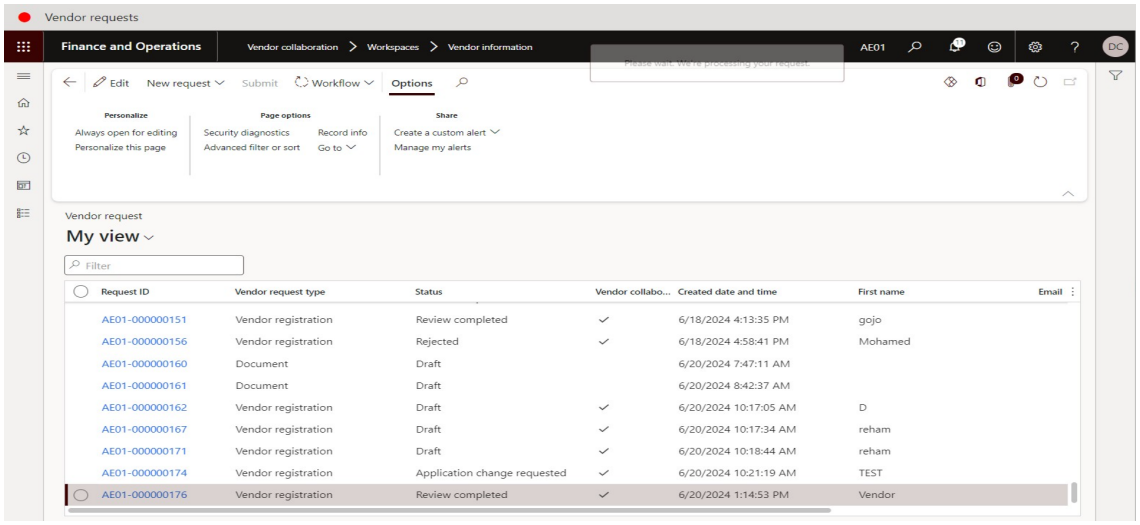
1. Go to **Vendor collaboration > Workspaces > Vendor information.**
2. Click All Requests

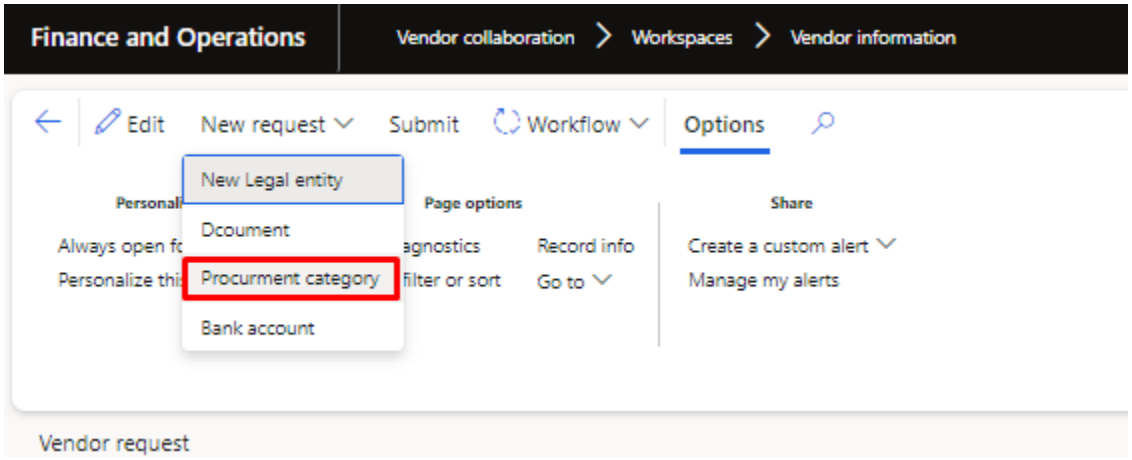


3. Click New request.

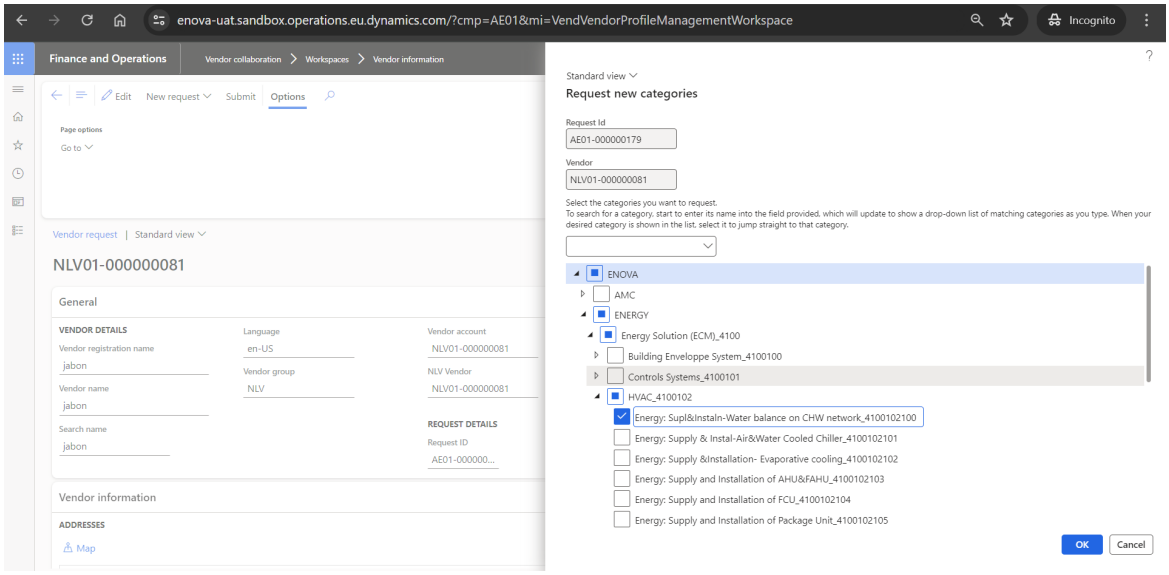


4. Click on **procurement category**.

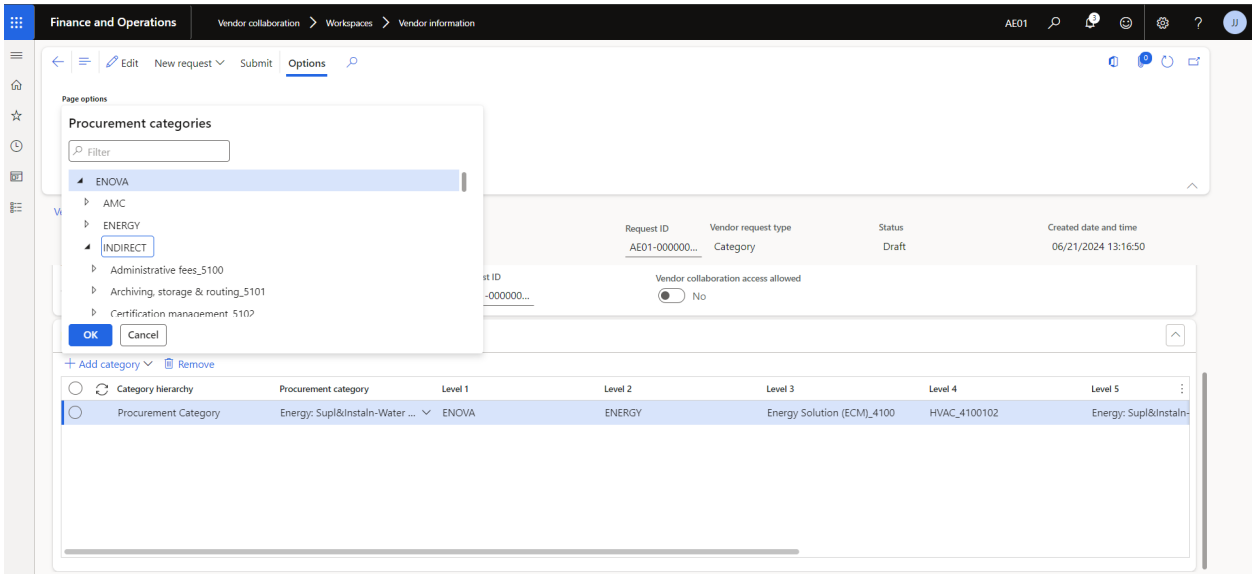




5. Select the Category that is to be requested and click OK



6. In case more categories are to be added, click on add category and select the category to be added

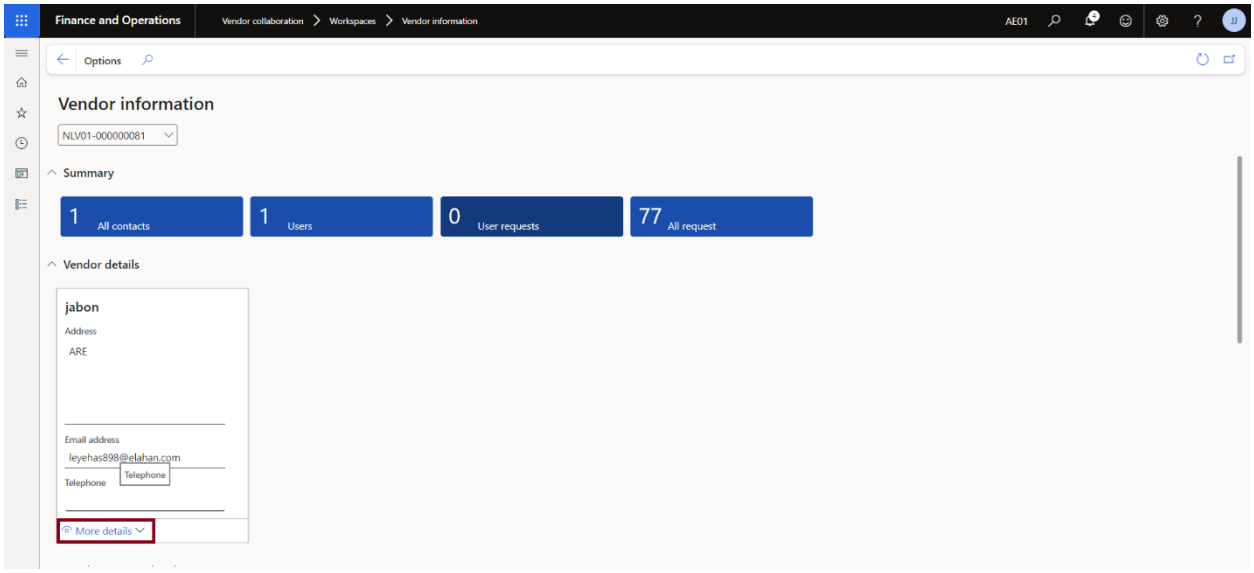


7. Click Submit.

The vendor can see all his details under:

1. Vendor collaboration > Workspaces > Vendor information.

2. Click on More details and selecting the information that he wants to see

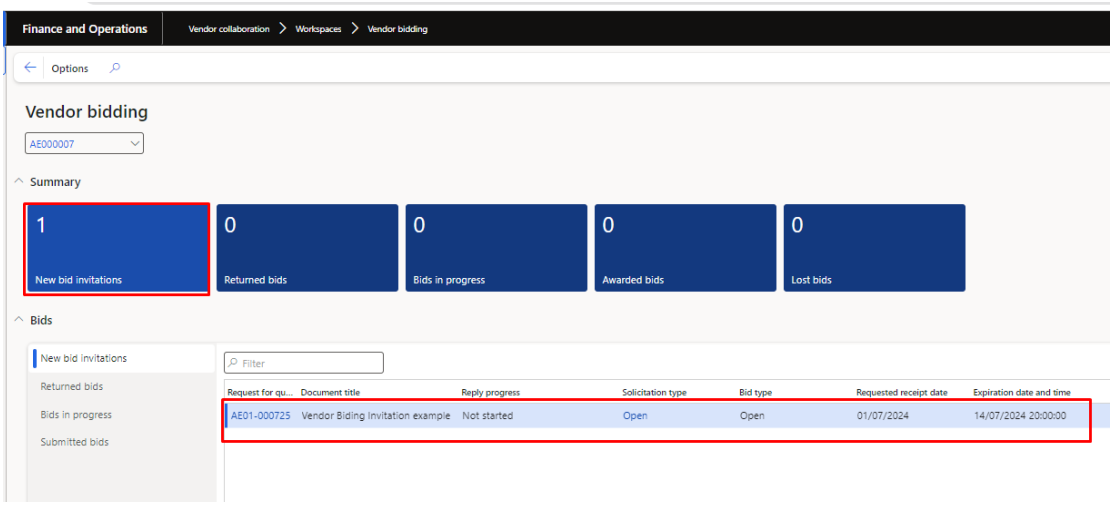


3 Bidding Invitation and Tender Submission

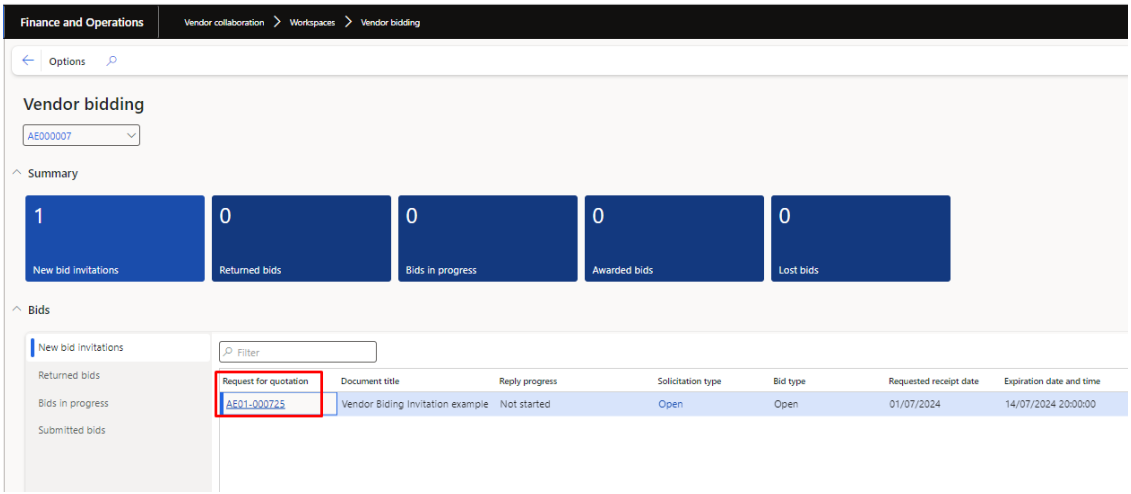
3.1 Tender proposal submission

Please follow the below steps to respond to Enova Tenders.

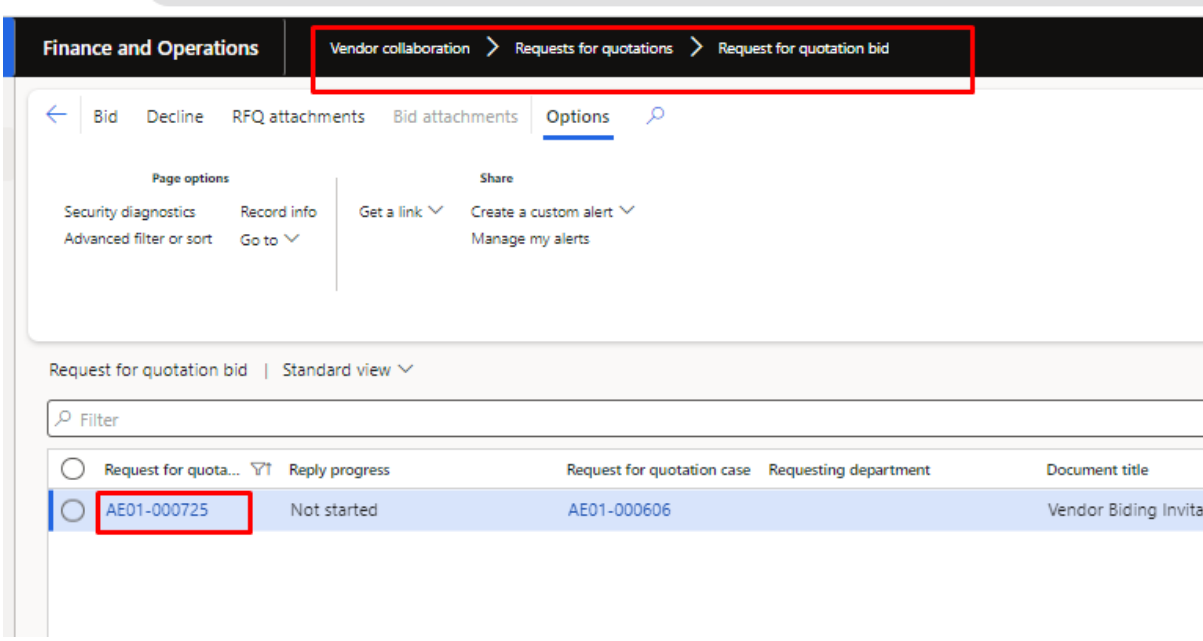
1. Go to **Vendor collaboration > Workspaces > Vendor Bidding.**
2. You can see the '**New Bid invitation'** in your workspace under "Summary" tab.



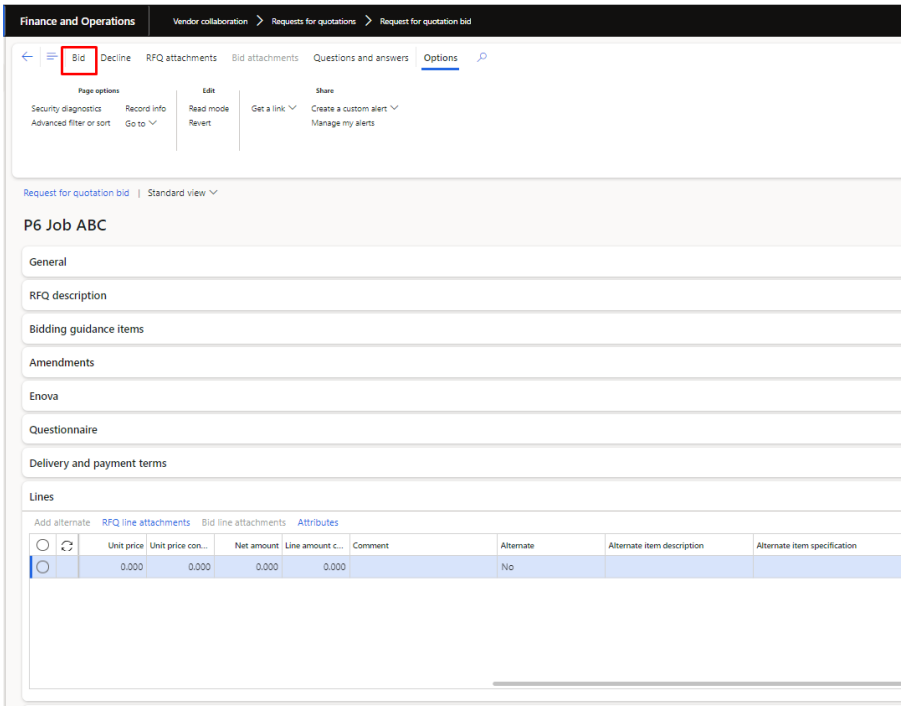
3. You can click on document which you've received under 'Request for quotation'.



4. Or, you can go to **Vendor collaboration > Requests for quotations > Request for quotation bid**
5. Open the document which you received for bidding.

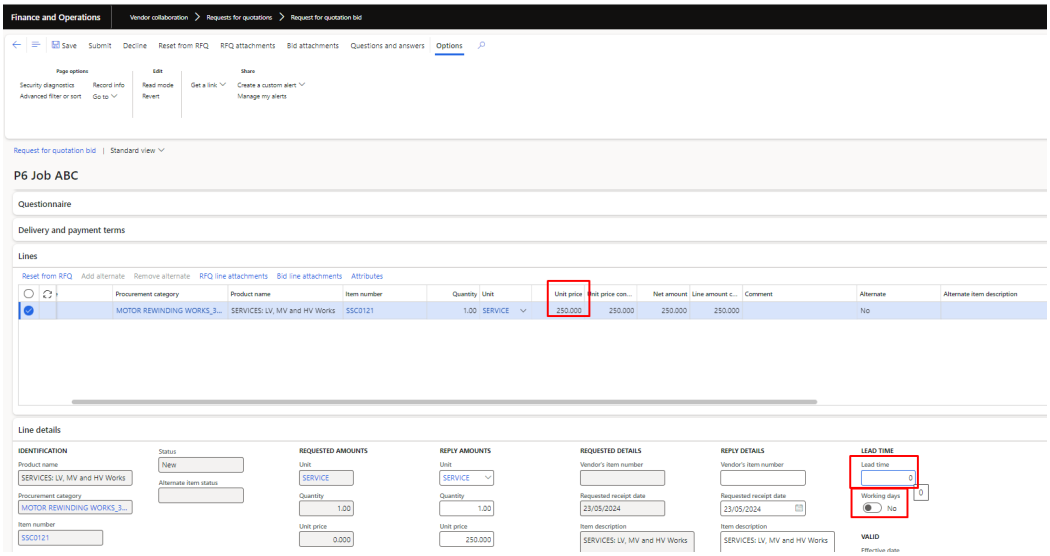


6. Open the document and click on “Bid” to do the bidding.

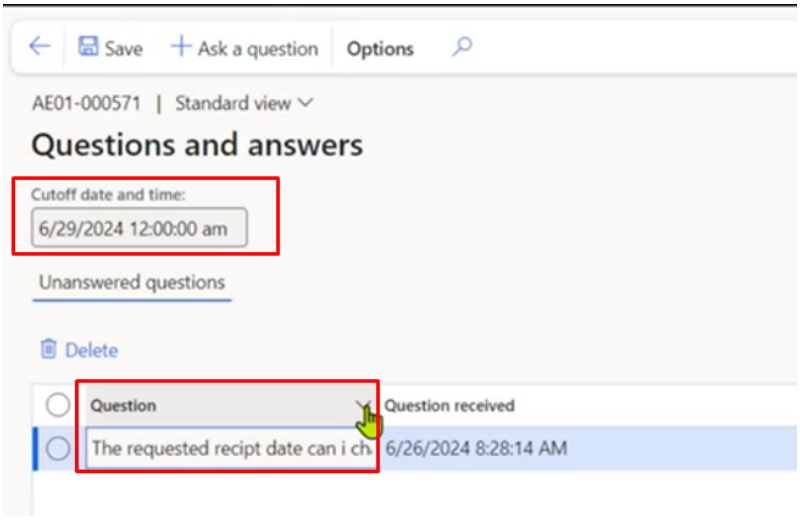


7. Page will be in editable mode. Now you can update the unit price for selected item under “Lines”. Also you can update the “Lead time” like ‘by when you can deliver the

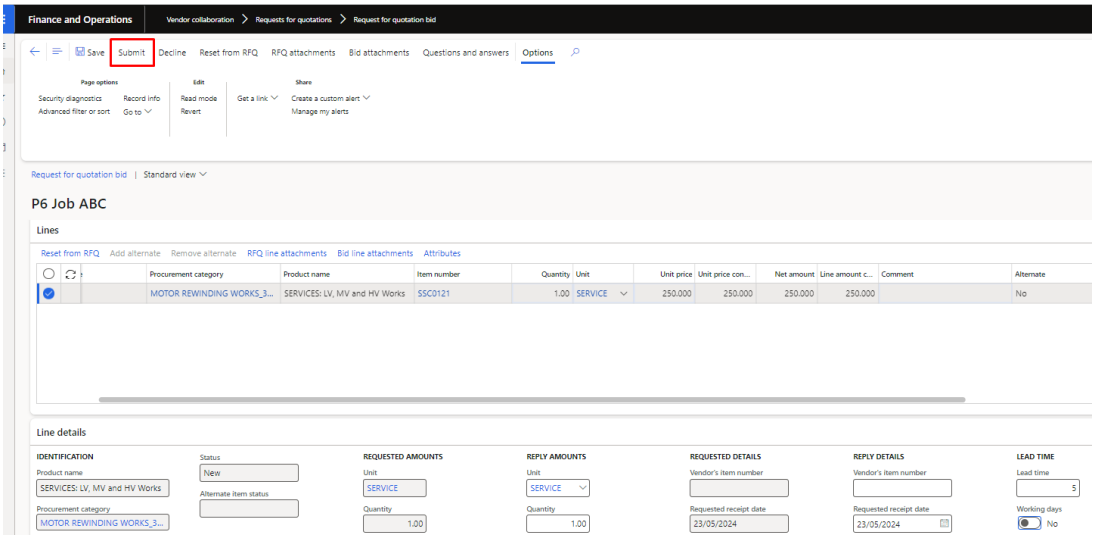
item’. Also you can enable or disable the “Working days” with respect to the lead time.



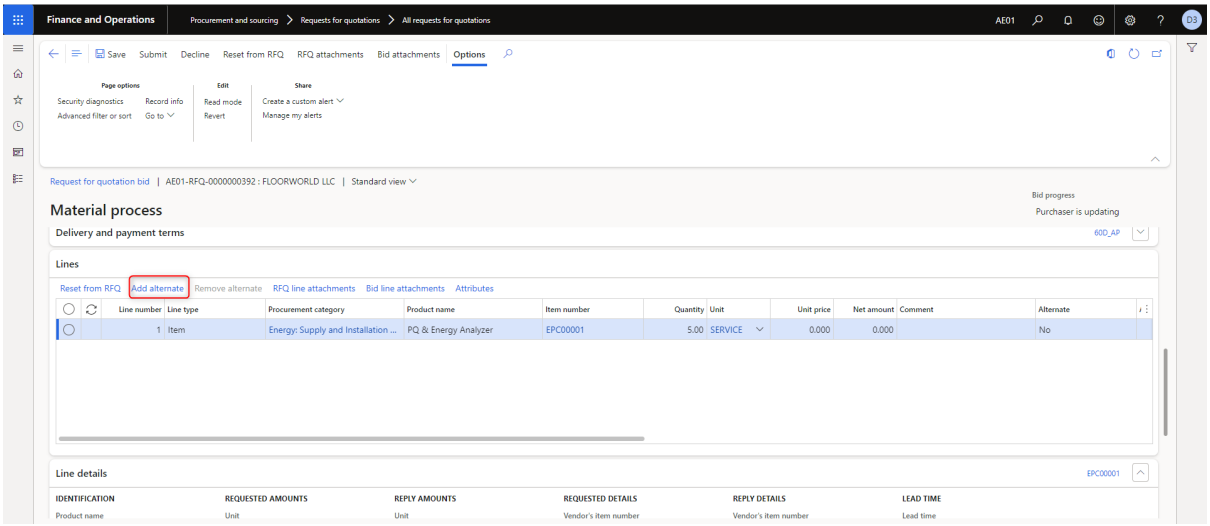
8. Please make sure that you’re doing this activity before the Cutoff date.

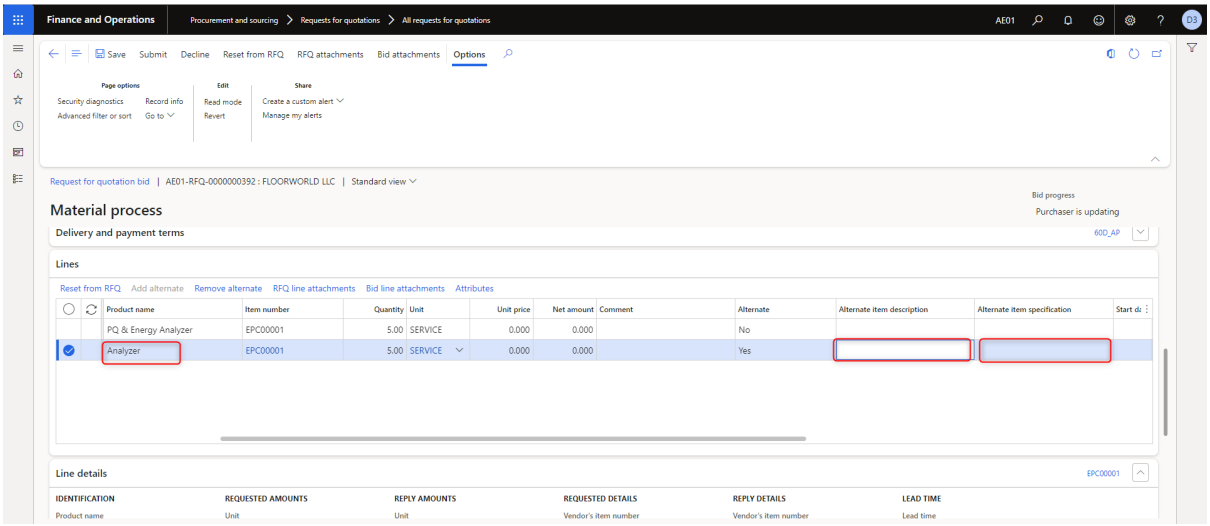


9. Then go back to the bidding page and click '**Submit'**.

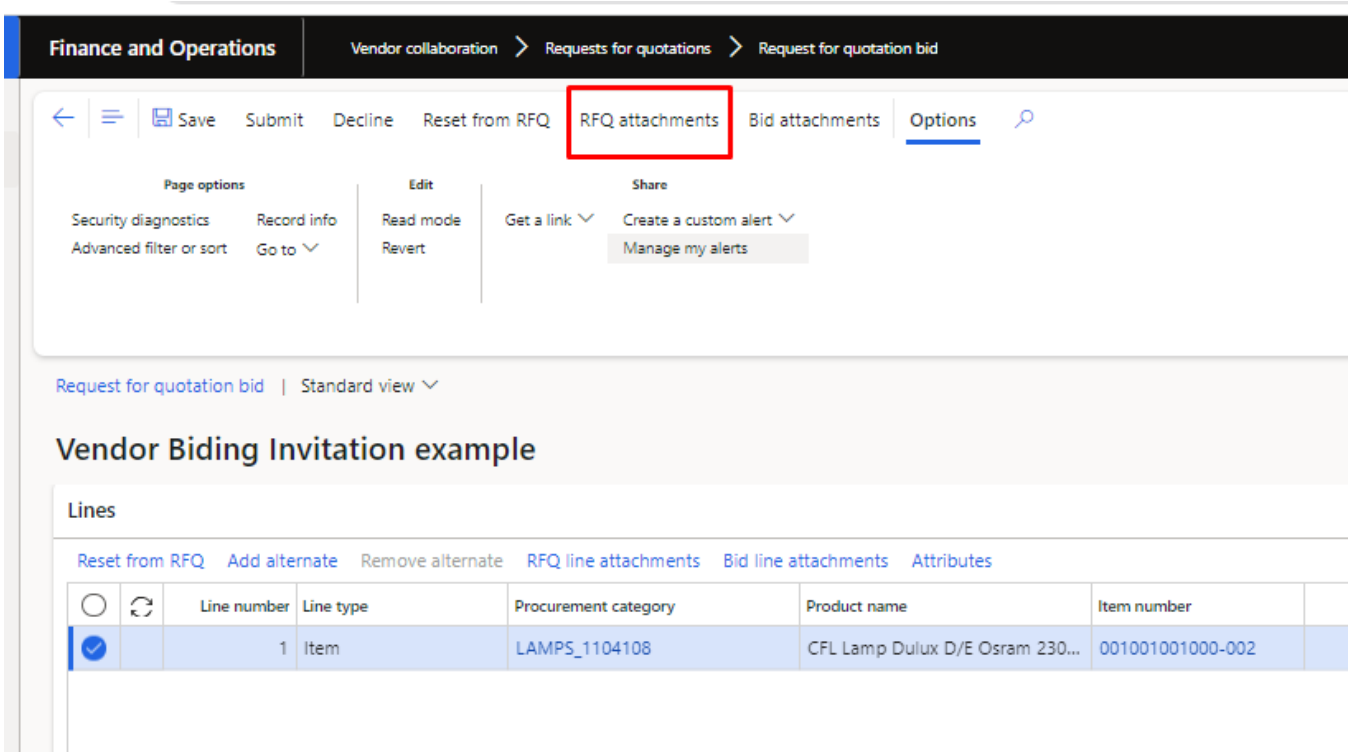


14. If you don't have the item and want to suggest an alternate item, then click on the "**Add alternate**" button. A new alternate line will be added.
15. Enter the **Product name**, **Unit price**, **Item description** and **Item specification** for the suggested alternate item and click '**Submit'** on the action pane.

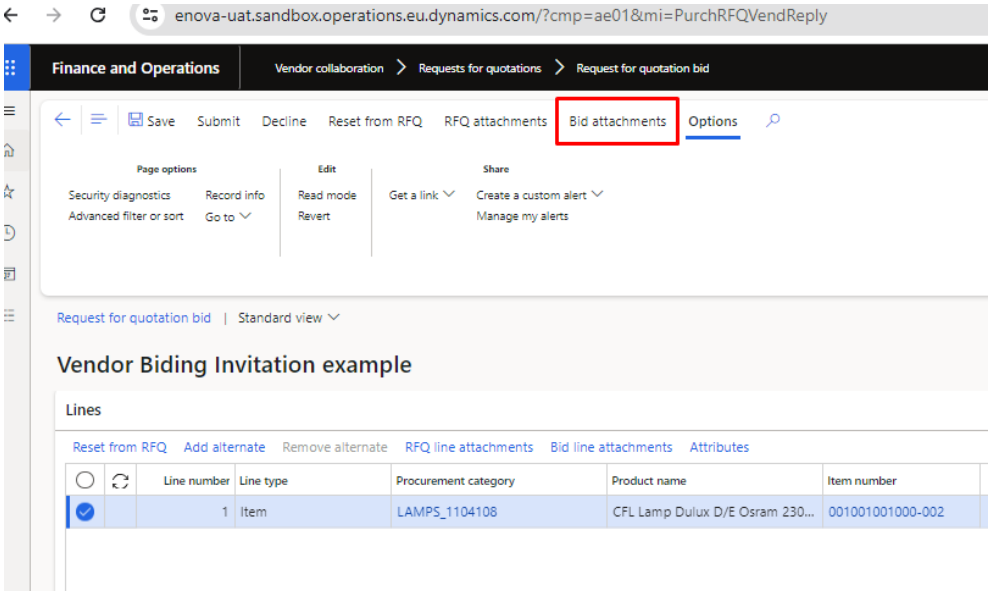




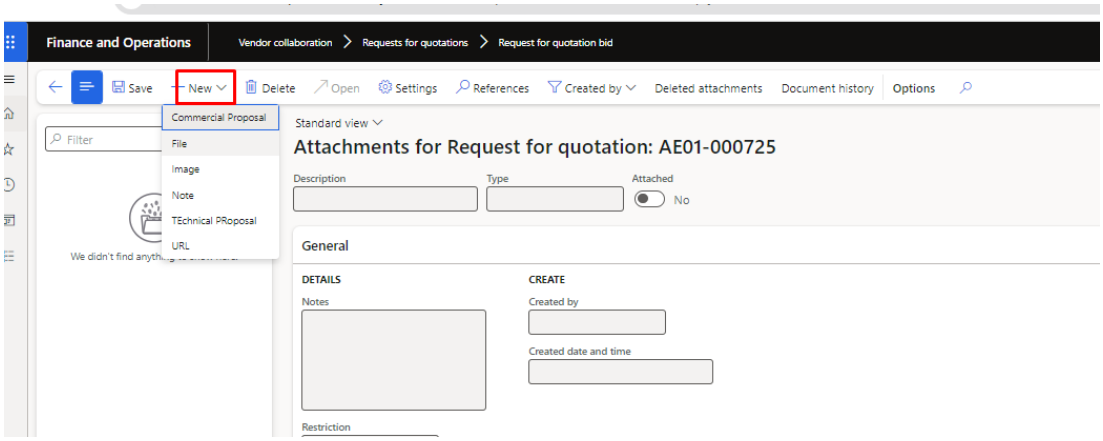
16. To check if any document is attached by the client for reference or for any other requirement, click 'RFQ attachment'.



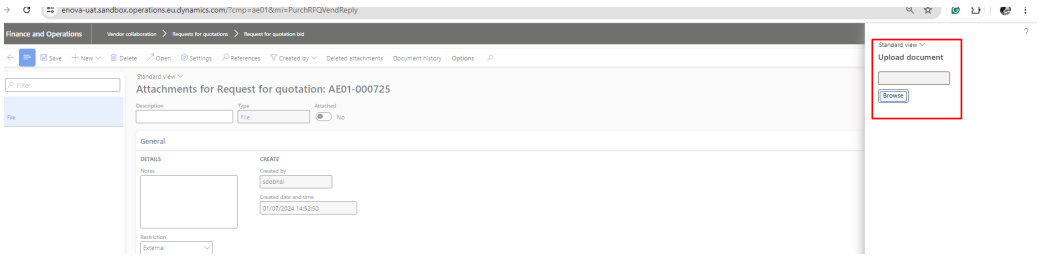
17. Now do the ‘Bid attachment’ which is required by the client for Technical or Commercial proposal.



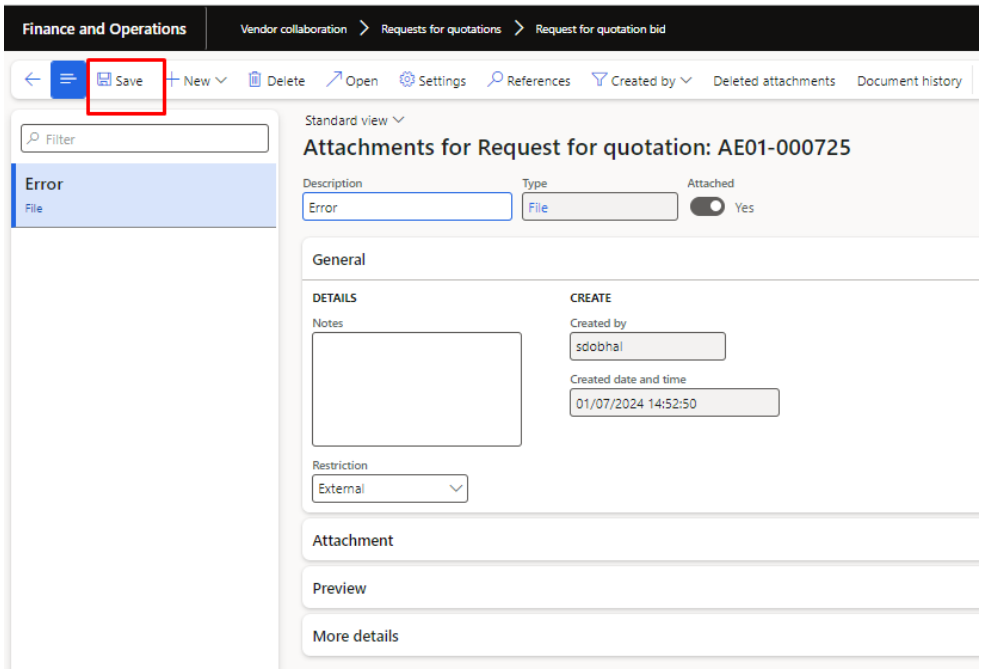
18. Click ‘New’ to attach any file you want to give to the client or required by the client.



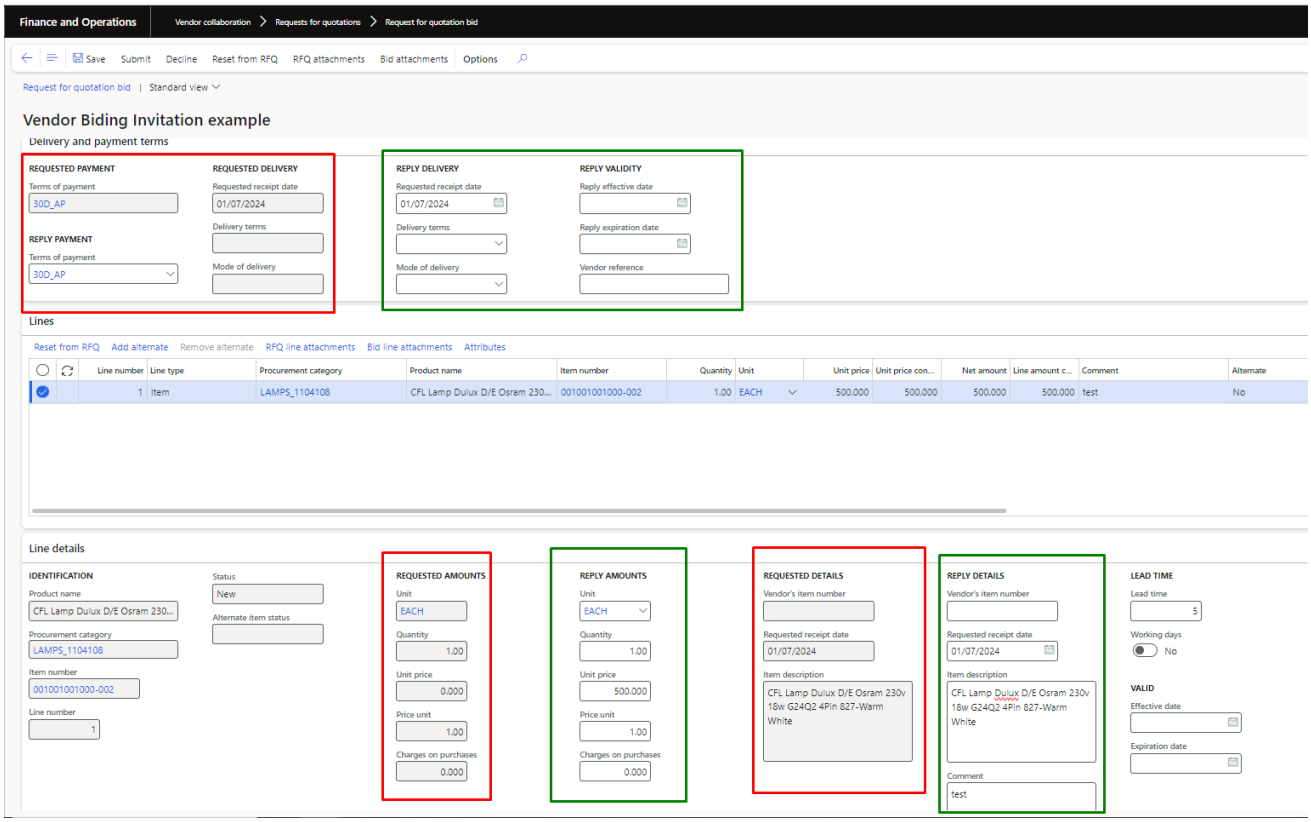
19. Upload the document



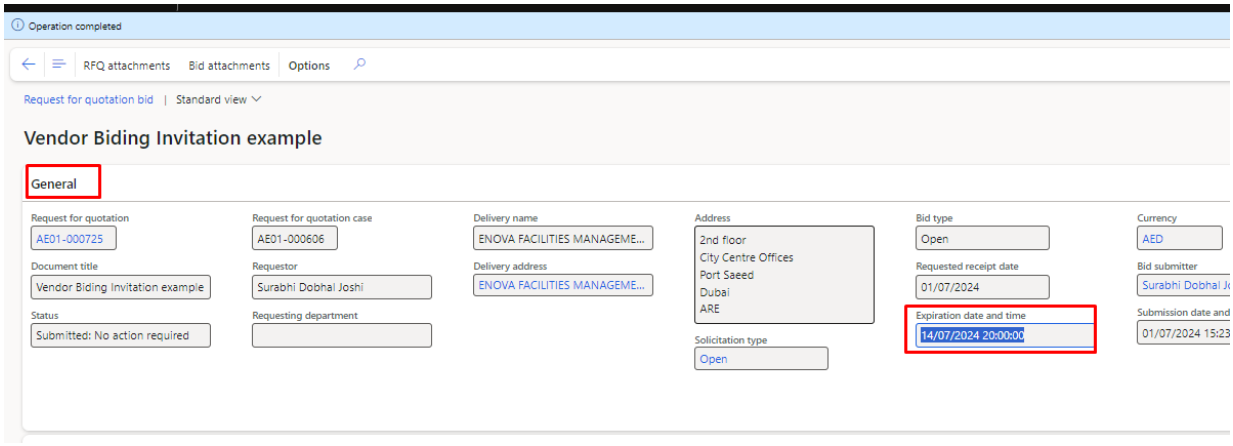
20. Click Save and Back symbol.



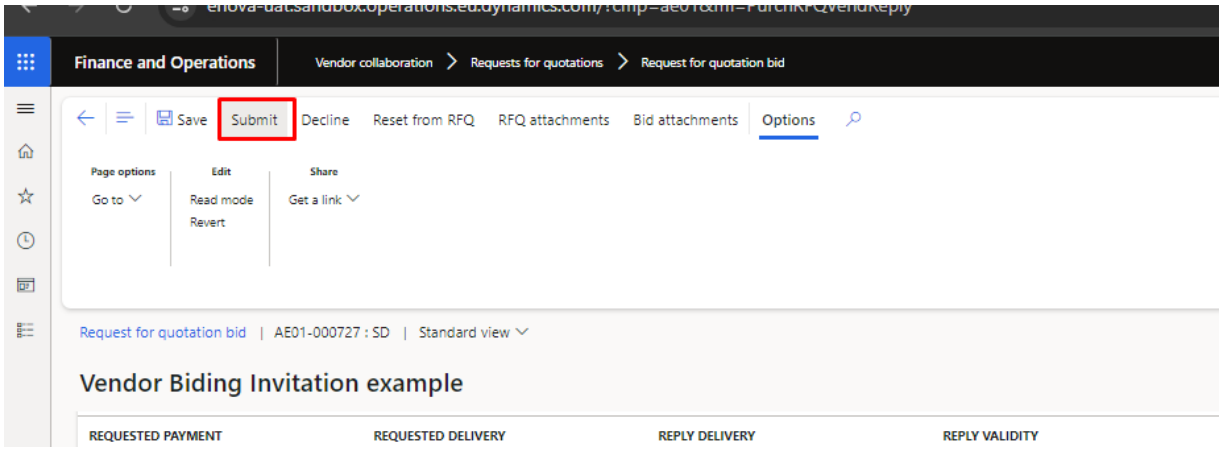
21. Now go back and check under ‘Delivery and Payment terms’ and ‘Line details’. Marked in ‘RED’ is requested by Enova and marked in ‘GREEN’ which you can propose to Enova if you want to change any.



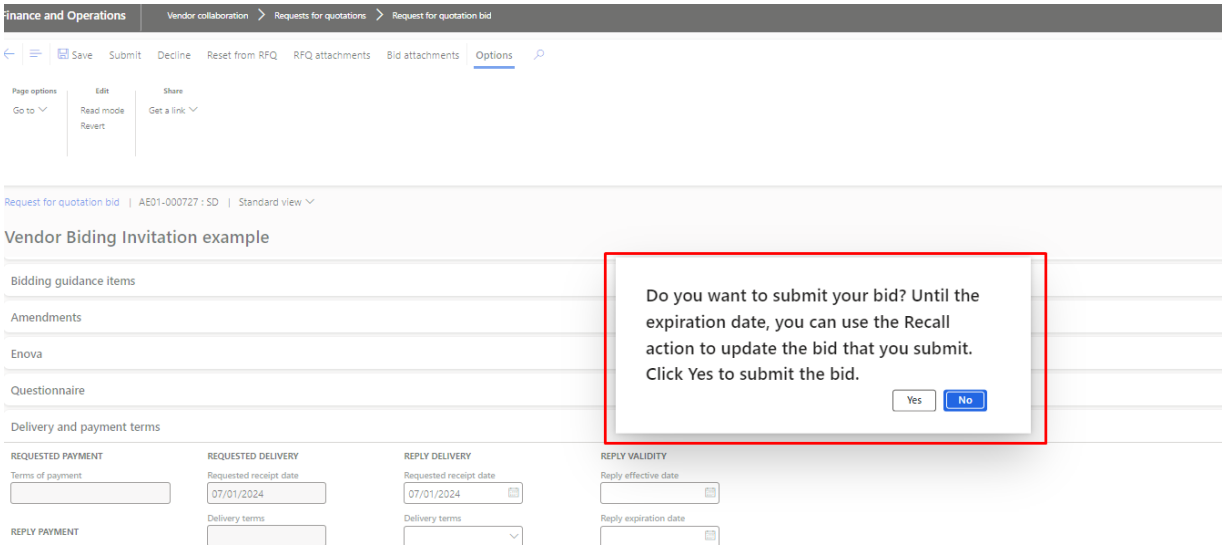
22. Check the expiration date before submitting just for your reference.



23. Click '**Submit**'.



24. One Popup will come that will tell you that you can submit the bid until the expiration date, you can click yes or no accordingly. You can recall or make any changes only before expiration date.

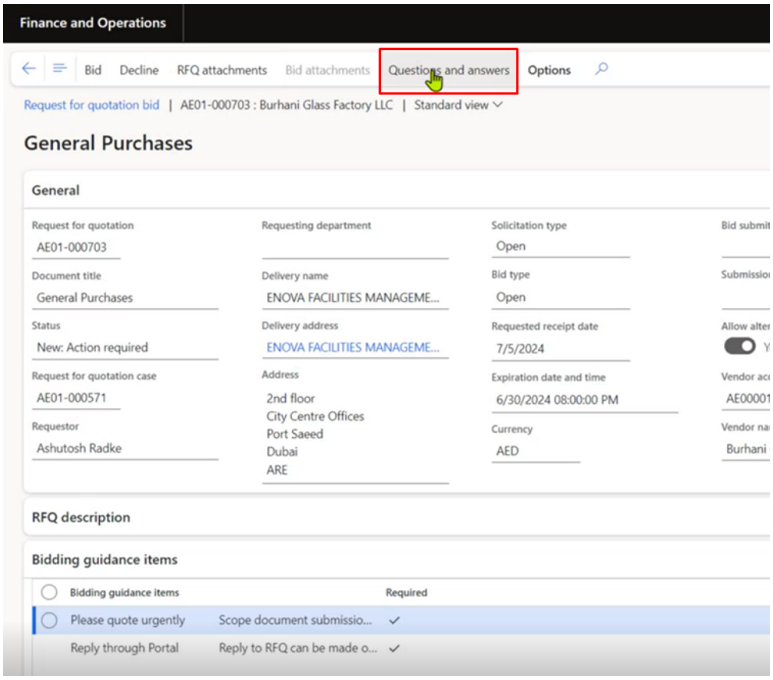


25. Once the bids are submitted, purchaser can accept or reject the alternate item suggestion given by you.

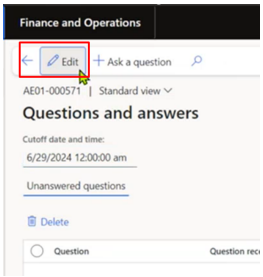
26. Depending on the price and number of days you've defined, customer may negotiate and request you to submit your biding again or reduce the 'Lead time' (Number of days to deliver the material/service).

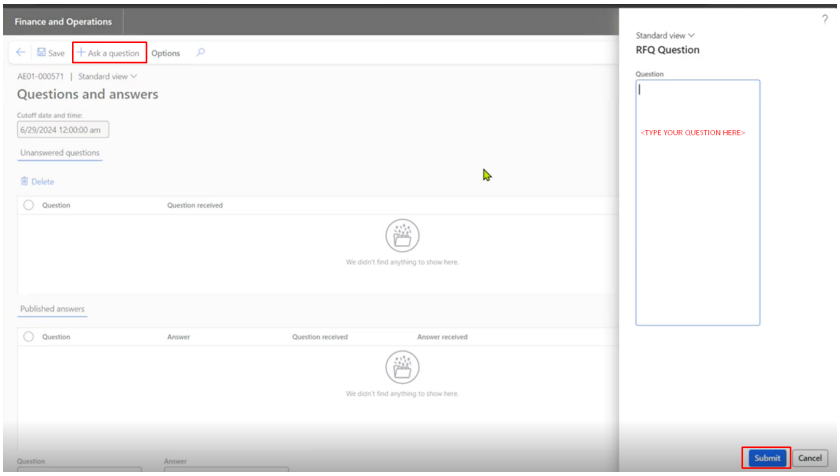
3.2 Submit Queries/Clarifications to Tenders

1. If you have any question to be asked from your client then you can click on the top 'Questions and answers'.

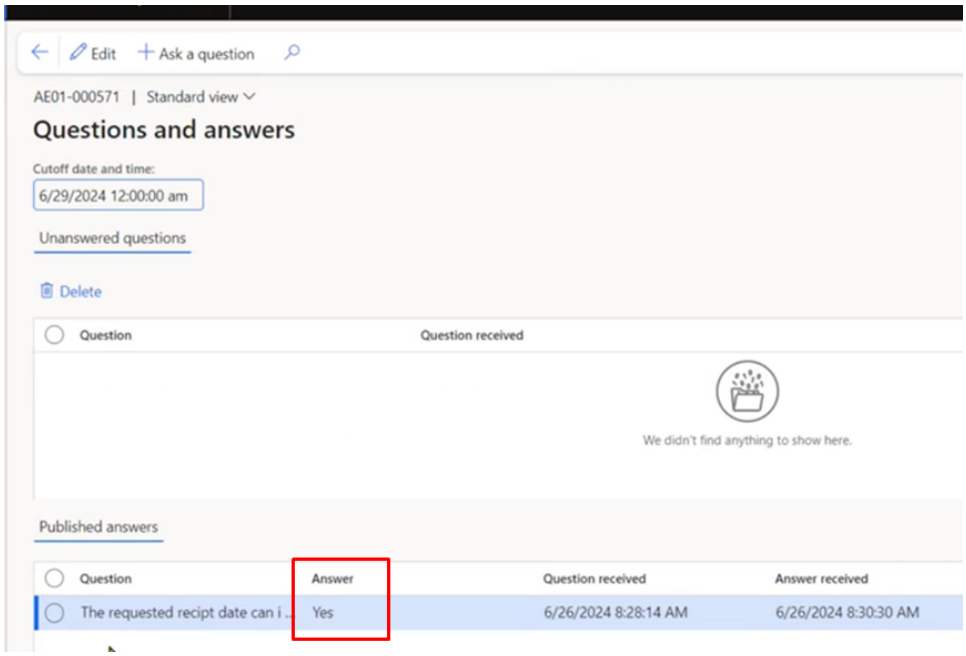


2. Click 'Edit' and it will give an option to click 'Ask a question' then type your question and click '**Submit'**.





3. Once submitted, Enova will review and answer that question. Which you can review under same tab 'question and answer'.



4 Managing Invoicing

Use the '***ENOVA – D365 vendor collaboration portal***' to submit different types of invoices as detailed below.

The different types of invoices that can be submitted through portal are:

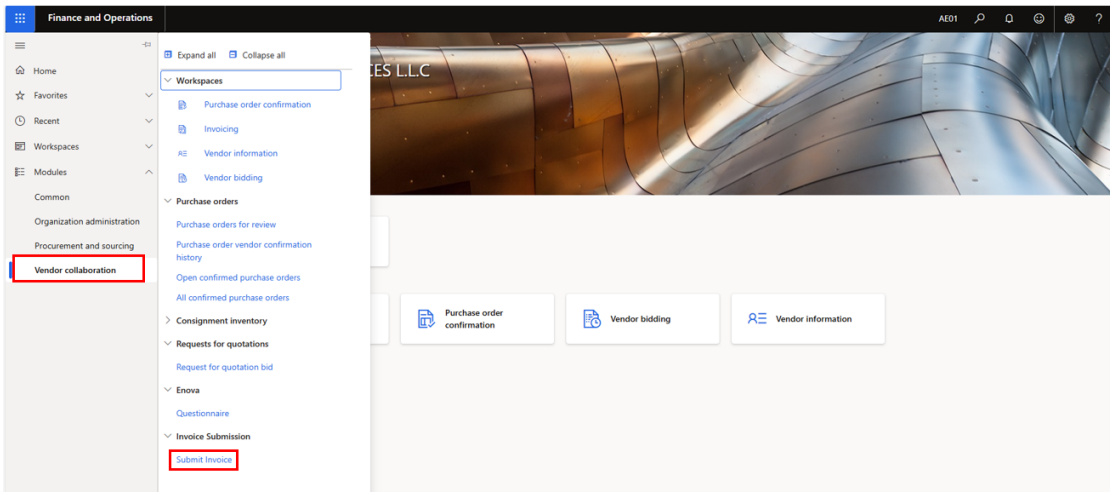
- Invoice – The standard invoice against a valid ENOVA purchase order

- Advance invoice – Invoice for collecting advance against a valid ENOVA purchase order
- Retention Claim – Invoice to claim amount retained by ENOVA against a valid ENOVA purchase order
- Credit note – Credit invoice towards adjustment, recovery, and trade credits

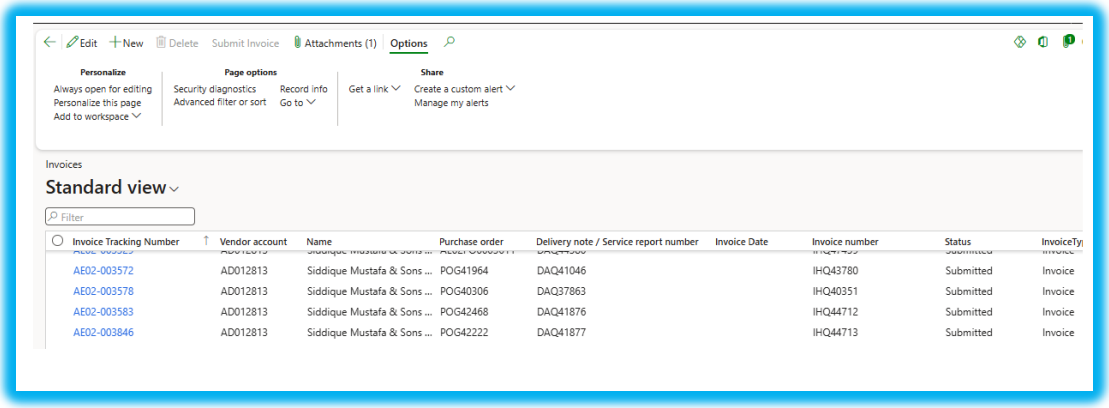
Note: Invoices not related to any valid ENOVA purchase order must be submitted directly to ENOVA Finance team or to the operation site. Currently such invoices cannot be submitted through portal.

4. Submitting vendor invoice

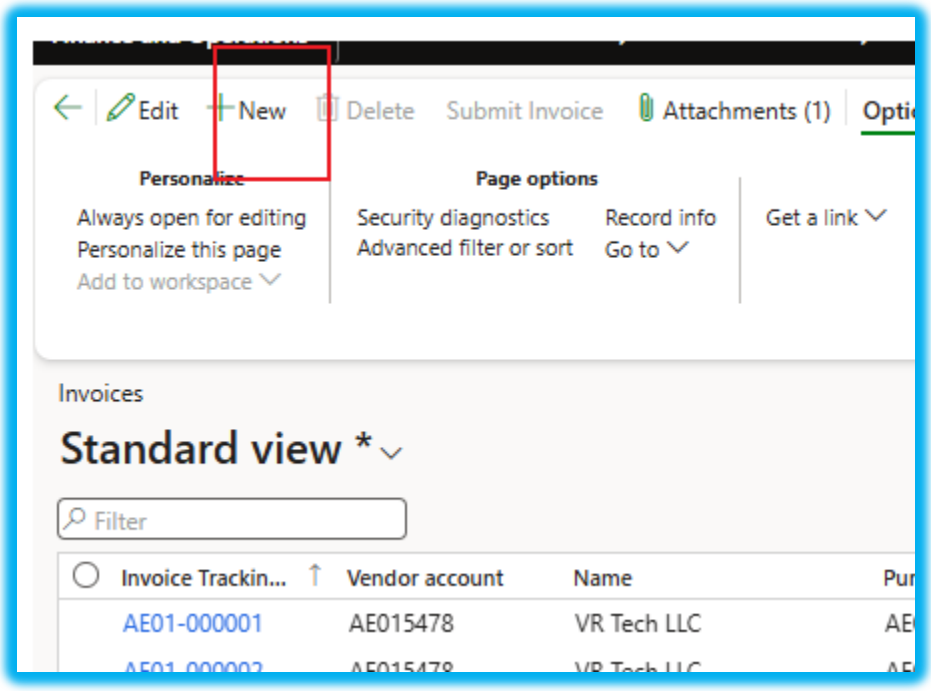
1. Go to **Vendor collaboration > Invoice Submission > Submit Invoice.**



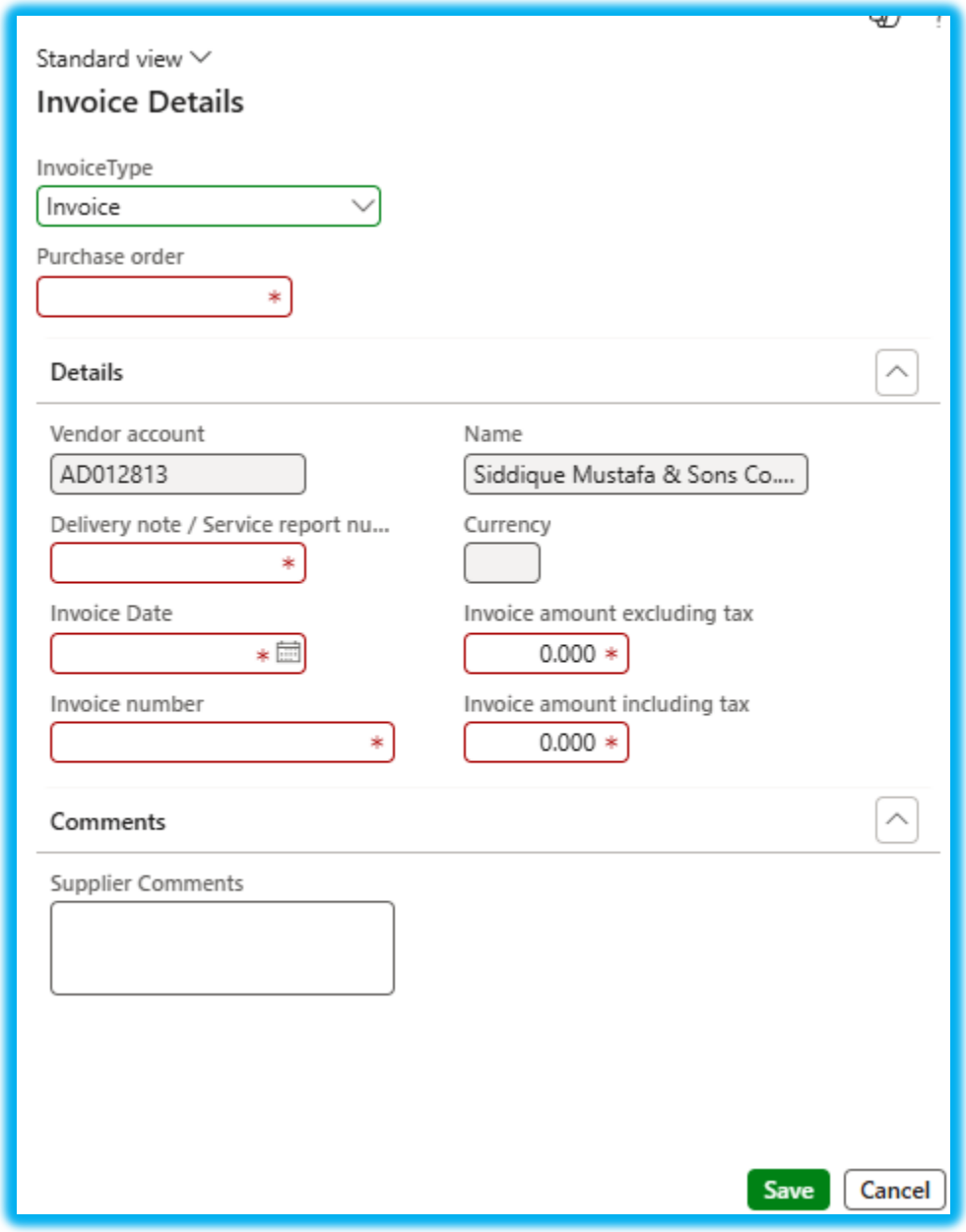
2. The vendor collaboration portal 'Invoices' list page displays the list of all the invoices that are created by the vendor contacts. The 'Invoices' list page will display all the invoices submitted by all the contact persons of the vendor as a single list. Each record on the list page will have the unique identifier as 'Invoice Tracking Number', along with other details of the invoice. The list page is used to submit new invoices and to check the status of the invoices.



3. To Submit the new Invoice, click 'NEW'.

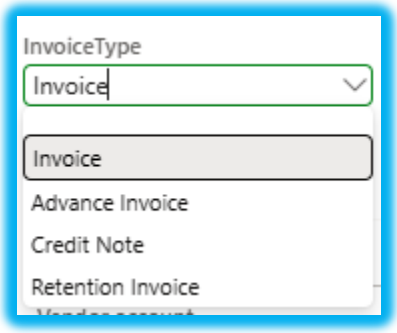


4. Once clicked ‘New’, a new form will open to capture the details of the invoice.



Note: Fields with red stars (*) are mandatory and must be filled before saving the record.

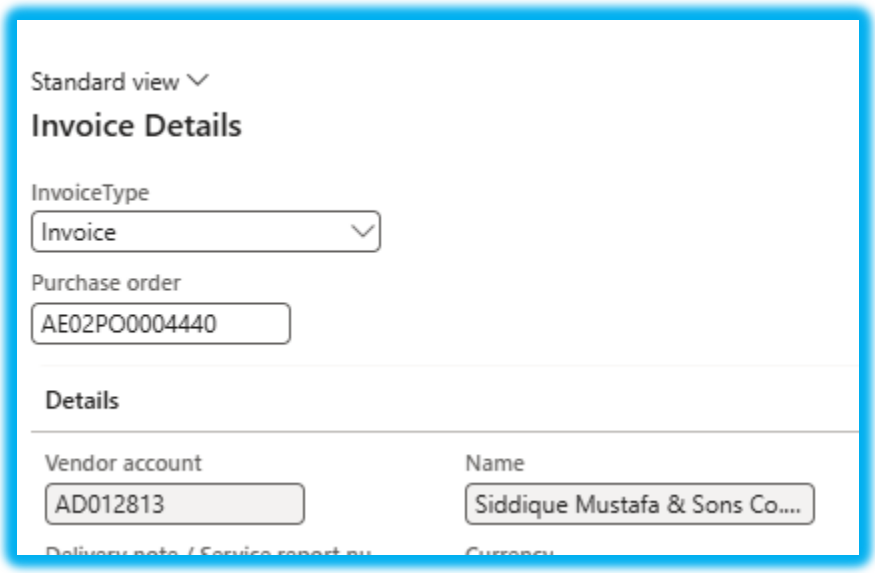
5. Select the 'Invoice Type' based on the type of dcoument you want to submit.



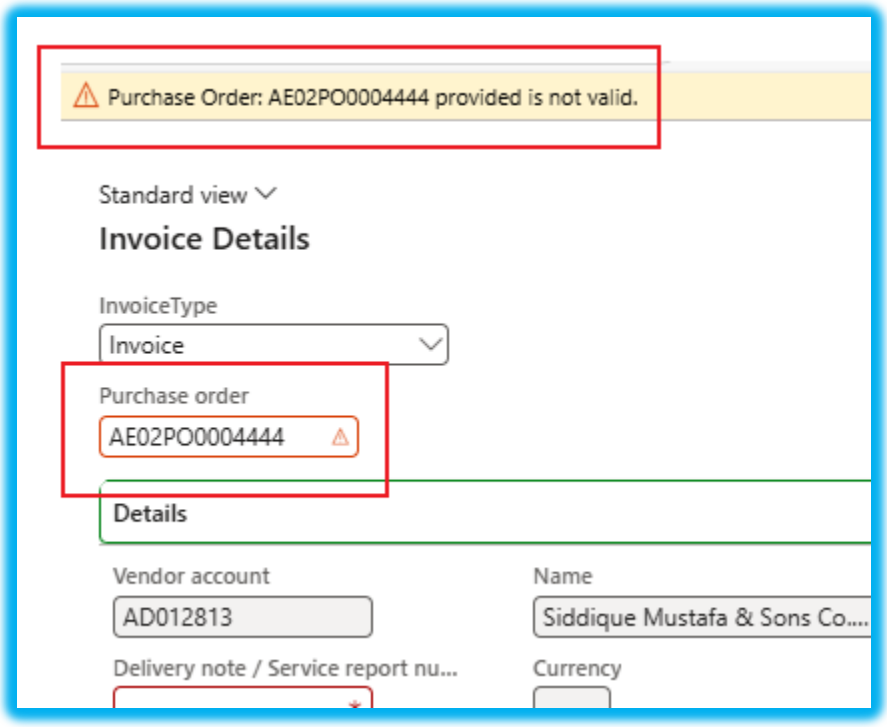
6. The Invoice Type dropdown offers several options for users to select, based on the type of invoice being submitted:
    i. Invoice – Standard Invoice against a valid ENOVA purchase order
    ii. Advance Invoice – Invoice claiming advance against a valid ENOVA purchase order
    iii. Retention Invoice – Invoice to claim any retention by ENOVA against a valid purchase order
    iv. Credit Note – Credit invoice for trade credits, adjustments, and recovery.

    Note: Please ensure that the user selects the correct invoice type when uploading an invoice. Failure to do so may lead to invoice rejection. The default value is 'Invoice'.

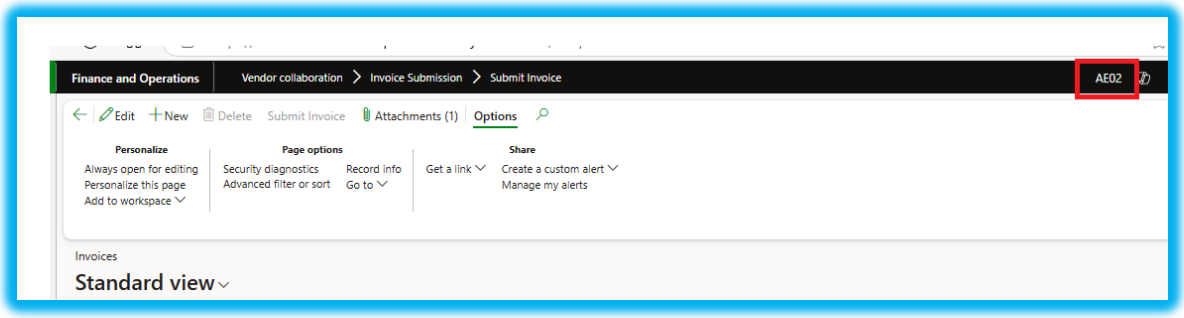
7. Enter 'Purchase Order' for which you want to submit the invoice.



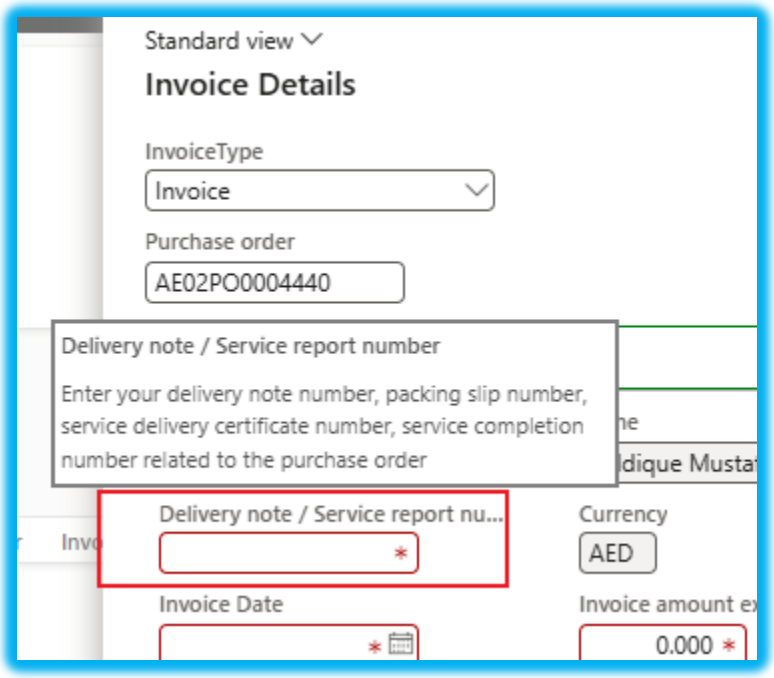
Note1: If the purchase order number is not related to the vendor, an error will be generated. Vendor must submit invoices against the valid purchase orders that are issued by ENOVA to the vendor.



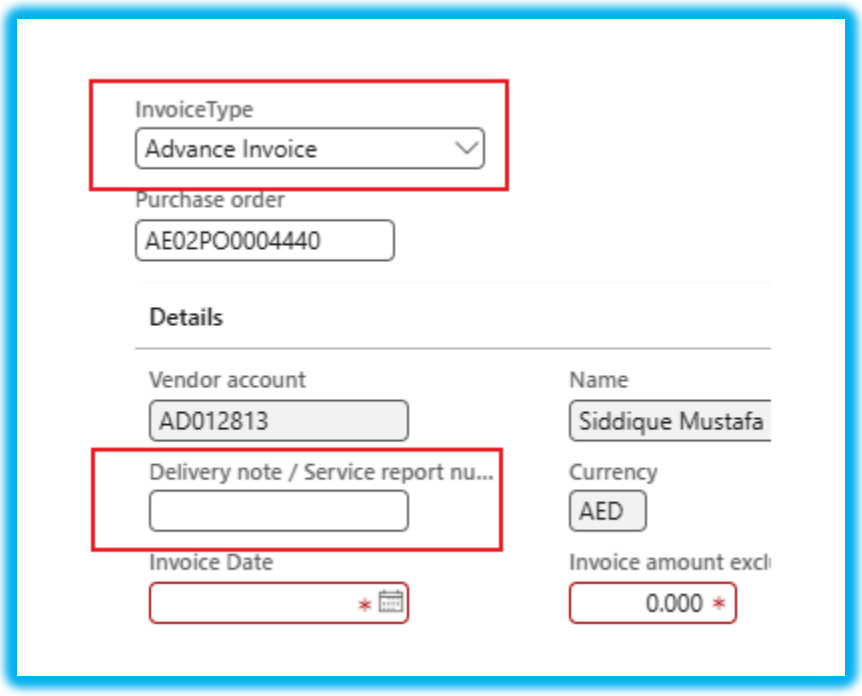
Note2: Vendors providing services to more than one ENOVA entity (for example AE01 – Dubai, & AE02 – Abu Dhabi), must ensure that they are in the right entity before initiating the submission process.



8. Enter the ‘Delivery Note / Service report number’ against which the invoice is submitted. Vendor must enter the respective delivery note or service report number submitted to the site by the vendor.

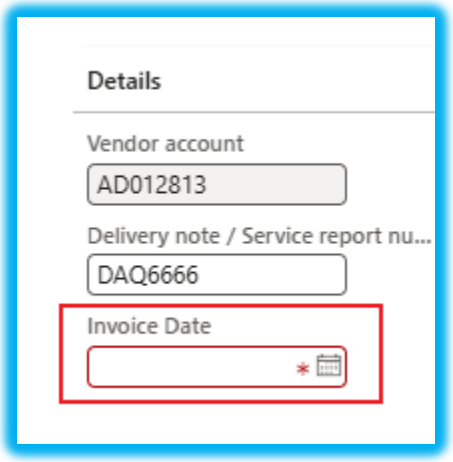


Note1: This field is mandatory for purchase order invoice only. The field is not mandatory for other types of invoices.

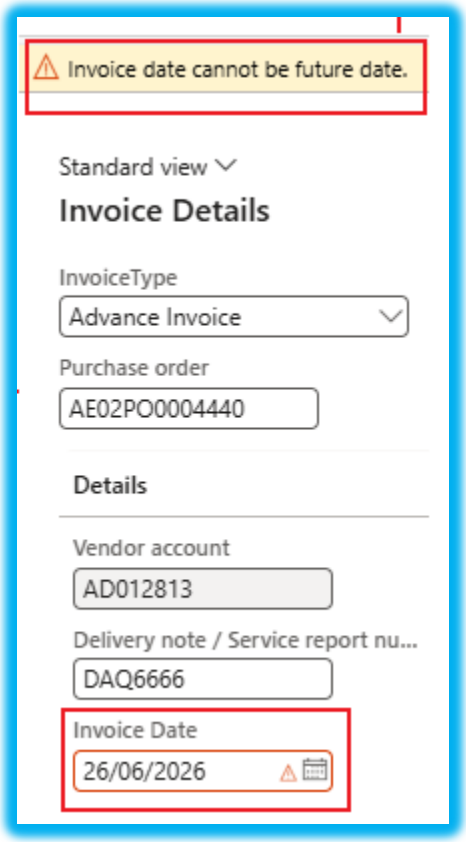


Note2: Vendors must align with coordinators at site to ensure the delivery note number / service report number are correctly cpatured during the GRN/Service receipt process. This will help in faster clearnace of invoices by the finance team.

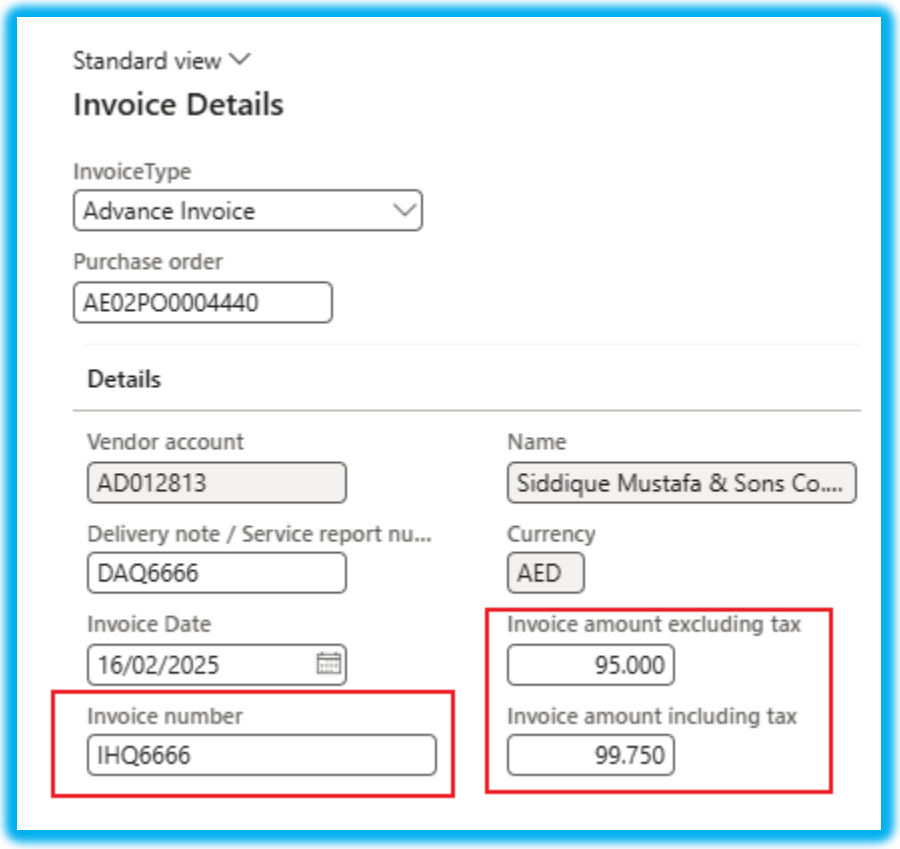
9. Enter the value for Invoice date. This field refers to the date that appears as the invoice date in the vendor invoice document (attachment).



Note: Invoice with future dates (post dated invoices) cannot be submitted.

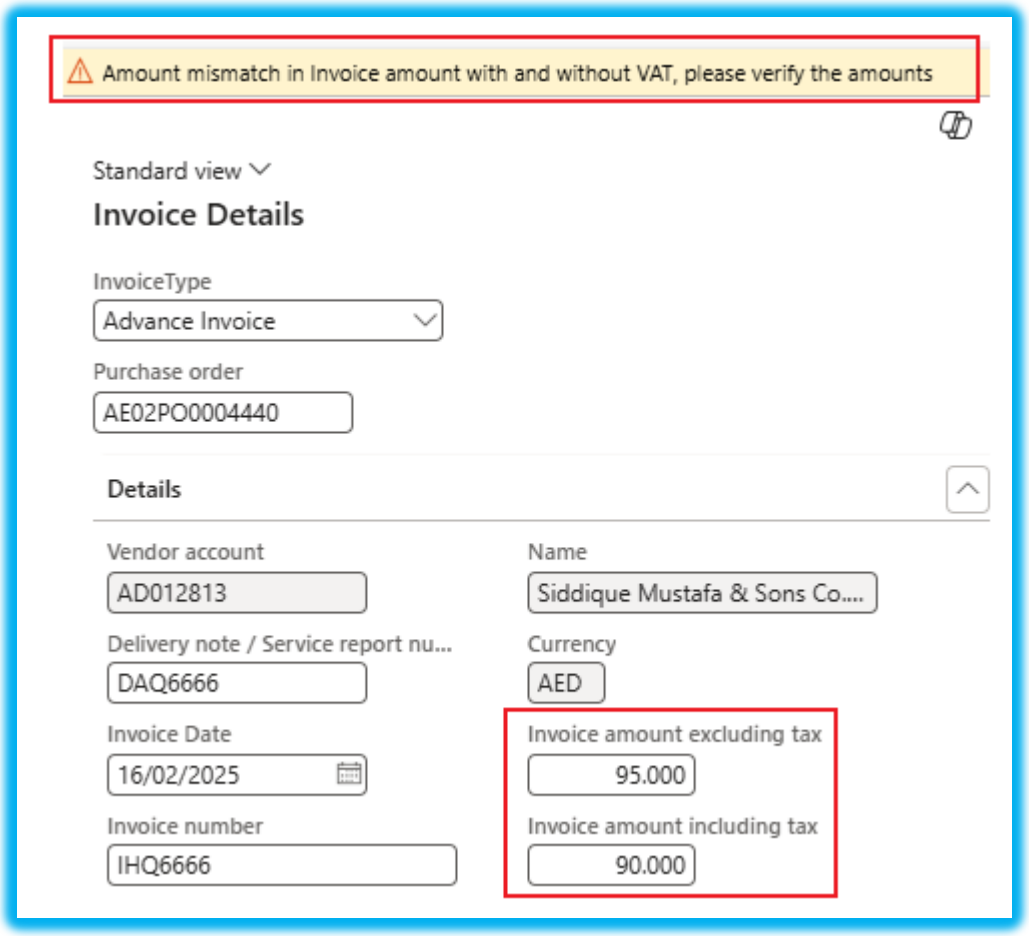


10. Enter the invoice number as it appears in the document. Enter the invoice amount excluding tax and invoice amount including tax in respective fields as shown.



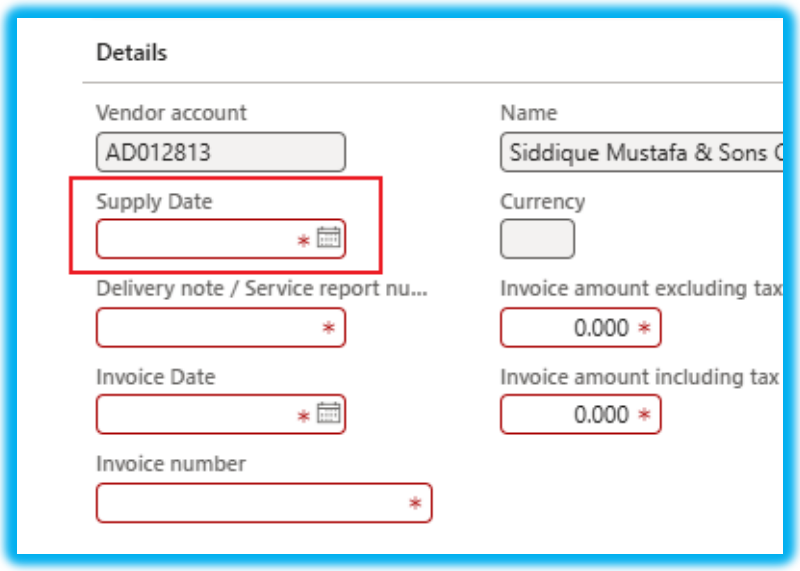
Note1: The currency of the invoice is automatically linked to the purchase order currency and cannot be changed.

Note2: The invoice amount including tax cannot be less than invoice amount excluding tax for regions without withholding tax (AE01, AE02, BH01, EG01, LB01, QA01).

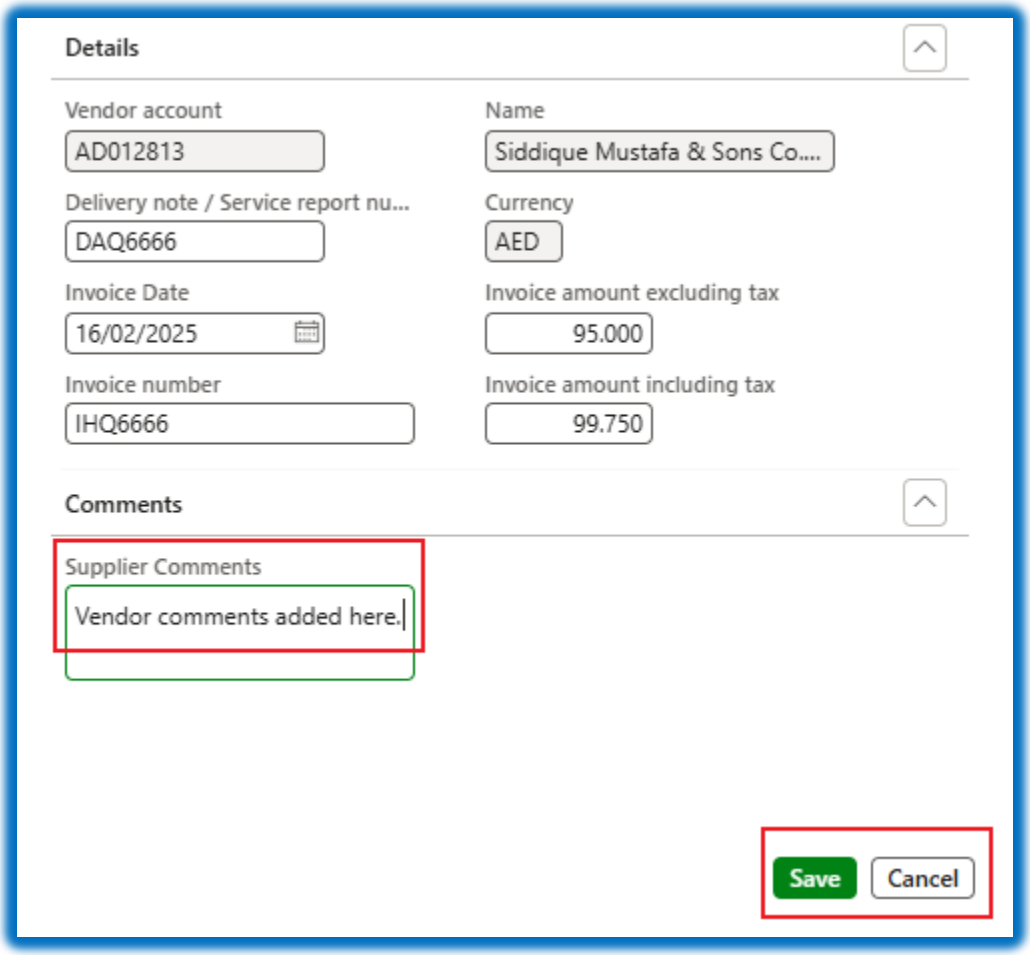


Note3: For regions applicable withholding tax, system will allow to submit invoice amount including tax less than invoice amount excluding tax (OM01, SA01, TR01).

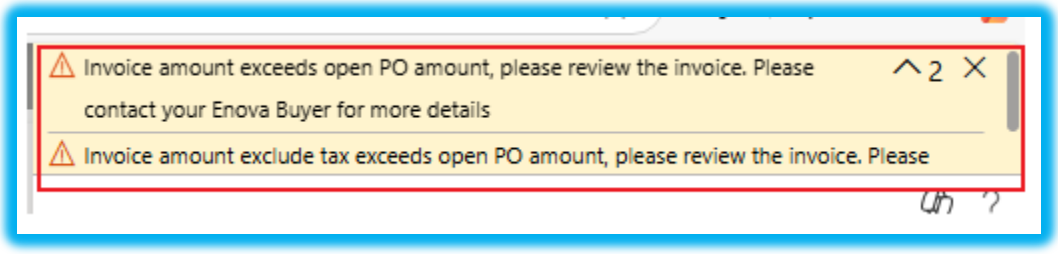
11. Only for OM01 (ENOVA OMAN) Enter supply date, the date on which the supply was performed to calculate the tax.



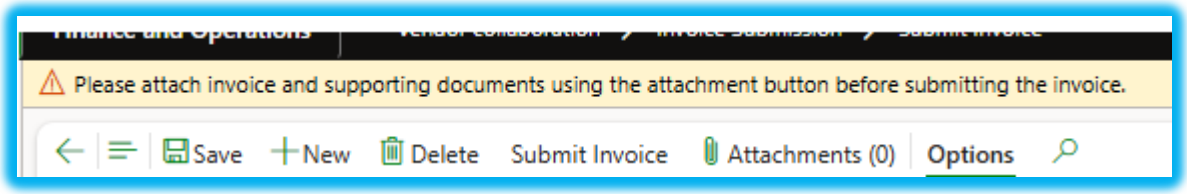
12. Enter ‘Supplier comments’ as required and click the ‘Save’ to save the record and proceed to invoice submission or ‘Cancel’ to cancel the record.



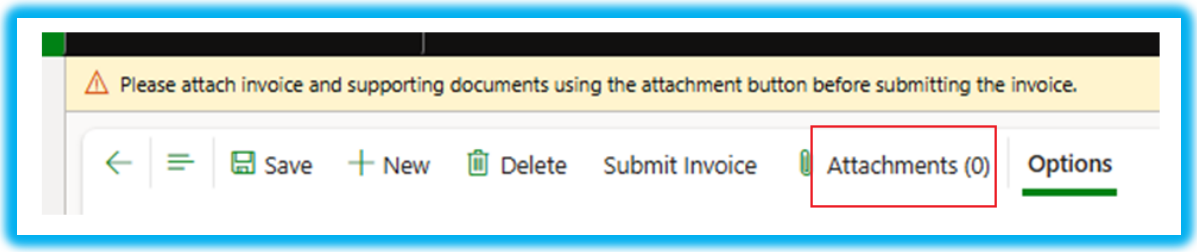
13. The system performs certain validations to ensure the invoice amount doesn’t exceed the pending open purchase order value. Vendors must ensure that the invoice value never crosses the open PO value.



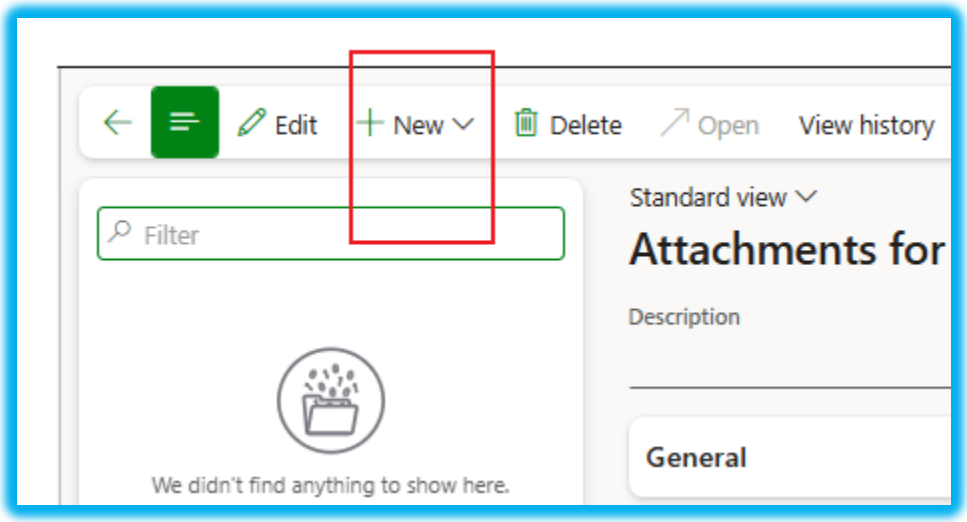
14. A standard warning / reminder message will appear to remind the user to attach the necessary documents for submission.

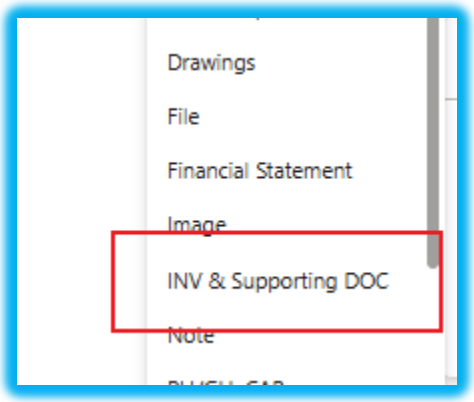


15. Click the 'Attachments' button to initiate the process of attaching document/s.



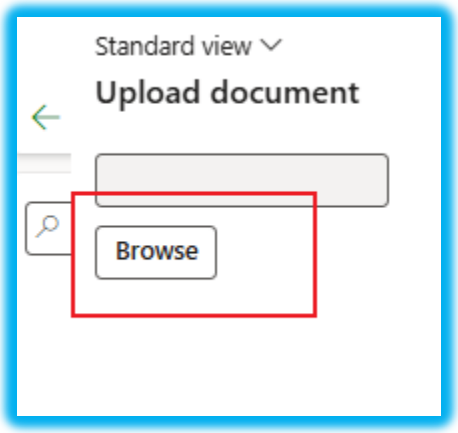
16. Click 'New' in the Attachments form and select 'INV & Supporting DOC' from the dropdown menu.

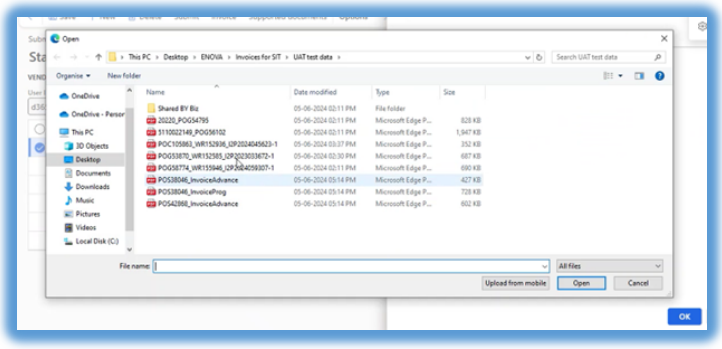




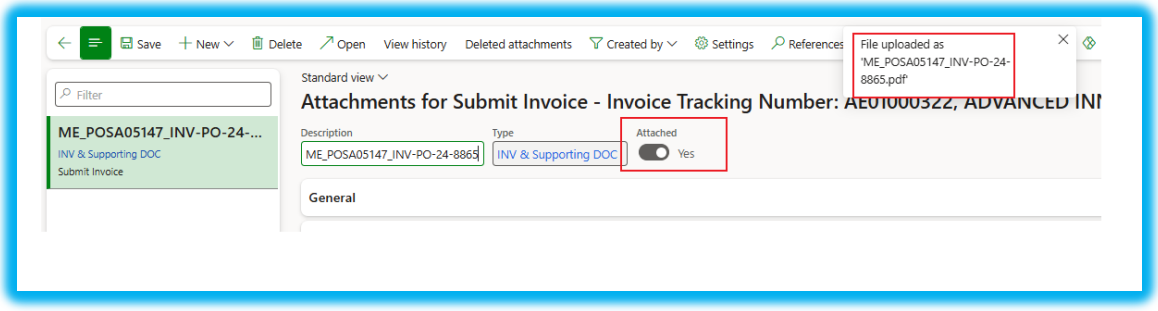
Note: Vendor can submit both Invoice and supporting documents either as a single document or as a separate document.

17. To attach the documents of Invoice and supporting documents, click ‘Browse’. Select the document from the local system and click ‘Open’ to attach the document.



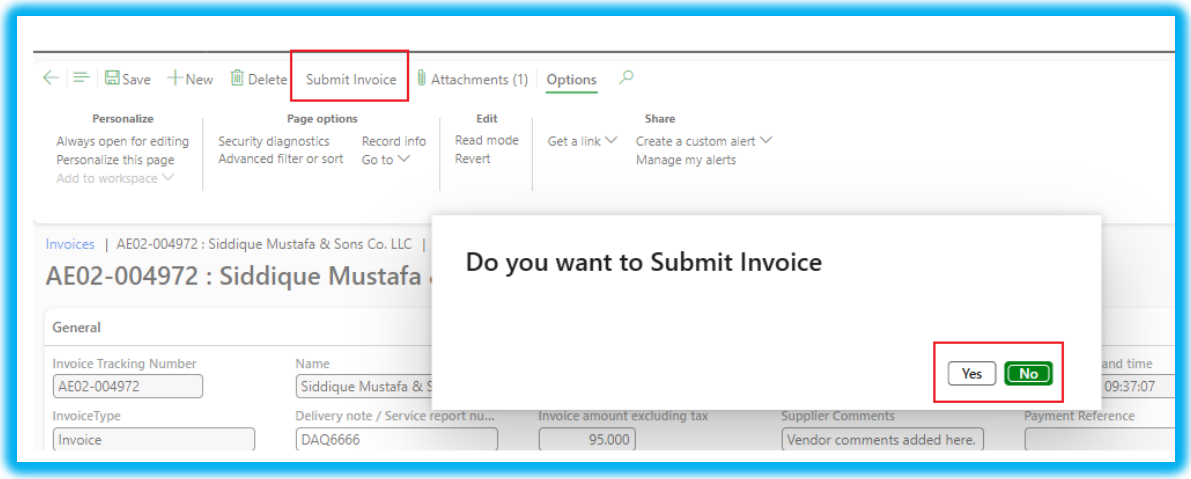


18. Confirm the document is attached as shown below. Once the documents are attached, you can see that check boxes enabled.

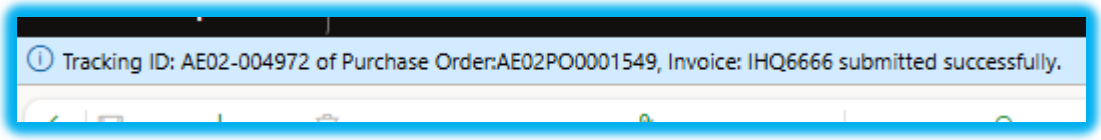


Note: Repeat the process to attach multiple documents against the invoice.

19. Once all documents are attached click ‘Submit Invoice’ button.

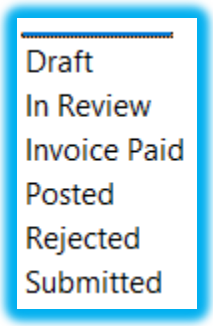


20. Once submitted the user will see a notification as below.



Note: Once the invoice is submitted, the vendor cannot make any changes to the record including the attachments. In case of any changes, please reach out to ENOVA procurement team or the coordinator at the site.

21. The users will also get email notifications once the invoice has been processed successfully or if it is rejected.
22. Once the invoice is submitted by the vendor, Enova Team will receive the notification on the new invoices. Enova finance team will verify all the attachments and perform the 3-way matching with PO, GRN (service receipt) and Invoice.
23. The status of the submitted invoice will be updated based on the approval / rejection process.

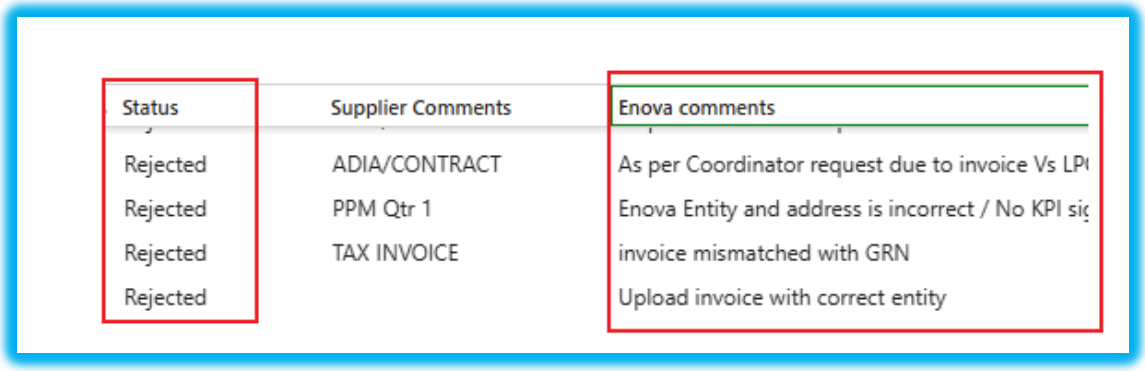


24. The vendor will be able to check the status of the invoices that they submitted through the vendor portal. There are different statuses like:
    i. Draft: The invoice has been created and not yet submitted
    ii. Submitted: The invoice is submitted successfully and awaiting ENOVA review for further processing.

iii. In review: The invoice is in the process of approval by different stakeholders in the Enova team.

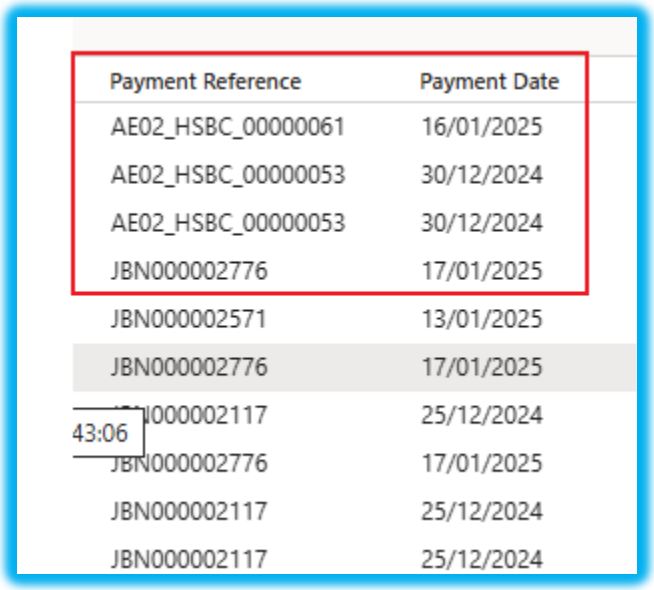
iv. Posted: The invoice has been successfully posted in ERP.

v. Rejected: The invoice is rejected for a specific reason and check the field ENOVA comments for details.



Status	Supplier Comments	Enova comments
Rejected	ADIA/CONTRACT	As per Coordinator request due to invoice Vs LP
Rejected	PPM Qtr 1	Enova Entity and address is incorrect / No KPI sig
Rejected	TAX INVOICE	invoice mismatched with GRN
Rejected		Upload invoice with correct entity

vi. Invoice paid: The invoice is paid either partially or fully by ENOVA. Refer the fields 'Payment reference' and 'Payment date' for the details of the transaction reference and the date of payment transaction respectively.



Payment Reference	Payment Date
AE02_HSBC_00000061	16/01/2025
AE02_HSBC_00000053	30/12/2024
AE02_HSBC_00000053	30/12/2024
JBN000002776	17/01/2025
JBN000002571	13/01/2025
JBN000002776	17/01/2025
000002117	25/12/2024
JBN000002776	17/01/2025
JBN000002117	25/12/2024
JBN000002117	25/12/2024

43:06

Note: The latest status of the invoice will be automatically displayed to the vendor while opening the page 'Invoices' list page every time.

5 Help & Support

If you face any technical issues or have any queries (related to vendor management, Tender participation, Purchase Orders, Invoice Management etc.) please reach out to **'vendor@enova-me.com'**.