Overview

The objective of this Tutorial is to learn the DEWA SAP Customer Registration and Update. Customer Registration is used to create new customer of Scrap Sales for Organization and Individual.

1.1. Service features

➢ Customer Registration for Scrap Sales (Organization)
➢ Customer Registration For Scrap Sales (Individual)
➢ Track Customer Application
➢ Update The Customer

1.2. How to request (steps+ screen screenshots)

1.2.1. Customer Registration For Scrap Sales (Organization)

Customer Registration Page

Information: Customer Registration is used to create new customer of Scrap Sales for Organization and Individual. to access this portal.

User Action: Click on Choose Service button and select Scrap from dropdown. For ex. Scrap Sales selected.
User Action: You can click [Enroll for the Service] link to create new customer.
User Action: Select Organization radio button to create Customer for Organization.

User Action: Select Trade License Issue by authority from drop down list. For Ex. selected as below.
User Action: Enter Trade license Number of customer and select Trade License Expiry date as below.
**User Action:** Click on **Verify Trade License** button to validate the entered details. You will see Date of issue is automatically fetched.
User Action: Enter Company Name for customer.

User Action: VAT Registration Number is optional field, you can enter VAT number in same field.
User Action: Enter Company Telephone Number and extension for it.

User Action: Enter Customer Mobile Number.
**User Action:** You need to provide customer email in the email address field.

**User Action:** Fill up the Customer Address Details like Street, Country, Emirates and PO box. Enter Street Name of customer organization.
User Action: You can select country from country dropdown list. By default United Arab Emirates is selected.

User Action: Select Emirates for customer address.
**User Action:** Enter PO Box Details for customer.

**User Action:** Click on Upload your File button to upload Customer Trade License copy.
**User Action:** Click on [Next] button and you will receive OTP on Email.

**User Action:** Enter OTP received on email for verification. On Submission you will receive successful message with application number as below.
1.2.2. Customer Registration For Scrap Sales (Individual)

Customer Registration Page

Information: Customer Registration is used to create new customer of Sales for Organization and Individual. [https://www.dewa.gov.ae/en/miscellaneous/login](https://www.dewa.gov.ae/en/miscellaneous/login) to access this portal.

User Action: Click on Choose Service button and select Scrap Sales from dropdown. For ex. Scrap Sales selected.
**User Action:** You can click the **Enroll for the Service** link to create a new customer.

**User Action:** Select **Individual** radio button to create Customer for Individual Person.
User Action: For individual customer you need to enter Emirates Id for the customer.

User Action: Enter Expiry Date
User Action: Click on the Search & Auto-Fill button to fetch the customer details based on emirates id.

User Action: Enter Customer Telephone Number with extension as below.
**User Action:** You need to provide customer email in the email address field.
**User Action:** Fill up the Customer Address Details like Street, Country, Emirates and PO box. Enter Street Name of customer organization.

**User Action:** Select Emirates for customer address.
**User Action:** Enter PO Box Details for customer

**User Action:** Click on **Upload your File** button to upload Customer Trade License copy.
User Action: Click on **Next** button and you will receive OTP on Email

User Action: Enter OTP received on email for verification. On Submission you will receive successful message with application number as below.
1.2.3. Track Customer Application

Customer Registration Page

**Information:** Customer Registration is used to create new customer of Sales for Organization and Individual. [https://www.dewa.gov.ae/en/miscellaneous/login](https://www.dewa.gov.ae/en/miscellaneous/login) to access this portal.

**User Action:** Click on link to track the customer applications.

**User Action:** Enter the application number in the search field and click on **Search** button.
1.2.4. Update The Customer

Customer Registration Page

Information: Customer Registration is used to create new customer of Scrap Sale for Organization and Individual. [https://www.dewa.gov.ae/en/miscellaneous/login](https://www.dewa.gov.ae/en/miscellaneous/login) to access this portal.

User Action: Click on Choose Service button and select Scrap from dropdown. For ex. Scrap Sales selected.

User Action: Enter Username and Password for customer.
User Action: Click on **Login** button to access in customer profile.
What is Scrap Sale?

Introduction:
DFWU online e-tender and government-registered entities are invited to participate in an open tender through an e-tender system. However, e-tender documentation is only available through the e-tender system. Hence, it is recommended that all interested bidders follow the tender documentation closely.

CRITERIA FOR PARTICIPATING IN THE SCRAP SALES OPEN TENDER:

1. Any legal entity or individual resident of the UAE, having its commercial registration, can download the tender documentation from the website of the tendering body, to participate in the tender. Interested entities may also be represented by authorized agents.

2. The tender documentation is available on the website of the tendering body. Interested entities may also be represented by authorized agents. The tender documentation is available on the website of the tendering body.

User Action: Click on **Apply Online** button.

User Action: Click on **MY PROFILE** tab to update customer profile.
User Action: Click on **Company Details** tab to update the customer fields. For Ex. Company Telephone Number, Customer Mobile Number, Emirates, PO Box number etc. as below screenshot.
**User Action:** Click on **Update Information** button to submit the updated details. On submission you will receive OTP on Mobile.
User Action: Enter OTP received on Customer Mobile number. You will receive successful message with application number as below.

User Action: You can click on **Track Application** button to check the application status.