User Guide
(SP Contractors/Consultants)

Contents

User Account

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)

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: Company Stamp:

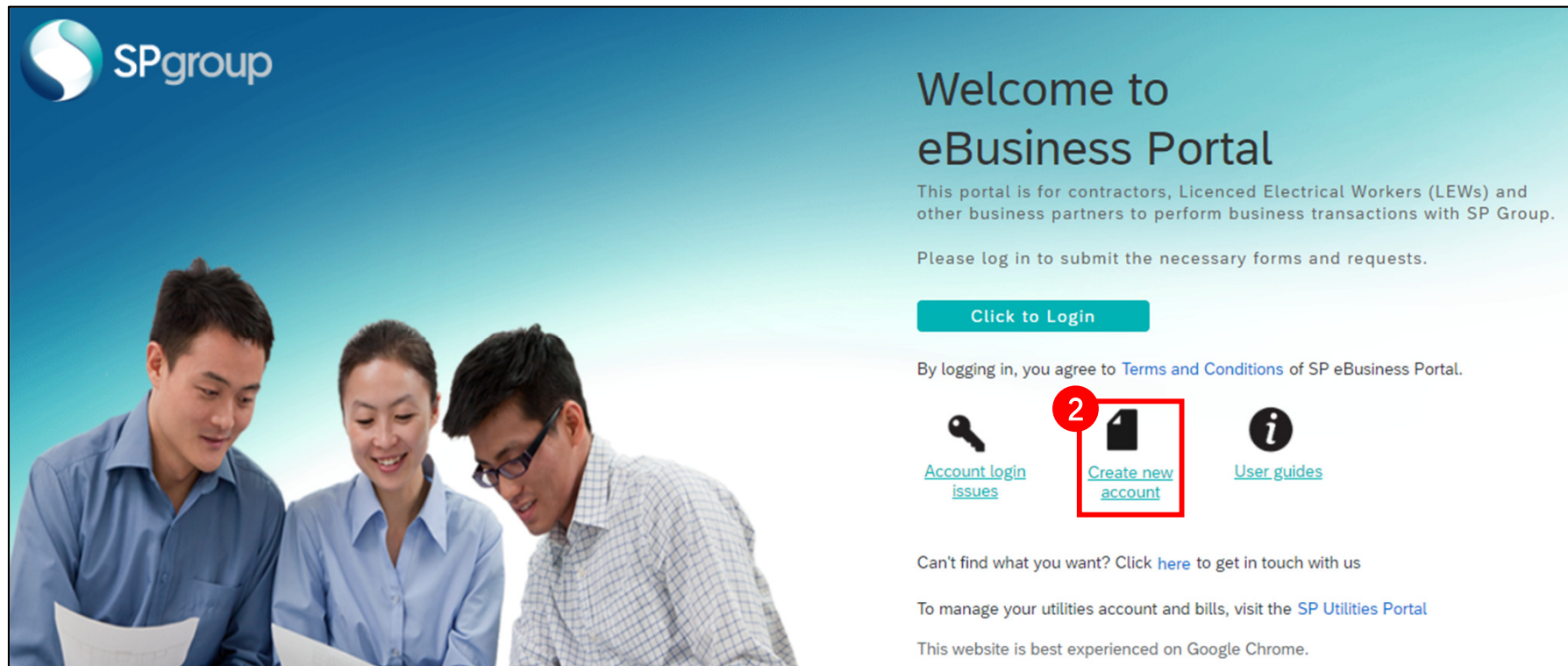Name and NRIC No: Vendor No[1]:

Designation: Date:

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

Step 1 - 2 of 13

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

Step 2: Click on **Create new account** link.

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

Type of User: * SP Contractors / Consultants

Vendor Number: *

Type of Business Activity: *

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

Clear All   Next

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

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Type of User:	SP Contractors / Consultants
Preferred User ID: *	Enter the user ID of your choice
	User ID should be at least 8 characters lo
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:

Gr9eW

Note: Letters are case-sensitive

☐ I agree to the terms and conditions governing the use of the SP eBusiness Portal Terms and Conditions

8

Back   Clear Al   Submit

8

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 ▮▮▮▮▮▮▮▮▮▮▮▮ 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.

OK

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.

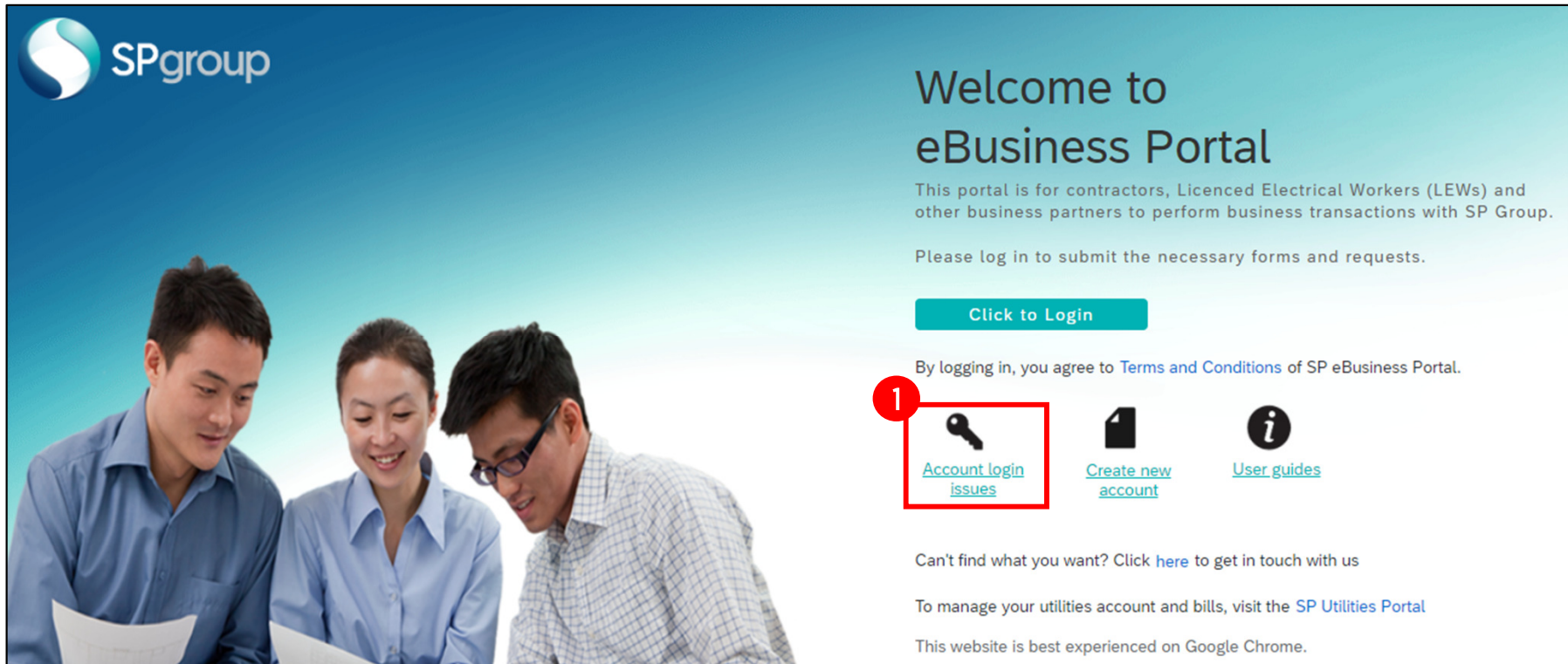If you have any question, please contact our officers at 6671 7122.

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.

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.
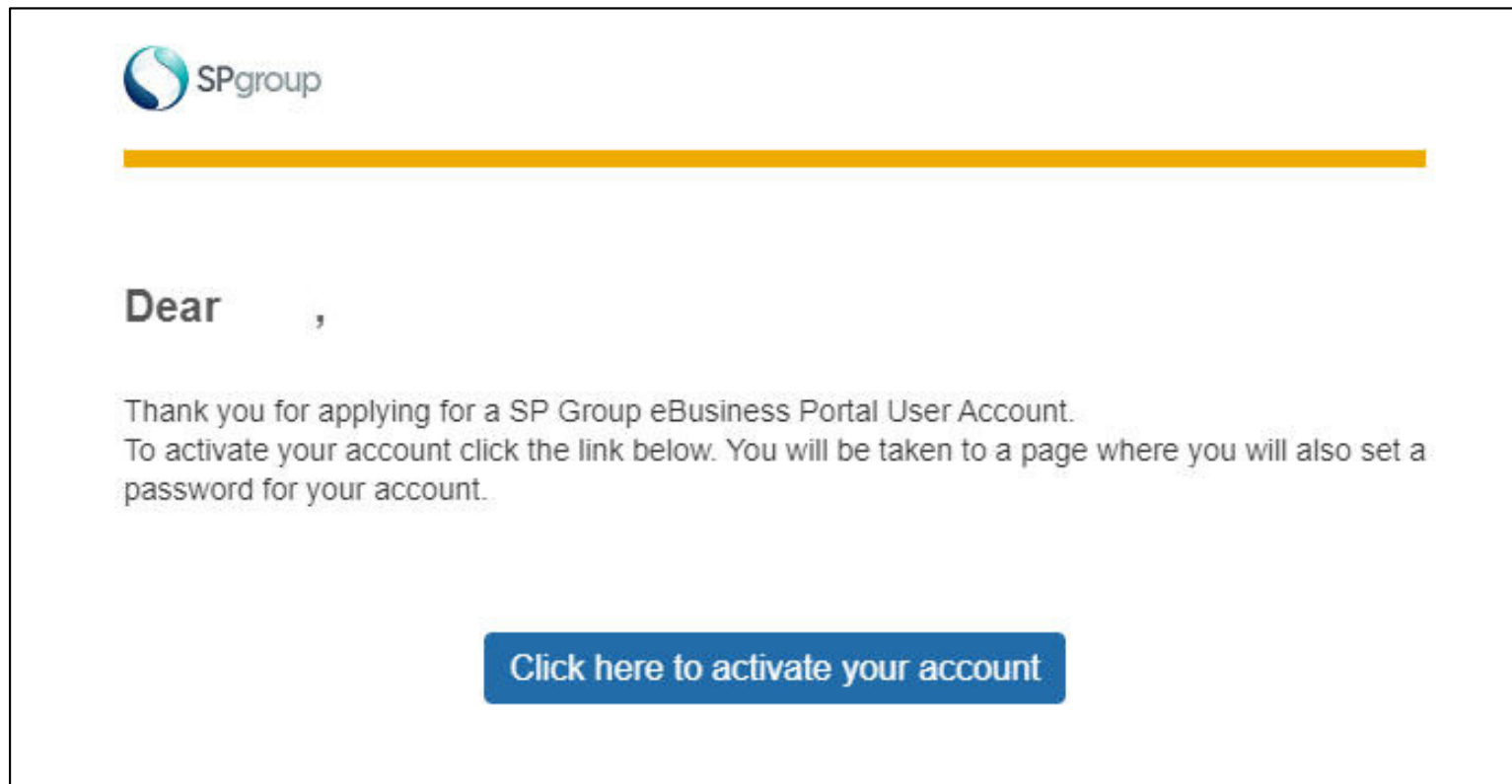
Step 12 of 13

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	Eric
Last Name *	Eric
E-Mail *	@gmail.com

Set Password

| Password * | |
| Re-Enter Password * | |

Save

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.
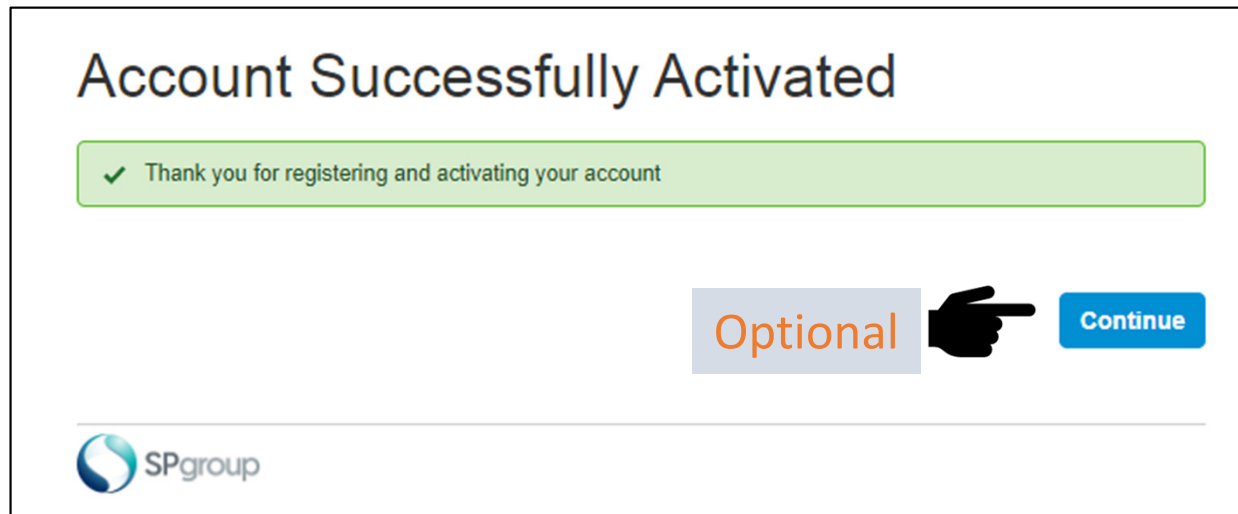
Step 13b of 13

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.

Step 1 of 6

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

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**".

Step 5 of 6

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

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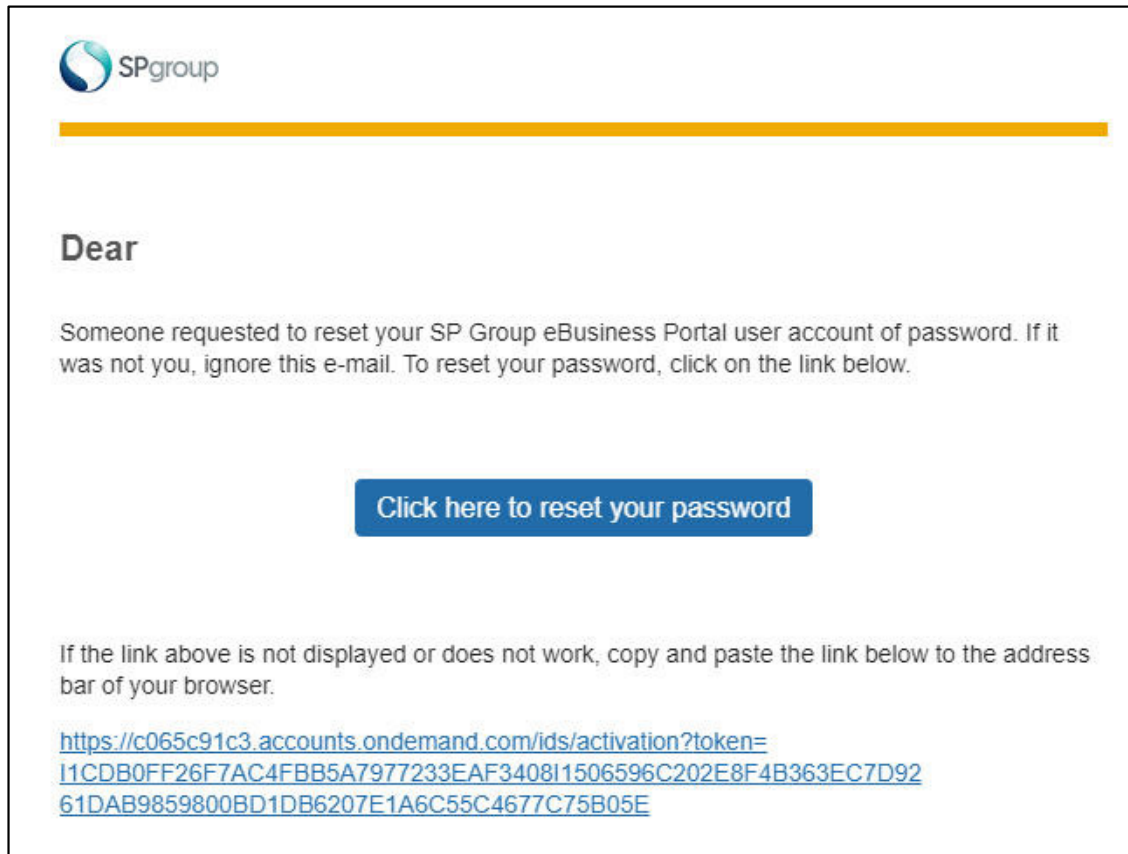
If the email is registered, a link to reset the password from ias@notifications.sap.com will be sent to the email address. Please check your spam/junk folder in case you did not receive the email.

OK

Step 6 of 6

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

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.

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

Cancel   Submit

Step 5 of 6

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

Step 6 of 6

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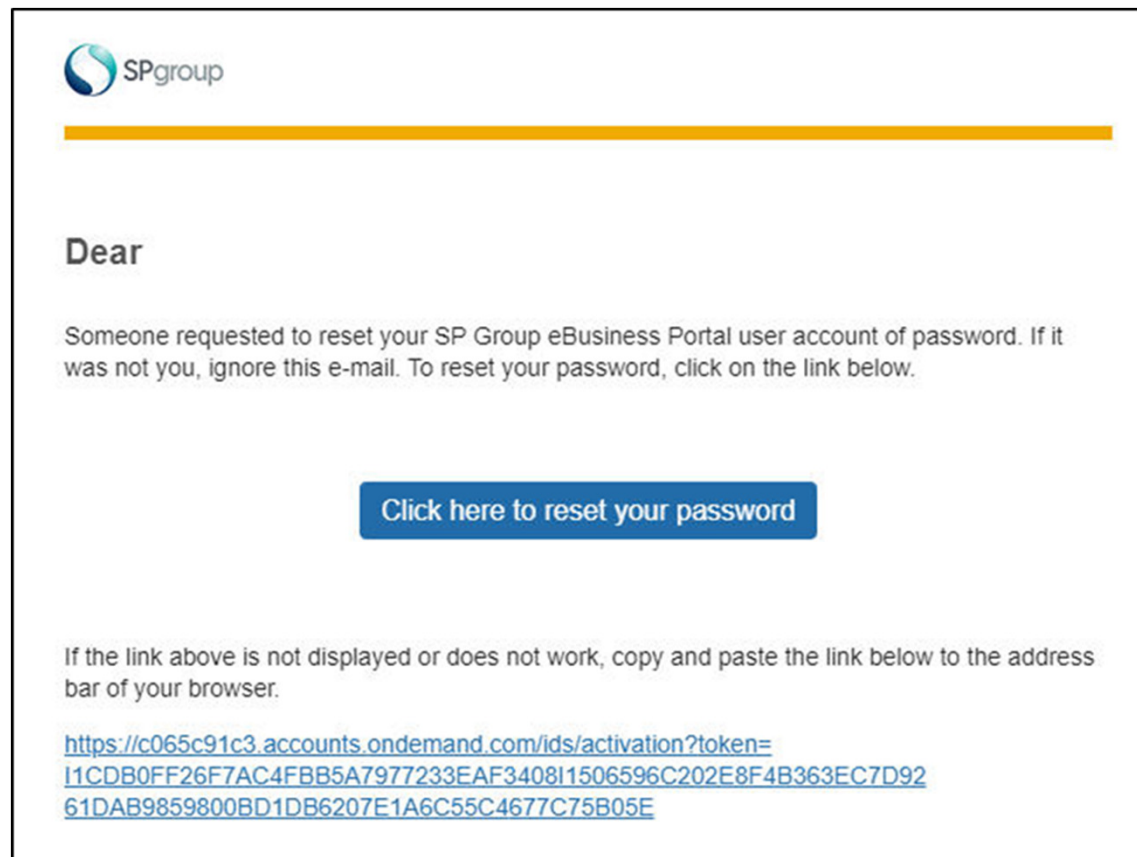
Dashboard
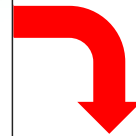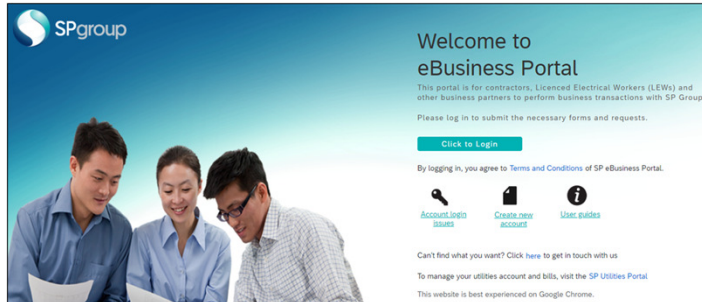
Log On to Access Dashboard

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: 0031047296   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	000004204209 0160 testing more than 1 association	06.09.2022	Pending Work Verification Submission

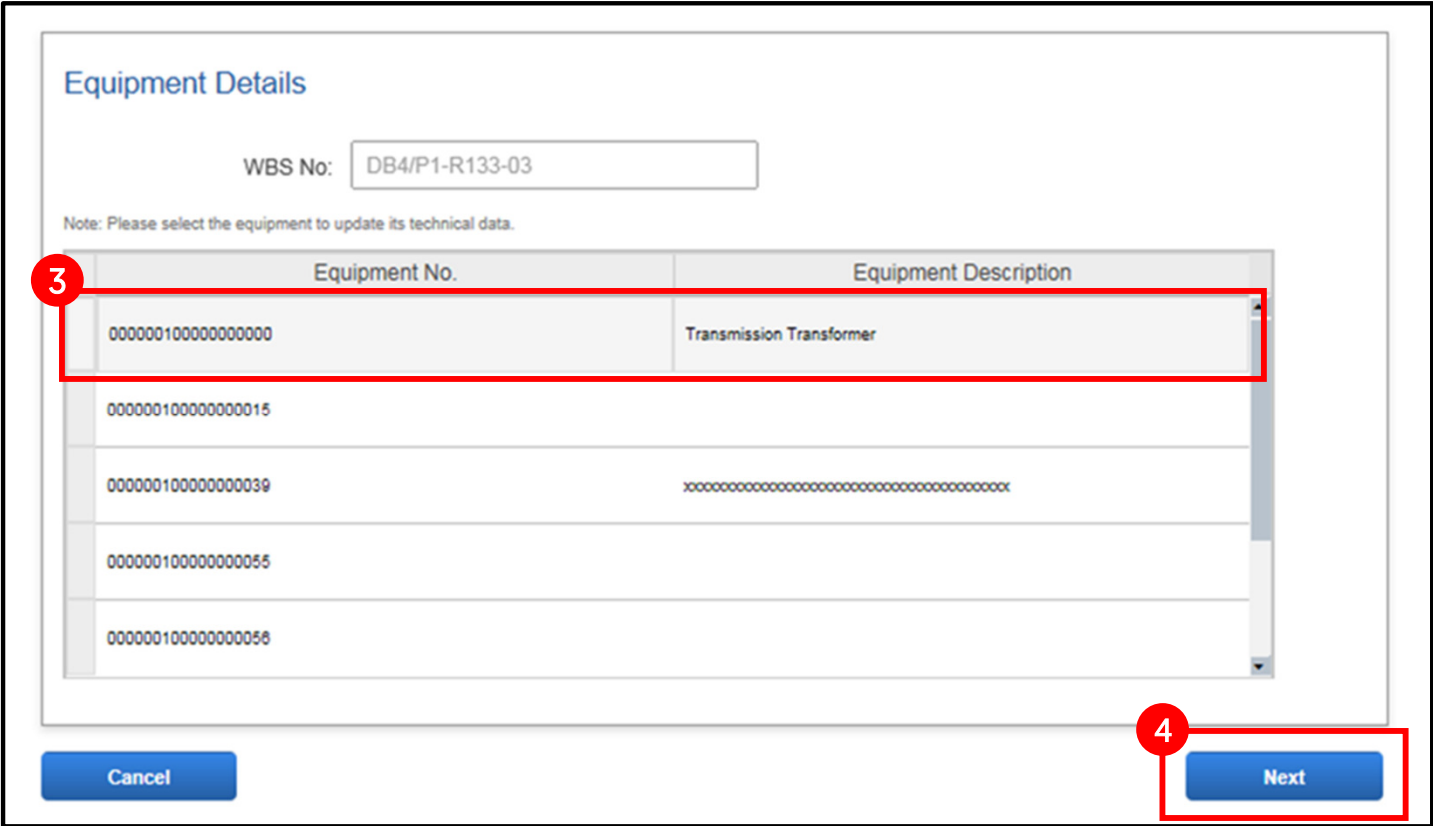Submit CT/VT Documents   Enter Equipment Data   Upload Documents   Submit Work Verification   Submit Payment Claim

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Step 1 - 2 of 6

Step 1: Enter Work Order/Installation Order No.

Step 2: Click "**Submit CT/VT Documents**".

Step 3 of 6

Step 3: Enter all required fields in the section **"Transformer Details"**.

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"**.

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.
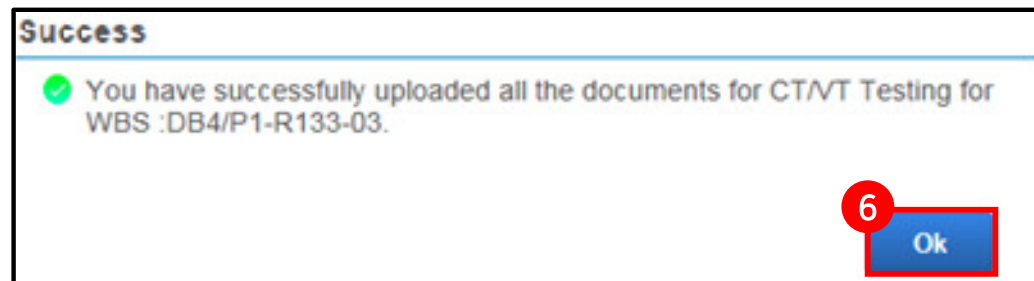
Step 1 - 2 of 8

Step 1: Enter Work Order/Installation Order No.

Step 2: Click "**Enter Equipment Data**" to submit details of an equipment.

Step 3 - 4 of 8

Step 3: Select one row of equipment data from the equipment data table.

Step 4: Click "Next".

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.
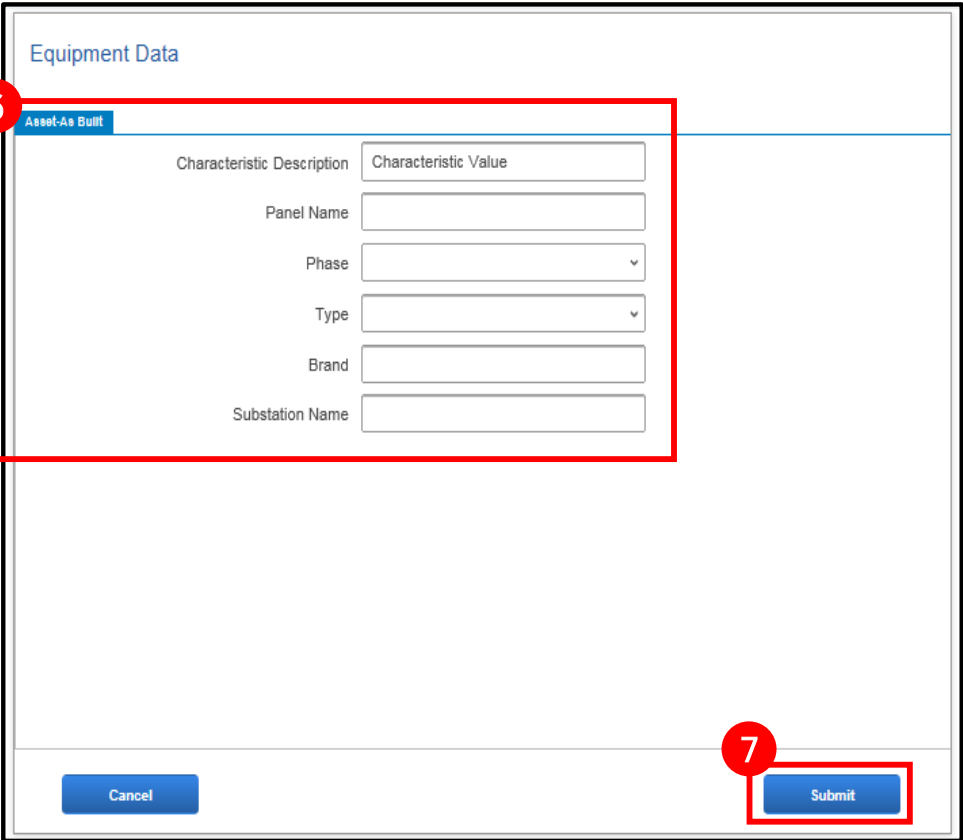
Step 6 - 7 of 8

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**".

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 <u>cannot</u> change the equipment data any more. Click "**OK**" and you will be redirected to the dashboard.

Success

✓ Technical details for equipment :000000100000000000 are submitted successfully.

8 Ok

Step 1 - 2 of 5

Step 1: Enter Work Order/Installation Order No.

Step 2: Click "**Upload 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"**.

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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.

Step 1 - 2 of 7

Step 1: Enter Work Order/Installation Order No.

Step 2: Click "**Create SES**" to create a 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"**.

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"**.

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.

Step 1 - 2 of 5

Step 1: Enter Work Order/Installation Order No.

Step 2: Click "**Submit 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"**.

*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**"

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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.

> ✓ You have successfully submitted work verification document for Activity: 000004000743
> 0010 Excavation and Reinstatement .
>
> **5** **Ok**

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.

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**".

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 sump 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.

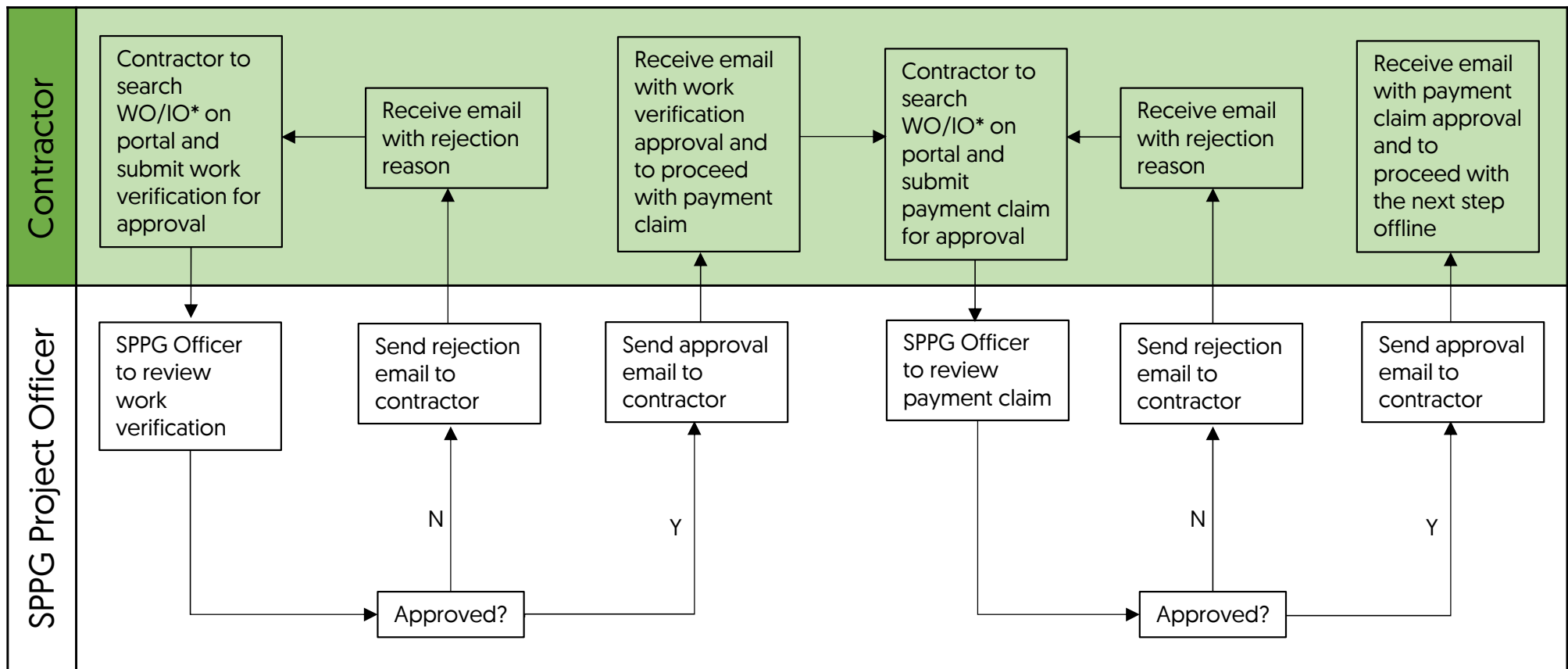   For term contracts, please refer to the next page for an illustration of the changes.

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

Contractor

| Contractor to search WO/IO* on portal and submit work verification for approval | Receive email with rejection reason | Receive email with work verification approval and to proceed with payment claim | Contractor to search WO/IO* on portal and submit payment claim for approval | Receive email with rejection reason | Receive email with payment claim approval and to proceed with the next step offline |

SPPG Project Officer

| SPPG Officer to review work verification | Send rejection email to contractor | Send approval email to contractor | SPPG Officer to review payment claim | Send rejection email to contractor | Send approval email to contractor |

N — Approved? — Y

N — Approved? — Y

*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