

User Guide

[SP Contractors/Consultants]

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User Account

Requirements

1. A computer with the following web browser:
 -  Google Chrome
 -  Microsoft Edge
2. Your 6-digit vendor number [refer to the works orders/installation orders issued to you]
3. A valid email address
4. A scanner to scan supporting documents in softcopy format for subsequent submissions
5. Endorsed “Authorisation or Deauthorisation of Personnel to Access SP eBusiness Portal” template [refer to the next page for details]

Authorisation or Deauthorisation of Personnel to Access SP eBusiness Portal

1. Download a template of the “Authorisation or Deauthorisation of Personnel to Access SP eBusiness Portal”, from the User Guide Download Page (you can access this page from the eBusiness Portal login page)
2. Type in the updated information in “Table 1” with the new and existing personnel who are authorised to create user accounts under your company’s vendor number and will have access to works orders / installation orders issued to your company
3. Where applicable, complete “Table 2” with the information of the personnel whose user accounts are to be disabled
4. Print and obtain the endorsement of your company’s Senior Management
5. Scan and send to ebizenquiry@spgroup.com.sg

Authorisation/Deauthorisation of Personnel to Access SP eBusiness Portal				
Table 1 - Authorised Personnel (New and Existing)				
S/N	Name	Designation	Mobile No	Email Address
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Table 2 - Removal of Authorised Personnel				
S/N	Name	Designation	Mobile No	Email Address
1				
2				
3				
4				
5				

I/We hereby authorise the personnel listed in Table 1 to create user accounts under my/our company’s vendor number and have access to works orders/installation orders issued to my/our company, and/or deauthorise the personnel listed in Table 2.

Signature: _____

Name and NRIC No: _____

Designation: _____

Company Stamp: _____

Vendor No⁽¹⁾: _____

Date: _____

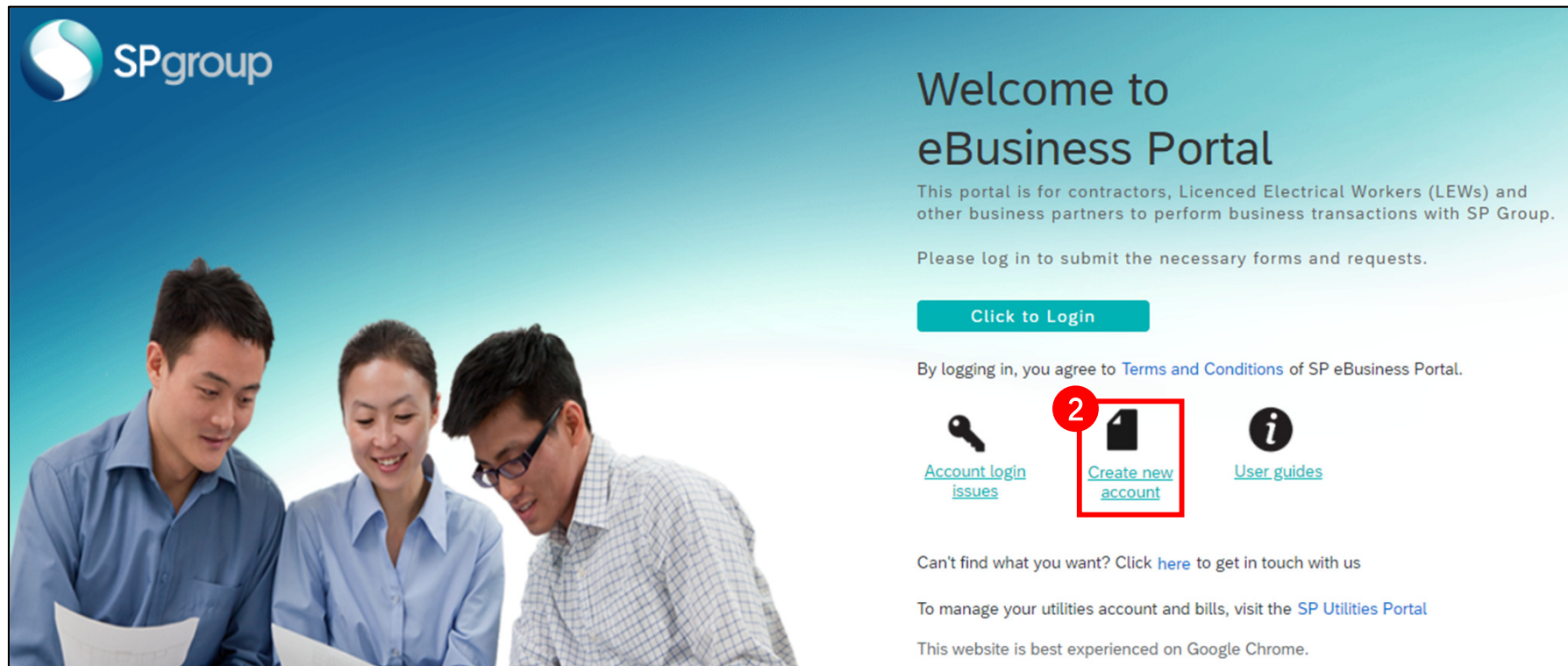
Note⁽¹⁾: Your 6-digit vendor number can be found in the works orders/installation orders issued to your company.

User Registration

Step 1 - 2 of 13

Step 1: Visit <https://ebiz.spgroup.com.sg>

Step 2: Click on Create new account link.



SPgroup

Welcome to eBusiness Portal

This portal is for contractors, Licenced Electrical Workers (LEWs) and other business partners to perform business transactions with SP Group.

Please log in to submit the necessary forms and requests.

[Click to Login](#)

By logging in, you agree to [Terms and Conditions](#) of SP eBusiness Portal.

[Account login issues](#) **2** [Create new account](#) [User guides](#)

Can't find what you want? Click [here](#) to get in touch with us

To manage your utilities account and bills, visit the [SP Utilities Portal](#)

This website is best experienced on Google Chrome.

User Registration

Step 3 - 6 of 13

Step 3: For “Type of User”, choose “SP Contractors/Consultants” from the dropdown list.

Step 4: Enter your Vendor Number.

Step 5: Click on the dropdown for “Type of Business Activity” and select option accordingly.

Step 6: Click “Next”.

Create My Account

Please select applicable type of user from the below drop down values

3 Type of User: * SP Contractors / Consultants ?

4 Vendor Number: *

5 Type of Business Activity: *

Note: Only single registration is required for those involved in more than one business activity

6

User Registration

Step 7 - 8 of 13

Step 7: Enter your Preferred User ID. It will be used for subsequent log-on.

Step 8: Enter all the remaining fields, indicate your consent by checking the declaration box and click "Submit".

Create My Account

7 Type of User:

Preferred User ID: * Enter the user ID of your choice
User ID should be at least 8 characters long

Name of Company: *

Name of Representative: *

Designation of Representative: *

Forwarding Address:

Blk / Hse No: *

Unit No: -

Street: *

Postal Code: *

Tel / Mobile No: *

Email Address: * Enter your corporate email address

Enter the characters shown in the CAPTCHA image below:



Note: Letters are case-sensitive


I agree to the terms and conditions governing the use of the SP eBusiness Portal. [Terms and Conditions](#)

8

User Registration

Step 9 of 13

Step 9: An acknowledgement message will be shown on your screen upon successful submission.

 Success

Thank you for your registration, we have received your request. An acknowledgement email from ias@notifications.sap.com will be sent to [REDACTED] within 2-3 working days for your activation.
If you have any queries, please contact us at ebizenquiry@spgroup.com.sg. Please check your spam/junk folder in case you did not receive the email.

User Registration

Step 10 of 13

Step 10: An email will also be sent to you to confirm that your account application has been submitted successfully. If you do not receive the email in your inbox, please check your "spam" or "junk" folder.

Subject: Application for Portal User Account

Date: Tue, 22 Sep 2015 13:10:08 +0800

Dear <Name of Requestor>.

Thank you for applying for a portal user account. We have received your application form and our officers are currently reviewing it.

We will get in touch with you shortly to update you the status of your application.

If you have any question, please contact our officers at 6671 7122.

Thank you.

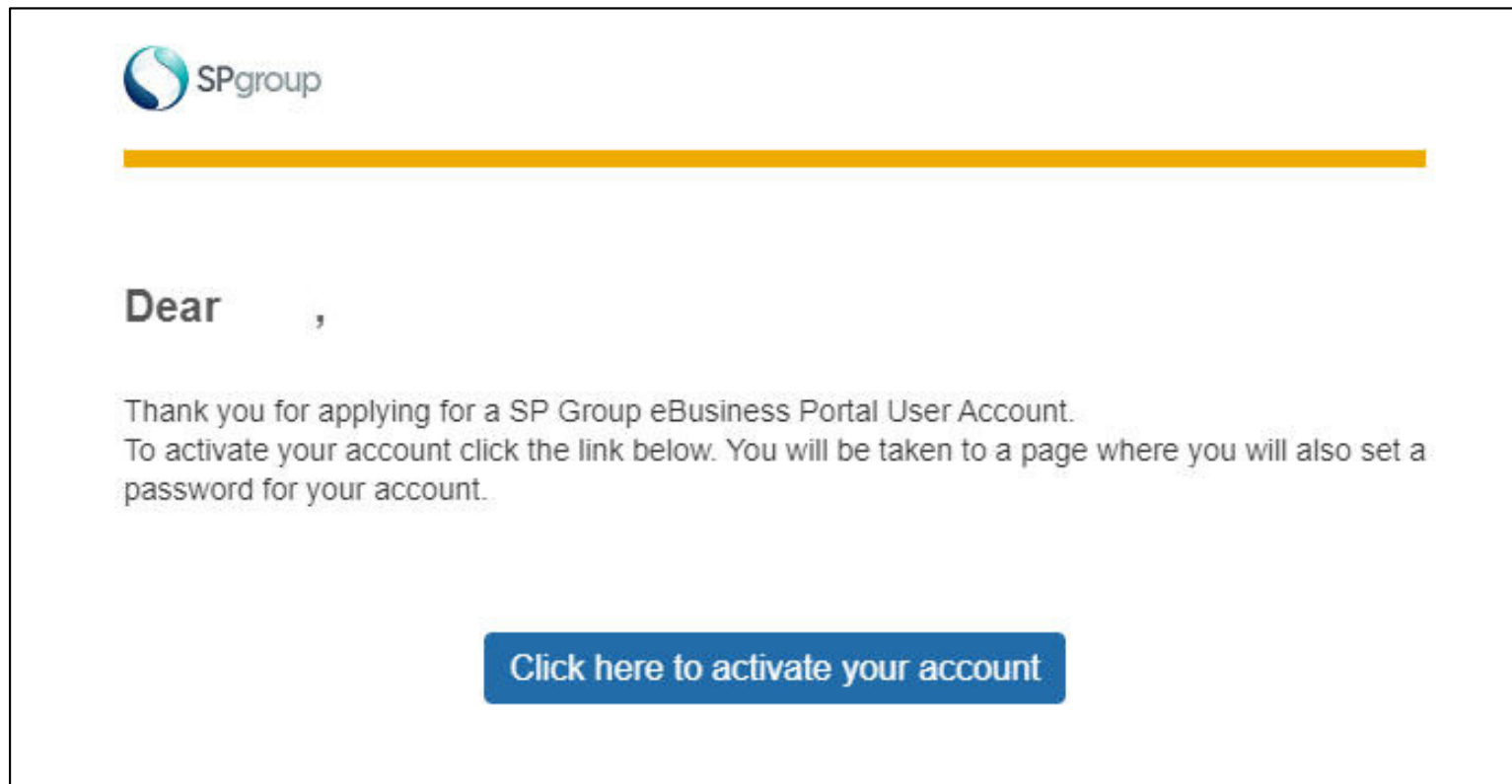
*** This is a system-generated message. Please do not reply to this message. ***

This email and any files transmitted with it are confidential and intended for the named recipient only. The contents herein are privileged to the sender and the use thereof is restricted to the intended purpose. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient please do not disclose, copy, distribute or take any action in reliance on the contents of this e-mail. Thank you.

User Registration

Step 11 of 13

Step 11: An email will be sent to you from ias@notifications.sap.com to confirm that your account application has been submitted successfully. Click the link in the email to activate your account. If you do not receive the email in your inbox, please check your "spam" or "junk" folder.



Step 12 of 13

Step 12: Enter your preferred password and click Save.

Activate Your Account

An account has been created for you with SAP Cloud Platform Identity Authentication for use with User Profile. The account information we already have for you is below.

To begin using your account for User Profile, set a password below.

Tell Us About Yourself

First Name	<input type="text" value="Eric"/>
Last Name *	<input type="text" value="Eric"/>
E-Mail *	<input type="text" value="@gmail.com"/>

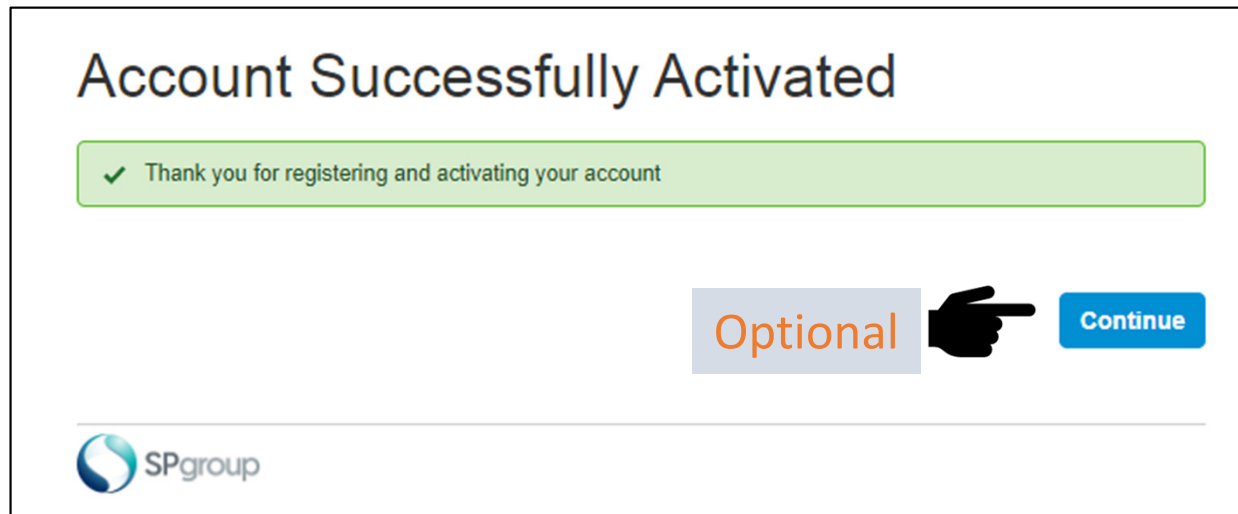
Set Password

Password *	<input type="password"/>
Re-Enter Password *	<input type="password"/>

User Registration

Step 13 of 13

Step 13: The user registration is now completed. You can now close the browser window/tab. The button Continue can be ignored.



User Registration

Step 13b of 13

Step 14b: If the information submitted is incorrect, your account creation will be rejected. An email will be sent stating the reason for rejection, as shown below.

Subject: Rejection of application for Portal User Account

Dear <Name of Requestor>,

We regret to inform you that your portal user account application has been rejected due to the following reason(s):

<Rejection Reason>

If you have any questions, please contact our officers at <contact>.

Thank you.

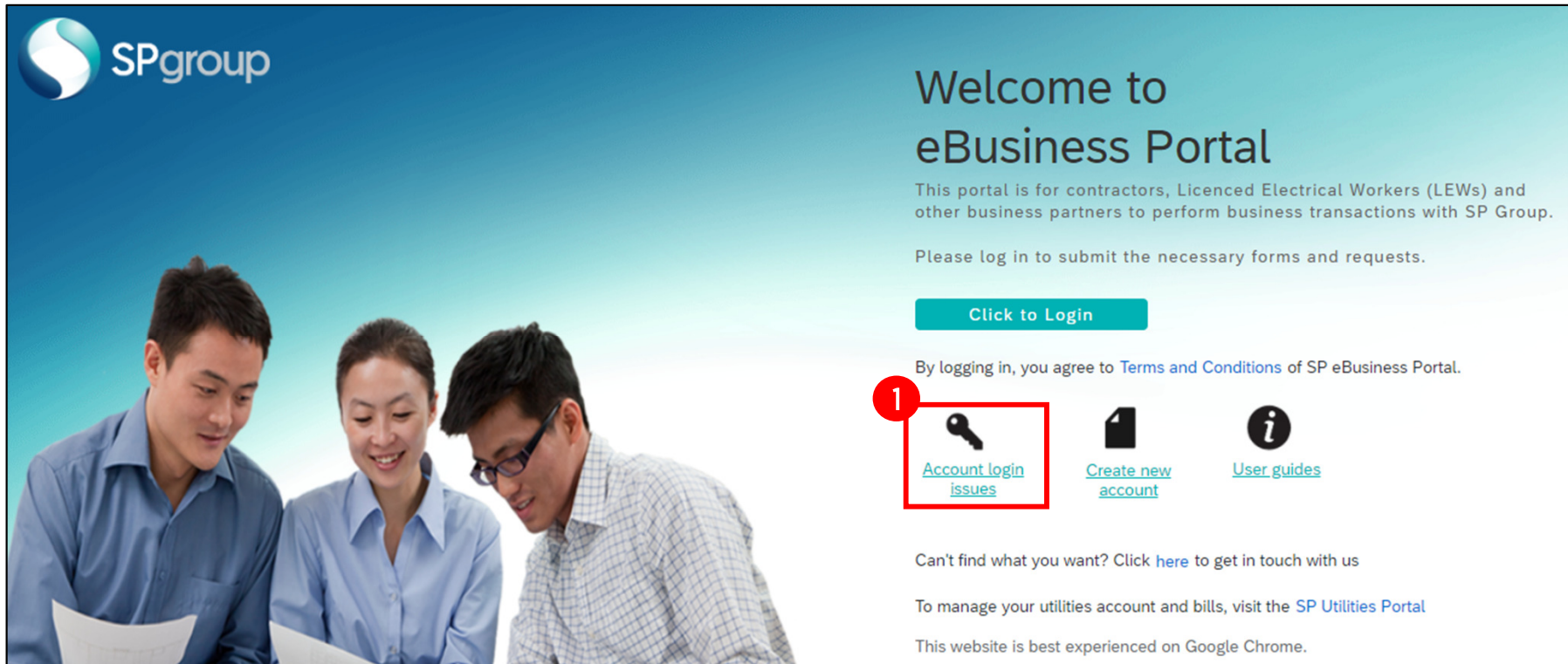
*** This is a system-generated message. Please do not reply to this message. ***


This email and any files transmitted with it are confidential and intended for the named recipient only. The contents herein are privileged to the sender and the use thereof is restricted to the intended purpose. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient please do not disclose, copy, distribute or take any action in reliance on the contents of this e-mail. Thank you.

Retrieval of Password

Step 1 of 6

Step 1: If you have forgotten your password, click on the Account login issues link



 **SPgroup**

Welcome to eBusiness Portal

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[Click to Login](#)

By logging in, you agree to [Terms and Conditions](#) of SP eBusiness Portal.

1 [Account login issues](#) [Create new account](#) [User guides](#)

Can't find what you want? Click [here](#) to get in touch with us

To manage your utilities account and bills, visit the [SP Utilities Portal](#)

This website is best experienced on Google Chrome.

Retrieval of Password

Step 2 - 4 of 6

Step 2: Enter your registered email address.

Step 3: Please select an option that is applicable.

Step 4: Click on "Submit".

Forgot User ID / Password

Please enter the email address which you had registered with us for your portal account:*

How can we help? (Please choose one):*

Forgot User ID / Password

My account is locked - unlock my account

Retrieval of Password

Step 5 of 6

Step 5: An acknowledgement message will be shown on your screen.

✔ Success

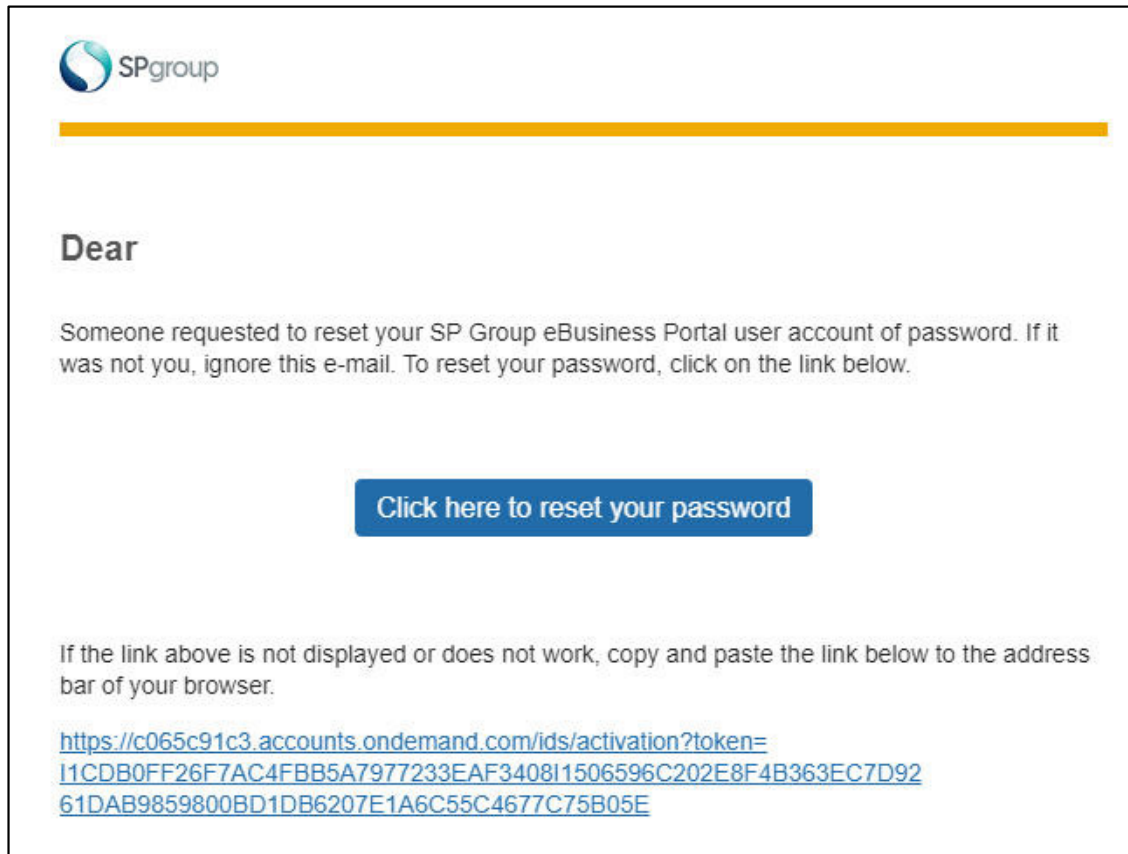
If the email is registered, a link to reset the password from ias@notifications.sap.com will be sent to the email address. Please check your spam/junk folder in case you did not receive the email.

OK

Retrieval of Password

Step 6 of 6

Step 6: You will receive an email with the link for you to reset your password.

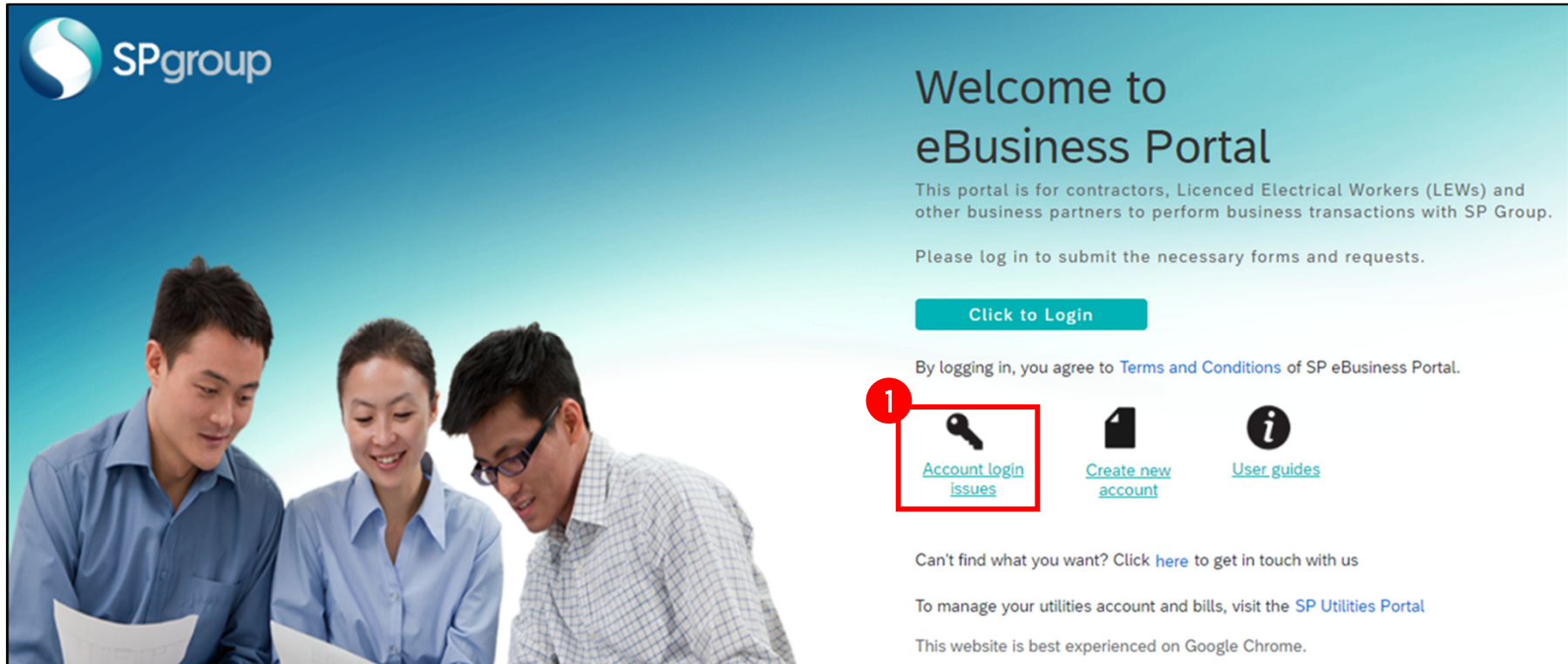


The screenshot shows an email from SPgroup. At the top left is the SPgroup logo. Below it is a thick yellow horizontal line. The email is addressed to "Dear" and contains the following text: "Someone requested to reset your SP Group eBusiness Portal user account of password. If it was not you, ignore this e-mail. To reset your password, click on the link below." Below this text is a blue button with the text "Click here to reset your password". At the bottom of the email, there is a paragraph: "If the link above is not displayed or does not work, copy and paste the link below to the address bar of your browser." followed by a long URL: <https://c065c91c3.accounts.ondemand.com/ids/activation?token=11CDB0FF26F7AC4FBB5A7977233EAF3408I1506596C202E8F4B363EC7D9261DAB9859800BD1DB6207E1A6C55C4677C75B05E>

Re-activation of Locked Account

Step 1 of 6

Step 1: If you have not logged on for 180 days, your account will be locked. If your account is locked, click on the link “Account login issue” to re-activate your account.



SPgroup

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- 1** [Account login issues](#)
- [Create new account](#)
- [User guides](#)

Can't find what you want? Click [here](#) to get in touch with us

To manage your utilities account and bills, visit the [SP Utilities Portal](#)

This website is best experienced on Google Chrome.

Re-activation of Locked Account

Step 2 - 4 of 6

Step 2: Enter your registered email address.

Step 3: Please select an option that is applicable.

Step 4: Click on "Submit".

Forgot User ID / Password

Please enter the email address which you had registered with us for your portal account:

How can we help? (Please choose one):*

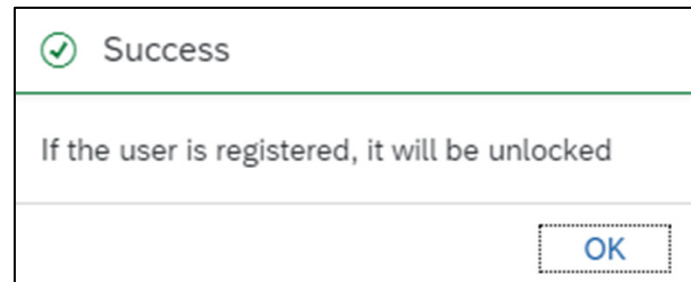
Forgot User ID / Password

My account is locked - unlock my account

Re-activation of Locked Account

Step 5 of 6

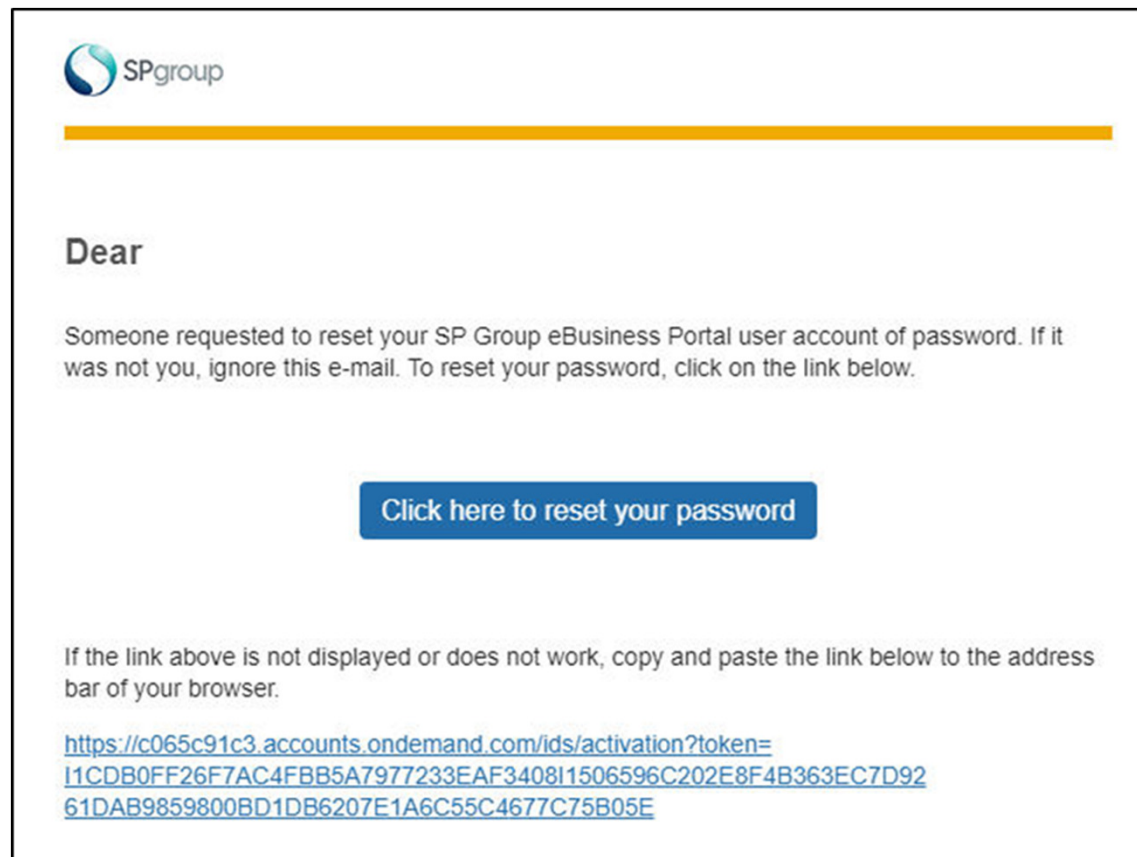
Step 5: An acknowledgement message will be shown on your screen.



Re-activation of Locked Account

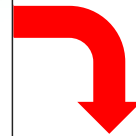
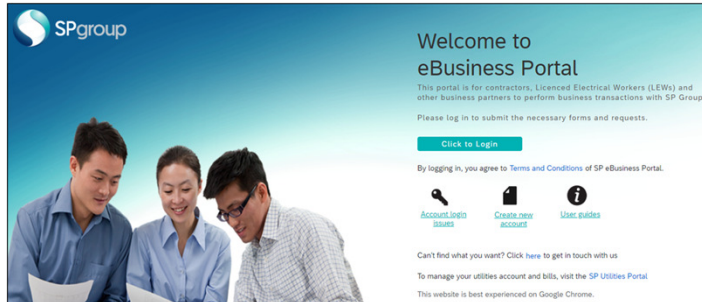
Step 6 of 6

Step 6: You will receive an email containing the link to reset your password.



Dashboard

Dashboard Features



Log On to Access Dashboard

Your Particulars **User Particulars**

Name of Company:

Name of Representative:

Designation of Representative: Vendor

[UPDATE PARTICULARS](#) [RESET PASSWORD](#)

Search By Work Order/Installation Order No **Search WO/IO**

Please Enter Your Work Order / Installation Order No.

Enter the search term: [Search](#)

Project Details **View Details & Perform Activities for the WO/IO Searched**

Work Order/Installation Order No	Contract Number	Project Description	Project Type	WBS No and Description	Activity Description	Submitted Date	Status
0031047296	0009220073	RMU and TF Replacement Glass Tower	LC LAND CABLES	DD2/Y9-MS03-SS-MN Cables - Glass Tower	00000420420 9 0160 testing more than 1 association	06.09.2022	Pending Work Verification Submission

Submit CT/VT Documents

Enter Equipment Data

Upload Documents

Submit Work Verification

Submit Payment Claim

Submitting CT/ VT Documents

Step 1 - 2 of 6

Step 1: Enter Work Order/Installation Order No.
 Step 2: Click “Submit CT/VT Documents”.

Your Particulars

Name of Company:

Name of Representative:

Designation of Representative: Vendor

[UPDATE PARTICULARS](#) [RESET PASSWORD](#)

Search By Work Order/Installation Order No

Please Enter Your Work Order / Installation Order No.

Enter the search term: [Search](#)

Project Details

Work Order/Installation Order No	Contract Number	Project Description	Project Type	WBS No and Description	Activity Description	Submitted Date	Status
0031047296	0009220073	RMU and TF Replacement Glass Tower	LC LAND CABLES	DD2/Y9-MS03-SS-MN Cables - Glass Tower	00000420420 9 0160 testing more than 1 association	06.09.2022	Pending Work Verification Submission

2
[Submit CT/VT Documents](#)

[Enter Equipment Data](#)

[Upload Documents](#)

[Submit Work Verification](#)

[Submit Payment Claim](#)

Submitting CT/ VT Documents

Step 3 of 6

Step 3: Enter all required fields in the section “Transformer Details”.

3

Transformer Details

WBS No:

WBS Description:

Substation Name: *

Transformer Serial NO: *

Person To Contact On site: *

Tel/Mobile No: *

Email Address: *

Document Upload

Note: Total File Size cannot exceed 20 MB. File types PDF,PPT,PPTX,XLS,XLSX,JPEG,PNG,GIF,DOC,DOCX,DWG,DXF can be uploaded.

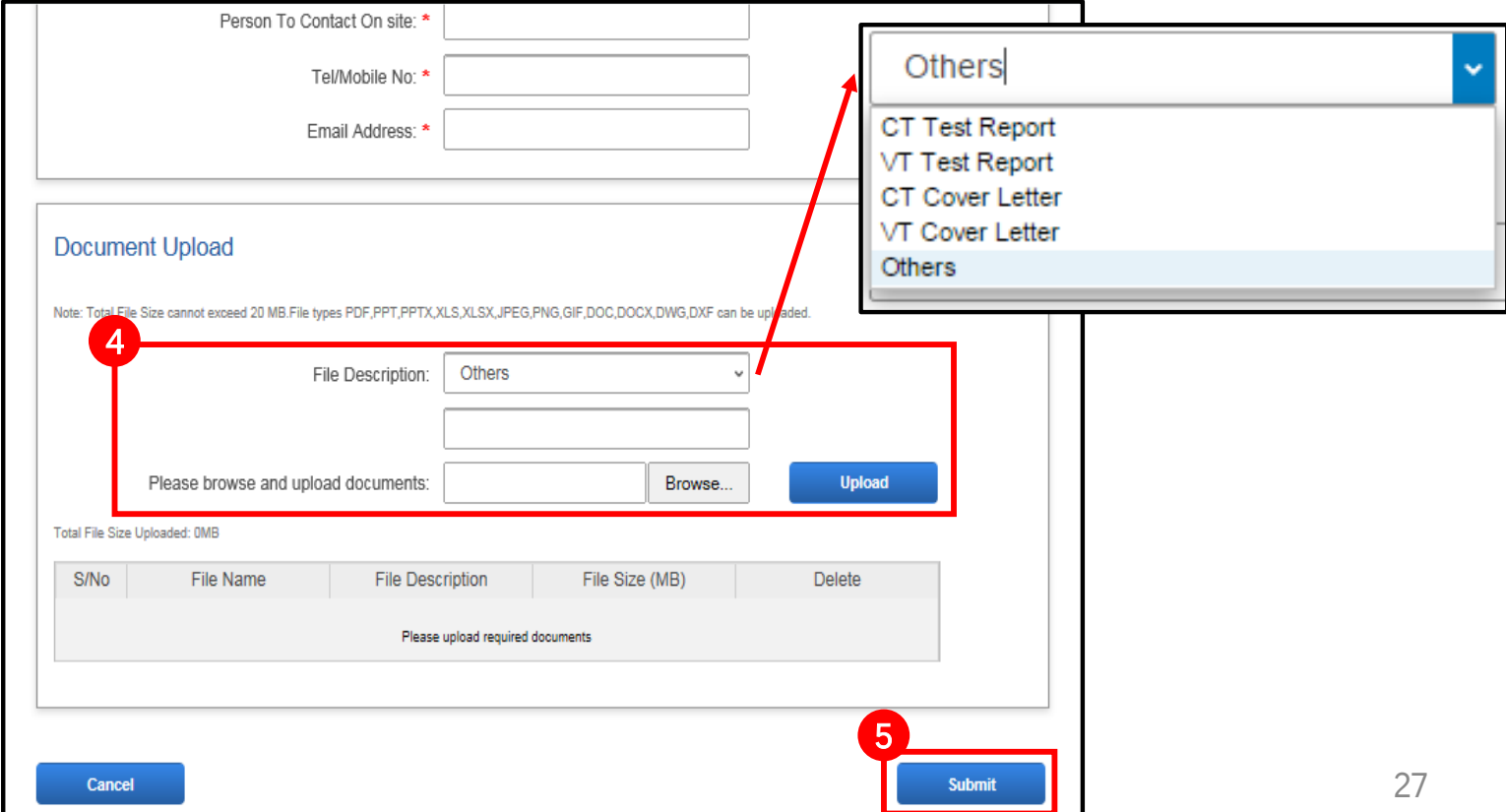
File Description:

Submitting CT/ VT Documents

Step 4 - 5 of 6

Step 4: Scroll down the page and click on the dropdown list for “File Description” and select appropriate option. Browse through your computer and upload all necessary documents. Successfully uploaded document(s) will be shown in the table below.

Step 5: Click on “Submit”.



Person To Contact On site: *

Tel/Mobile No: *

Email Address: *

Document Upload

Note: Total File Size cannot exceed 20 MB. File types PDF, PPT, PPTX, XLS, XLSX, JPEG, PNG, GIF, DOC, DOCX, DWG, DXF can be uploaded.

4

File Description: Others

Please browse and upload documents:

Total File Size Uploaded: 0MB

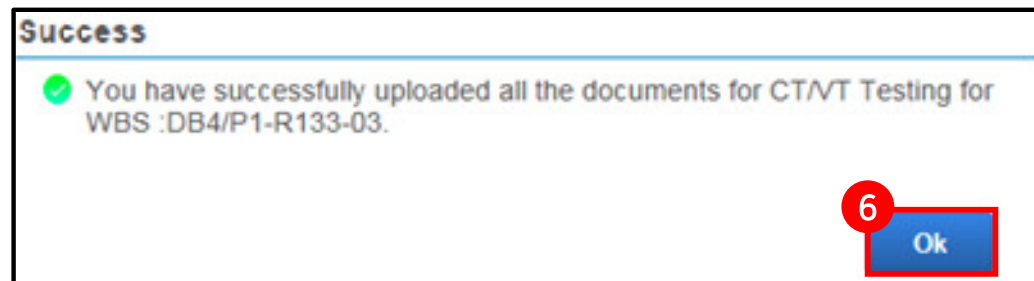
S/No	File Name	File Description	File Size (MB)	Delete
Please upload required documents				

5

Submitting CT/ VT Documents

Step 6 of 6

Step 6: A pop-up window will display message to show that the documents have been successfully uploaded for the respective “WBS No.”. Click “OK” and you will be redirected to the dashboard.



Entering Equipment Data

Step 1 - 2 of 8

Step 1: Enter Work Order/Installation Order No.
 Step 2: Click “Enter Equipment Data” to submit details of an equipment.

Your Particulars

Name of Company:

Name of Representative:

Designation of Representative: Vendor

[UPDATE PARTICULARS](#) [RESET PASSWORD](#)

Search By Work Order/Installation Order No

Please Enter Your Work Order / Installation Order No.

Enter the search term: [Search](#)

Project Details

Work Order/Installation Order No	Contract Number	Project Description	Project Type	WBS No and Description	Activity Description	Submitted Date	Status
0031047296	0009220073	RMU and TF Replacement Glass Tower	LC LAND CABLES	DD2/Y9-MS03-SS-MN Cables - Glass Tower	00000420420 9 0160 testing more than 1 association	06.09.2022	Pending Work Verification Submission

Submit CT/VT Documents

Enter Equipment Data

Upload Documents

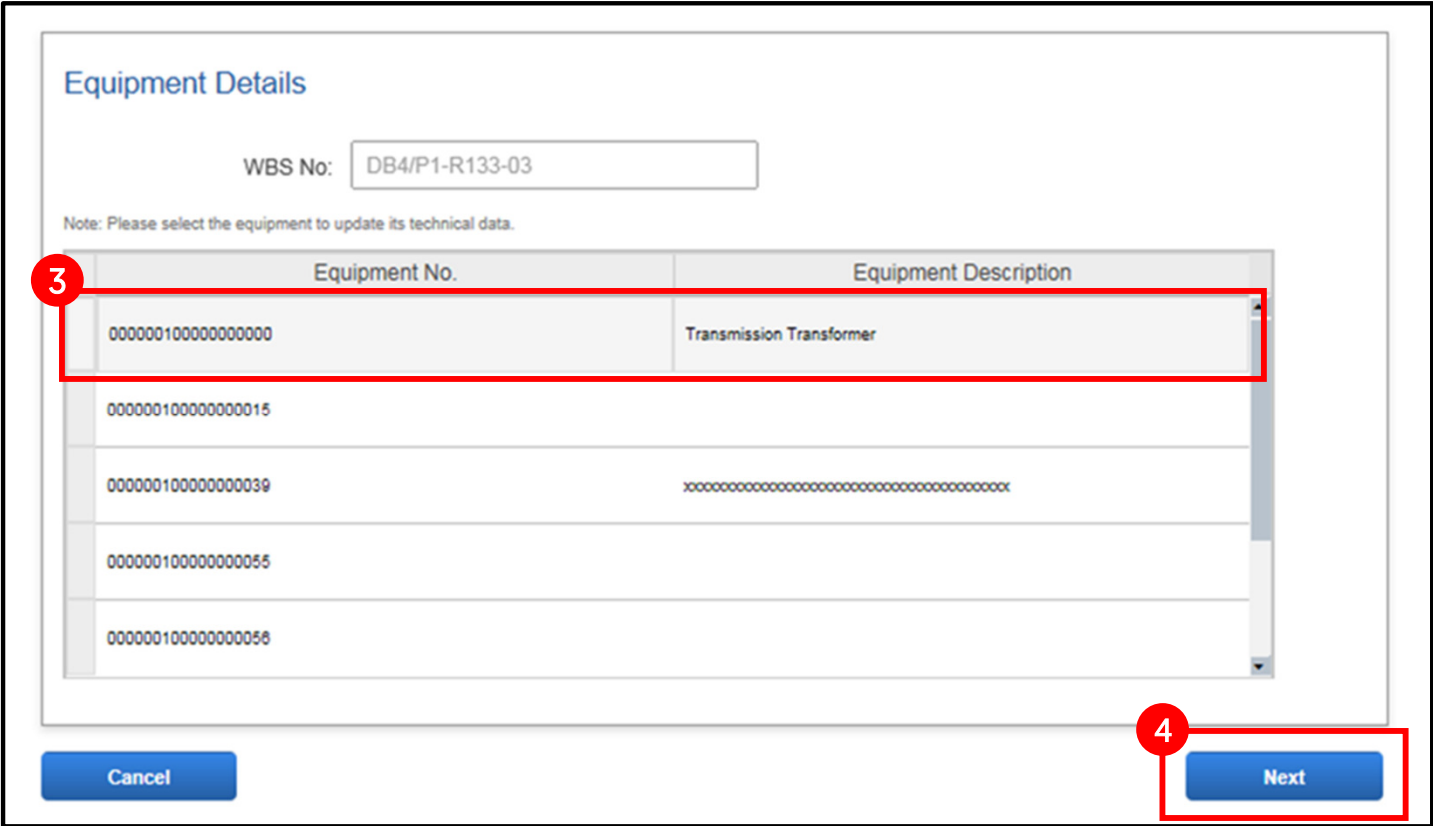
Submit Work Verification

Submit Payment Claim

Entering Equipment Data

Step 3 - 4 of 8

Step 3: Select one row of equipment data from the equipment data table.
Step 4: Click "Next".



Equipment Details

WBS No:

Note: Please select the equipment to update its technical data.

Equipment No.	Equipment Description
000000100000000000	Transmission Transformer
000000100000000015	
000000100000000039	xx
000000100000000055	
000000100000000056	

Entering Equipment Data

Step 5 of 8

Step 5: Enter all required fields and update accordingly in the section “Manufacturer Details”. You can make further changes to these fields after saving the updates.

Equipment Details

WBS No:

Equipment No:

Equipment Description:

Manufacturer Details

Manufacturer:

Manufacturing Country:

Model No:

Construction yr/mth: /

Part No:

Commissioning Date:

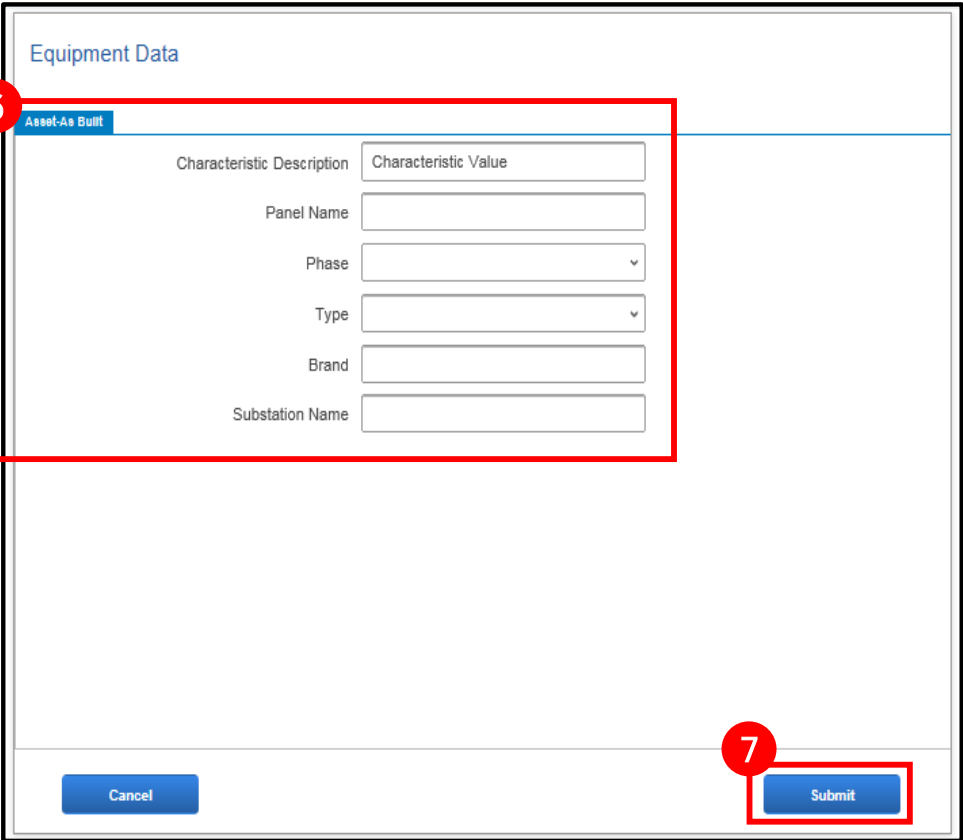
Serial No:

Entering Equipment Data

Step 6 - 7 of 8

Step 6: Enter all required fields in the next section “Equipment Data” and update equipment data accordingly under the tabs - “General”, “PSO-Prelim”, “PSO-As Built” and “Asset-As Built”. Responses entered in this section cannot be edited after saving.

Step 7: Click on “Submit”.

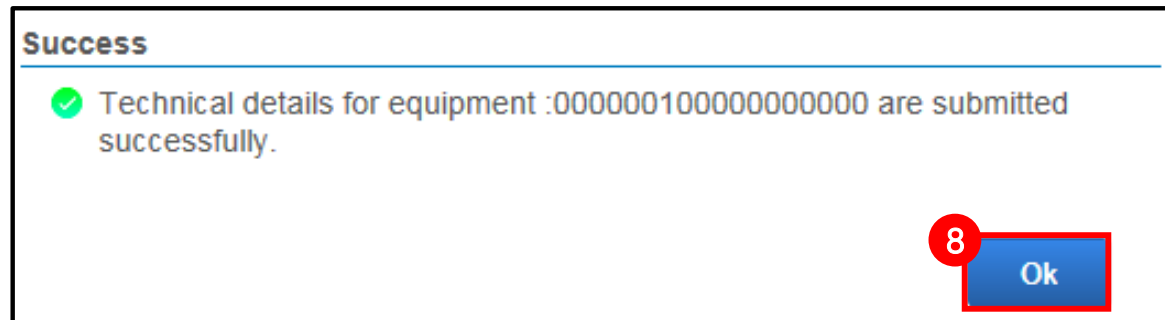


The screenshot displays the "Equipment Data" form with the "Asset-As Built" tab selected. A red box labeled "6" highlights the input fields: Characteristic Description (with a value of "Characteristic Value"), Panel Name, Phase (dropdown), Type (dropdown), Brand, and Substation Name. Another red box labeled "7" highlights the "Submit" button at the bottom right of the form. A "Cancel" button is visible at the bottom left.

Entering Equipment Data

Step 8 of 8

Step 8: A pop-up window will display a message to show that the documents have been successfully submitted. Once the equipment data is updated, the fields become locked and you cannot change the equipment data any more. Click “OK” and you will be redirected to the dashboard.



Uploading Documents

Step 1 - 2 of 5

Step 1: Enter Work Order/Installation Order No.

Step 2: Click "Upload Documents".

Your Particulars

Name of Company:

Name of Representative:

Designation of Representative: Vendor

[UPDATE PARTICULARS](#) [RESET PASSWORD](#)

Search By Work Order/Installation Order No

Please Enter Your Work Order / Installation Order No.

Enter the search term:

Project Details

Work Order/Installation Order No	Contract Number	Project Description	Project Type	WBS No and Description	Activity Description	Submitted Date	Status
0031047296	0009220073	RMU and TF Replacement Glass Tower	LC LAND CABLES	DD2/Y9-MS03-SS-MN Cables - Glass Tower	00000420420 9 0160 testing more than 1 association	06.09.2022	Pending Work Verification Submission

Uploading Documents

Step 3 - 4 of 5

Step 3: Click on the dropdown list for “File Description” and select appropriate option. Browse through your computer and upload all necessary documents. Successfully uploaded document(s) will be shown in the table below.

Step 4: Click “Submit”.

Upload Documents

Note: Total File Size cannot exceed 20 MB. File types PDF, PPT, PPTX, XLS, XLSX, JPEG, PNG, GIF, DOC, DOCX, DWG, DXF can be uploaded.

Project ID:

Activity No:

File Description: Others ▼

Please browse and upload documents:

Total File Size Uploaded: 0MB

S/No	File Name	File Description	File Size (MB)	Delete
Please upload required documents				

Others

- Project Schedule
- Minutes of Meeting
- Equipment Drawings/Alarm List/Accessories/Specifications
- Cable Route
- Test Route
- Monthly Progress/Photos/Report
- Contractor Safety Management Report
- Authority Approval/Permit/Certificate
- As-Built Drawing
- Risk Assessment
- Method of Statement
- Work Verification Form
- Payment Claim
- Survey Drawing
- Others

Uploading Documents

Step 5 of 5

Step 5: A pop-up window will display message to show that the documents have been successfully uploaded for the respective “Activity”. Click “Cancel” and you will be redirected to the dashboard.

Success

✔ You have successfully uploaded the documents for the Activity :000004000754 , Please click UPLOAD to continue to upload more documents for 000004000754, or click CANCEL to go to home page.

5

Creating Service Entry Sheet

Step 1 - 2 of 7

Step 1: Enter Work Order/Installation Order No.

Step 2: Click “Create SES” to create a service entry sheet.

Your Particulars

Name of Company:

Name of Representative:

Designation of Representative:

[UPDATE PARTICULARS](#) [CHANGE PASSWORD](#)

Search By Works Order/Installation Order No.

Please enter your work order/installation order no.

Enter the search term:

Project Details

Work Order No / Installation Order No	Contract Number	Project Description	Project Type	WBS No and Description	Activity Description	Submitted Date
0030863003	0009150288	New Project	LC LAND CABLES	DB4/P1-R133-03 Customer/Int - Cables	000004000754 0040 test SES creation from portal	27 Jul, 2015

Creating Service Entry Sheet

Step 3 - 4 of 7


Step 3: Choose “Actual Work Completion Date” by clicking on the calendar icon.

Step 4: Enter “Actual Quantity”.

Create Service Entry Sheet

WO/IO Number:

Work Description:

Actual Work Completion Date:  Note: This date will be used for LD calculation

Item Number	Service Number	Service Description	Total Quantity	Balance Quantity	Actual Quantity	Unit of Measure	Unit Price
0000000010	00000000006...	EXCAVATE UNPAVED <- 600MM	4.000	0	<input type="text"/>	M	16.80
0000000020	00000000006...	EXCAVATE UNPAVED 601-800MM	4.000	2.000	<input type="text"/>	M	20.16
0000000030	00000000006...	EXCAVATE UNPAVED 801-1000MM	4.000	1.000	<input type="text"/>	M	22.96
0000000040	00000000006...	EXCAVATE UNPAVED 1001-1200MM	4.000	2.000	<input type="text"/>	M	25.20
0000000050	00000000006...	EXCAVATE UNPAVED 1201-1400MM	4.000	3.000	<input type="text"/>	M	27.44
0000000060	00000000006...	EXCAVATE UNPAVED 1401-1600MM	4.000	3.000	<input type="text"/>	M	29.68
0000000070	00000000006...	EXCAVATE UNPAVED 1601-1800MM	4.000	4.000	<input type="text"/>	M	31.92

Creating Service Entry Sheet

Step 5 - 6 of 7

Step 5: Scroll down the page and click on the dropdown list for “File Description” and select the appropriate option. Browse through your computer and upload all necessary documents. Successfully uploaded document(s) will be shown in the table below.

Step 6: Click “Submit”.

0000000130	00000000006...	EXCAVA UNPAVED 801-1000MM SPECIAL RATE	4.000	3.000	<input type="text"/>	M
0000000140	00000000006...	EXCAVATE UNPAVED 1001-1200MM SPEC RATE	4.000	4.000	<input type="text"/>	M
0000000150	00000000006...	EXCAVA UNPAVED 1201-1400MM SPEC RATE	4.000	3.000	<input type="text"/>	M

Upload Documents

Note: Total File Size cannot exceed 20 MB. File types PDF,PPT,PPTX,XLS,XLSX,JPEG,PNG,GIF,DOC,DOCX,DWG,DXF can be uploaded.

File Description: Others

Please browse and upload documents:

Total File Size Uploaded: 0MB

S/No	File Name	File Description	File Size (MB)	Delete
Please upload required documents				

Others

- Project Schedule
- Minutes of Meeting
- Equipment Drawings/Alarm List/Accessories/Specifications
- Cable Route
- Test Route
- Monthly Progress/Photos/Report
- Contractor Safety Management Report
- Authority Approval/Permit/Certificate
- As-Built Drawing
- Risk Assessment
- Method of Statement
- Work Verification Form
- Payment Claim
- Survey Drawing
- Others

Creating Service Entry Sheet

Step 7 of 7

Step 7: A pop-up window will display message to show that the SES creation has been submitted successfully and the “SES no.” will be indicated. Click “Cancel” and you will be redirected to the dashboard.

Success

✔ The SES for Works order 0030863003 has submitted successfully. Your SES number generated 1000427723. Please click UPLOAD to continue to upload documents, click CANCEL to navigate to homepage.

Submitting Work Verification

Step 1 - 2 of 5

Step 1: Enter Work Order/Installation Order No.

Step 2: Click "Submit Work Verification".

Your Particulars

Name of Company:

Name of Representative:

Designation of Representative: Vendor

[UPDATE PARTICULARS](#) [RESET PASSWORD](#)

Search By Work Order/Installation Order No

Please Enter Your Work Order / Installation Order No.

Enter the search term:

Project Details

Work Order/Installation Order No	Contract Number	Project Description	Project Type	WBS No and Description	Activity Description	Submitted Date	Status
0031047296	0009220073	RMU and TF Replacement Glass Tower	LC LAND CABLES	DD2/Y9-MS03-SS-MN Cables - Glass Tower	000004204209 0160 testing more than 1 association	06.09.2022	Pending Work Verification Submission

Submitting Work Verification

Step 3 - 4 of 5

Step 3: Click on the dropdown for “File Description” and select the appropriate option. Browse through your computer and upload all necessary documents. Successfully uploaded document(s) will be shown in the table below.

Step 4: Click “Submit”.

Submit Work Verification

⚠ Note: Total File Size cannot exceed 20 MB. File types PDF,PPT,PPTX,XLS,XLSX,JPEG,PNG,GIF,DOC,DOCX,DWG,DXF can be uploaded.

WO/IO No:

Project Description:

Activity No:

File Description: ▼

Please browse and upload documents: No file chosen

⚠ Note: Please upload all the documents required for work verification together with single request. The work verification can be submitted only once per WO/IO No.

S/No	File Name	File Description	File Size (MB)	Delete
1	Site Photo-30863443.jpg	Site Photo	0.54	DELETE

Work Verification Form ▼

Work Verification Form

Site Photo

As Build Drawings

Others

3

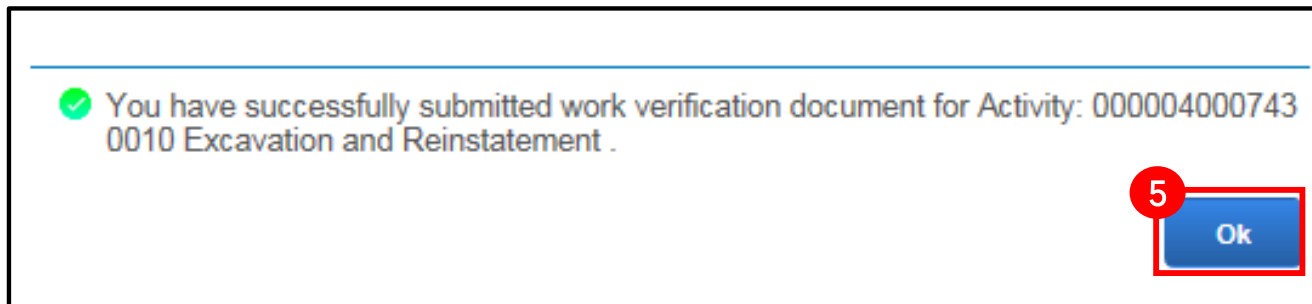
4

*Note: Please ensure that your file name is in this format “*Document name-WO/IO Number*” e.g., “Yio Chu Kang Site Photo-30863443.jpg”

Submitting Work Verification

Step 5 of 5

Step 5: A pop-up window will display message to show that the documents have been successfully uploaded for the respective “Activity”. Click “OK” and you will be redirected to the dashboard.



Submitting Payment Claim

Step 1 - 2 of 5

Step 1: Enter Work Order/Installation Order No.

Step 2: Click “Submit Payment Claim” to submit payment claim after your work verification is approved.

Your Particulars

Name of Company:

Name of Representative:

Designation of Representative: Vendor

[UPDATE PARTICULARS](#) [RESET PASSWORD](#)

Search By Work Order/Installation Order No

Please Enter Your Work Order / Installation Order No.

Enter the search term:

Project Details

Work Order/Installation Order No	Contract Number	Project Description	Project Type	WBS No and Description	Activity Description	Submitted Date	Status
0031047296	0009220073	RMU and TF Replacement Glass Tower	LC LAND CABLES	DD2/Y9-MS03-SS-MN Cables - Glass Tower	000004204209 0160 testing more than 1 association	06.09.2022	Pending Work Verification Submission

Submitting Payment Claim

Step 3 - 4 of 5

Step 3: Click on the dropdown for “File Description” and select the appropriate option. Browse through your computer and upload all necessary documents. Successfully uploaded document(s) will be shown in the table below.

Step 4: Click “Submit”.

Submit Payment Claim

⚠ Note: Total File Size cannot exceed 20 MB. File types PDF, PPT, PPTX, XLS, XLSX, JPEG, PNG, GIF, DOC, DOCX, DWG, DXF can be uploaded

WO/IO No:

Project Description:

Activity No:

File Description: 3

Please browse and upload documents:

⚠ Note: Please upload all the documents required for payment claim together with single request. The payment claim can be submitted only once per WO/IO No.

S/No	File Name	File Description	File Size (MB)	Delete
Please upload required documents				

4

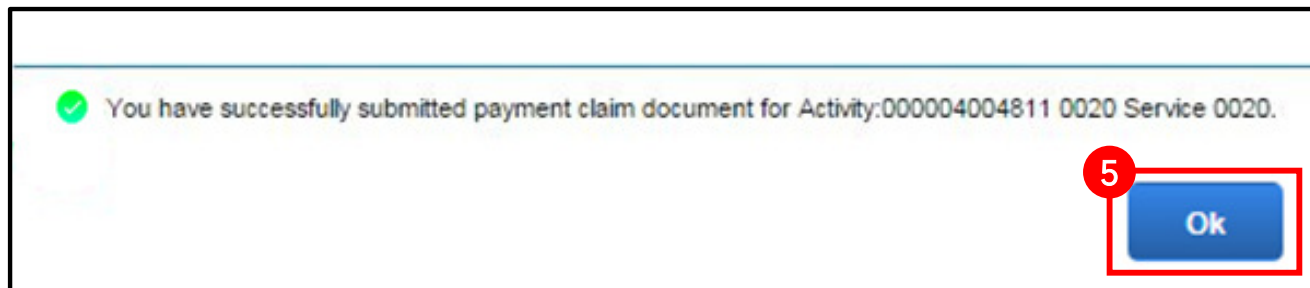
Payment Claim Form | ▼

- Payment Claim Form
- Site Photo
- As Build Drawings
- Others

Submitting Payment Claim

Step 5 of 5

Step 5: A pop-up window will display message to show that the documents have been successfully uploaded for the respective “Activity”. Click “OK” and you will be redirected to the dashboard.



FAQs

FAQs

Topic – User Account



1. How will I know that my user registration is successful?

You will receive a confirmation email containing your User ID and password. If you do not see any email from us in your inbox, please check your "spam" or "junk" folder.

2. What information do I need to remember for my user registration?

You remember your user ID, customer number, password and most importantly the email address that you used for registration.

3. What should I do if I forget my username and password?

You should go to the eBusiness Portal login page and click the "Account login issues" button. Follow the on-screen instructions and you will receive an email containing your user ID and new password.

4. Why is my account locked?

Your account will be locked if you enter your password wrongly for five times or if you do not log in for more than 90 days. For locked account, you can reactivate it by going to the eBusiness Portal login page and click on "Account login issues" button Follow the on-screen instructions and you will receive an email containing your user ID and new password.

FAQs

Topic – Dashboard

1. What are the functionalities of the dashboard?

They are: Submitting CT/VT documents, entering equipment data, uploading document(s), submitting SES, submitting work verification and submitting payment claim.

2. How do I track my submission status?

You will receive an email when your submission is approved/rejected.

3. Who can I contact if I need assistance with the portal?

Please approach your Project Officer if you require assistance.

4. How will the portal change the way claims are submitted?

For lump sum contracts awarded from 4 Jan 2016 onwards, claims will be submitted by contractors/ consultants progressively by using the on the “Create SES” button on the dashboard.

For term contracts, please refer to the next page for an illustration of the changes.

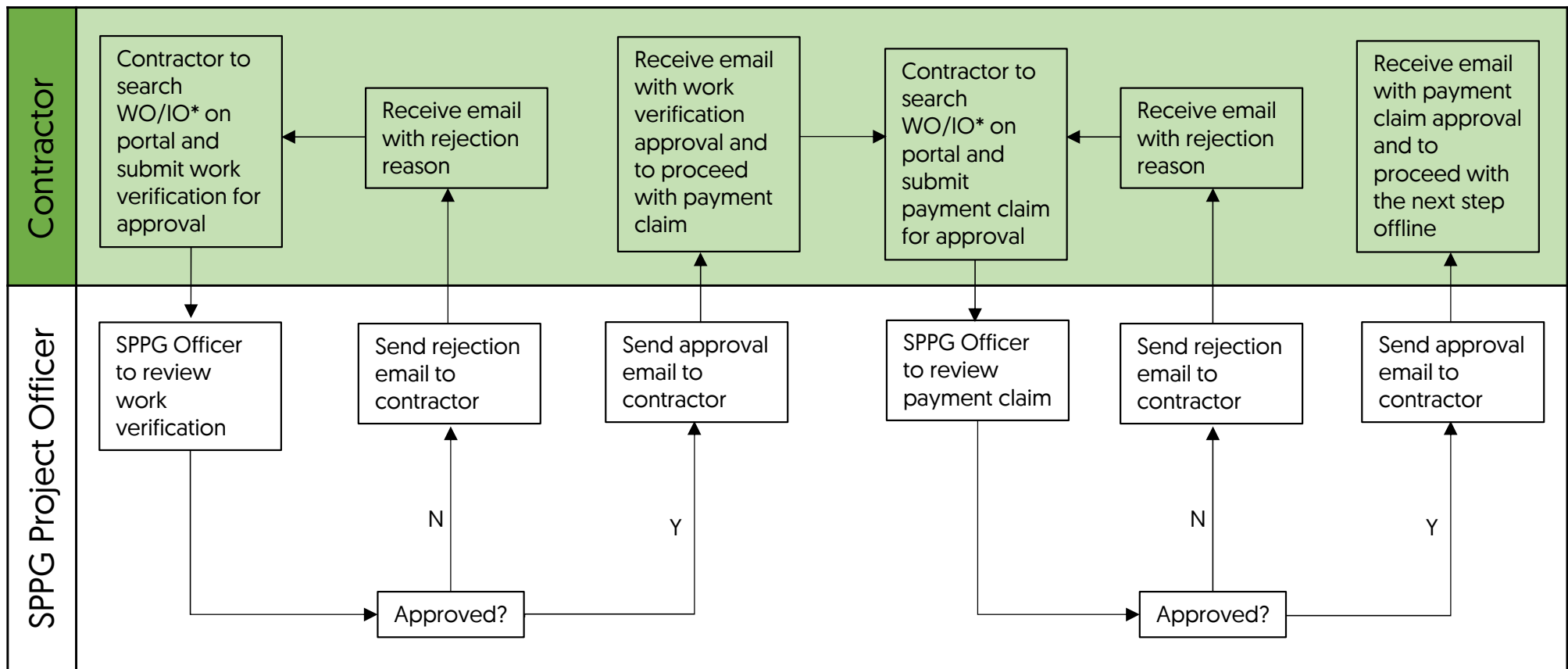
5. What can I do if the webpage does not render properly?

Please turn off the “Compatibility mode” for the web browser



Term Contracts

Work Verification and Payment Claim Approval




*Only applicable for WO/IO issued from 4 Jan 2016 onwards, and have a system message indicated at the bottom. A sample is shown on the next page.

For WO/IO that does not have the system message indicated at the bottom, proceed with the offline method of claim submission. Some examples of such WO/IO are equipment maintenance and cable repair works.

Term Contracts

New Type of Works Order/Installation Order



SPgroup
Empowering the Future of Energy

WORKS ORDER

Vendor No : [REDACTED]

Tel No : [REDACTED]
Fax No : [REDACTED]

Work Location :
testing

Please carry out the work set out below :

Con No	Service No	Description	Order Qty	Unit	Price/Unit	Amount
		ERECT & REMOVE INDEPENDENT SCAFFOLDING	1.000	CU M	[REDACTED]	[REDACTED]
	G/L Account : [REDACTED]	DESIGN CABLE BRIDGE BY PROFF.ENGINEER	1.000	EACH	[REDACTED]	[REDACTED]
	G/L Account : [REDACTED]	SURVEY CABLE ROUTE (CONTROL POINT)	1.000	METRE	[REDACTED]	[REDACTED]
	G/L Account : [REDACTED]					
Total Amount						[REDACTED]

Currency **SGD**

Order Number : [REDACTED] / [REDACTED]
Date : 22.09.2022
Direct to PC : NO
CO Regn No : [REDACTED]
Contract Number : [REDACTED]
WBS Element : [REDACTED]
Network Activity: [REDACTED] | [REDACTED]

To commence on : 21.09.2022
To complete by : 30.09.2022

Contractor's Signature / Date

[REDACTED]

Officer-in-Charge / Date

[REDACTED]

Prepared By

System Message: Order has been approved

Page 1 of 1