

# Track Enrolment Application

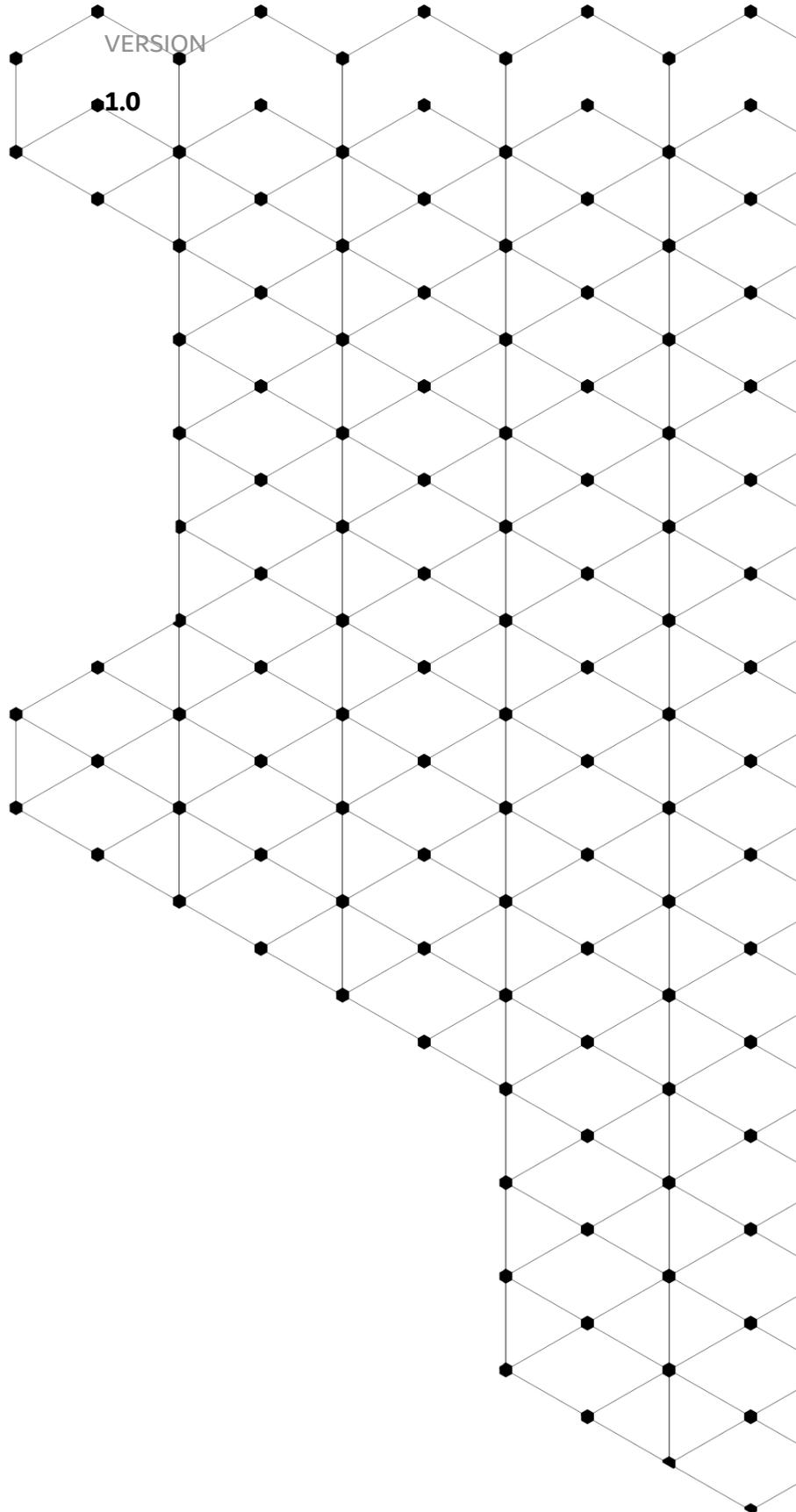
**USER  
MANUAL**

ISSUE DATE

**27 Nov 2023**

REVISION DATE

**27 Nov 2023**



## Overview

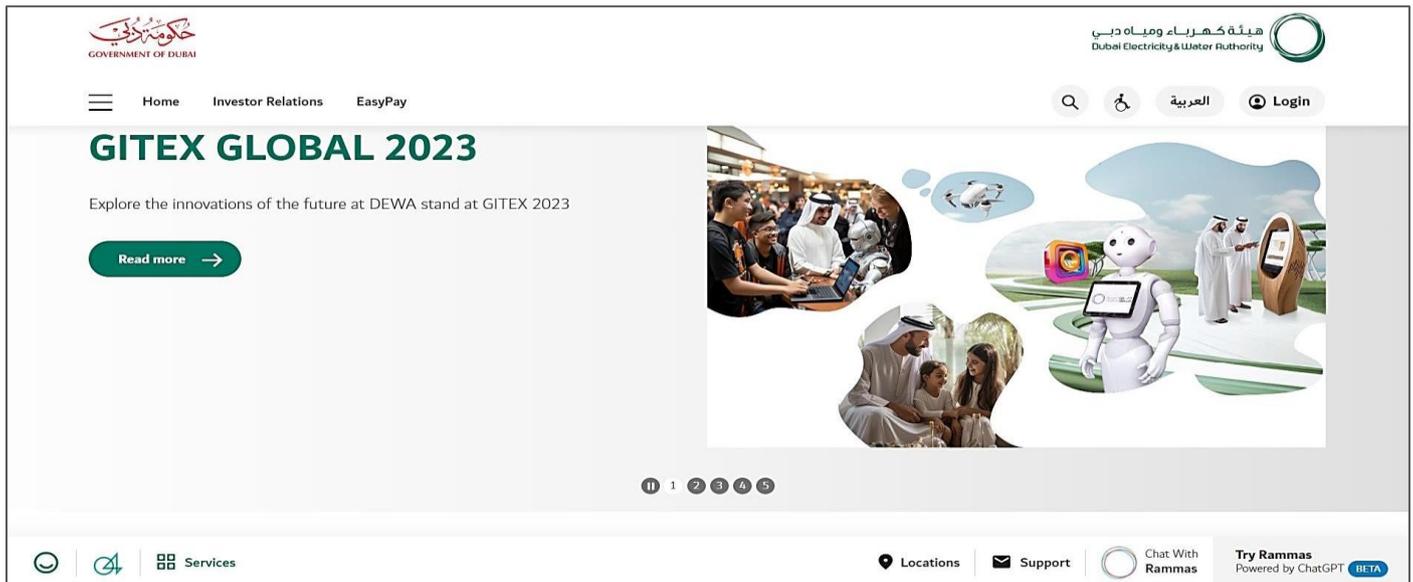
Track Enrollment Application is the **service provided by DEWA to track** submitted application on DEWA portal.

### 1.1. Service features

1. Track Application On Submission
2. Track Application On Sent for Clarification (Resubmission)
3. Track Application On Rejection
4. Track Application On Approval

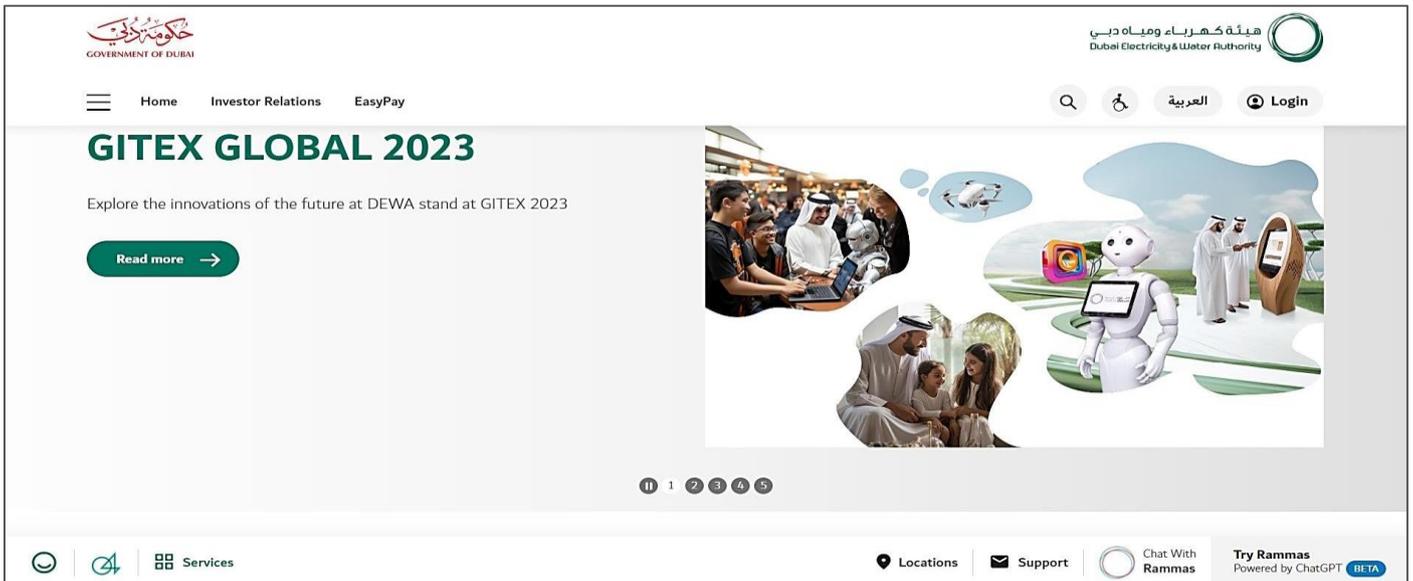
### 1.2. How to request

#### 1.2.1. Dewa Web-Page

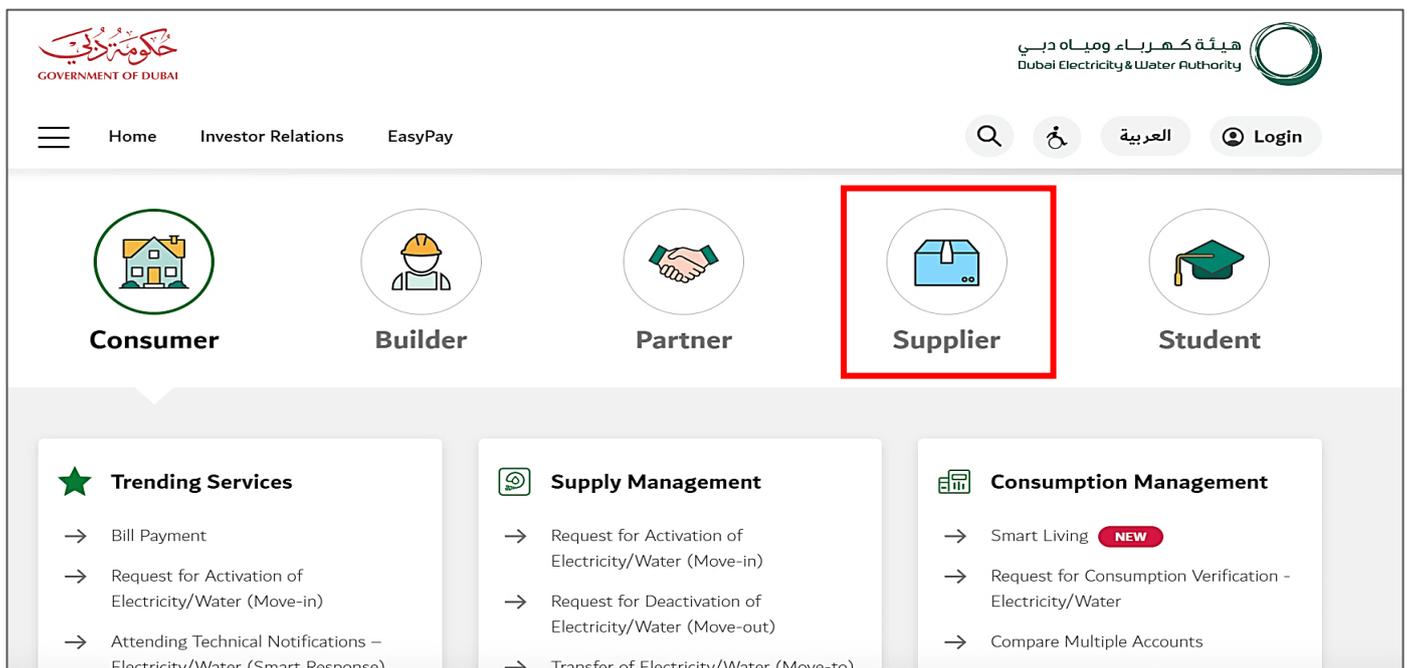


The screenshot shows the DEWA website homepage. At the top left is the Government of Dubai logo, and at the top right is the DEWA logo. The navigation menu includes Home, Investor Relations, and EasyPay. A search bar, accessibility icon, and language selector (العربية) are also present. The main banner features the text "GITEX GLOBAL 2023" and "Explore the innovations of the future at DEWA stand at GITEX 2023" with a "Read more" button. The banner image depicts a futuristic scene with a robot, a person in traditional attire, and a child. Below the banner is a carousel with 5 slides. At the bottom, there are icons for Services, Locations, Support, and a "Try Rammas" chatbot powered by ChatGPT BETA.

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



**User Action:** Scroll down and click on Supplier to access the supplier portal.



**User Action:** Scroll down and click on Supplier to access the supplier portal.

The screenshot displays the website's navigation menu with five categories: Consumer, Builder, Partner, Supplier, and Student. Below the menu, there are three columns of services:

- Main Services:**
  - Supplier Enrollment (highlighted with a red box)
  - Open Tender
  - Procurement
  - RFX & Auction
  - Purchase Order Collaboration
- Support Services:**
  - Submission of Generation Projects Documents
  - Suggestions & Complaints
- Useful Links & Guides:**
  - Frequently Asked Questions & Tutorial Videos
  - New Vendor Registration Guide
  - Update Vendor Profile Guide
  - Suppliers code of Conduct & Ethics
  - RFX & Quotation Submission for Contracts Section
  - RFX & Quotation Submission for Local Purchase Section
  - RFX & Quotation Submission for Turnkey Projects
  - Purchase Order Review & Acknowledgment

**User Action:** Click on **Supplier Enrollment** Service for anonymous admin registration.

## 1.2.2. Track Enrollment Application On Submission (In Process)

Supplier Enrollment

Supplier Enrollment:  
This service enables Suppliers to Enroll for DEWA's online supplier services.

**Fees:**  
Service is free of charge.

**Delivery Duration:**  
3 working days.

To view the PDF documents supporting accessibility options, please download the latest version of Adobe Acrobat Reader

**User Action :** Click on **Track Enrollment Application** service to track submitted application

Track Enrollment Application

Search

Search

Requests

No data

**User Action:** Enter application number in search bar and click on **Search** Button.

## Track Enrollment Application



Search

### Requests

Request No: 0000021793



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[Customer Happiness Centres \(Self-Service\)](#) | [Customer Care Centre Services](#) | [Security E-Pass](#)

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The site is best viewed using IE11 and above, Mozilla Firefox, Safari and Chrome.



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**User Action:** Click on **Expand** node to display the application status.

## Track Enrollment Application



Search

### Requests

Request No: 0000021793

Request for Vendor Registration  
0000021793 **In Process**

Request Submitted  
Today at 1:55 PM

Your request is being in progress.  
Today at 1:55 PM

Your Request is currently in progress. Please note that estimated completion time for this service is **3 working days**.

[View Application](#)

Services

Locations

Contact Us

Chat With  
RAMMAS

**User Action:** Click on View Application link to open the application.

4971 Company Telephone Extension

### Verify Email Address

Please enter the 6-digit OTP sent to your e-mail AD and mobile 55\*\*\*\*45.

The session will end in 2:52  
Didn't receive any code? Resend

Verify

Yes  No

#### Details of Foreign Unique ID

Issuing Authority  
Issuing Authority

Foreign Unique ID  
Foreign Unique ID

Foreign Unique ID - Date of Issue  
DD/MM/YYYY

Foreign Unique ID - Date of Expiry  
DD/MM/YYYY

**User Action:** Enter the OTP received on submitted Email or Mobile Number and click on Verify button.

eg:40000000

Mobile Number (Optional)

eg:50000000

E-mail  
ST@GOLD.COM

Only Company E-mail address is allowed

Are you

Are you

### Success

User verified successfully

OK

Issued  
Other

Issuing Authority  
DUBAI BIOTECHNOLOGY & RESEARCH PARK

Trade License Number  
3434344345

Trade License - Date of Expiry  
30/11/2023

**User Action:** Click on Ok button.

Vendor Registration: 0000021793 (In-Process)

Progress indicators: 1. Company & Trade License Details (Active), 2. Other Company & Admin Details, 3. User Details, 4. Product Details, 5. Document Uploads.

**Details of the company**

Company Full Name: STYROGOLD IND

Street Name: Ab road

Country: United Arab Emirates

Emirate: [ ] PO Box/Postal Code: [ ]

**User Action:** You can scroll down and click on Next button move on next page.

Vendor Registration: 0000021793 (In-Process)

Progress indicators: 1. Company & Trade License Details, 2. Other Company & Admin Details, 3. User Details, 4. Product Details, 5. Document Uploads (Active).

**Document Uploads**

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

Upload your File

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

PDF: TL\_20231126095509.pdf

Passport copy of Owner/Manager

Upload your File

### 1.2.3. Track Enrollment Application on Sent for Clarification (Resubmission)

The screenshot shows the 'Supplier Enrollment' page. On the left, there is a list of services: 'Enroll', 'Request for New Admin Registration', 'Track Enrollment Application' (highlighted with a red box), 'What is enrolment for Suppliers', and 'Online Guide'. To the right, there is a description of the service, its fees, and delivery duration. The footer contains various utility links and a chatbot.

Supplier Enrollment:  
This service enables Suppliers to Enroll for DEWA's online supplier services.

**Fees:**  
Service is free of charge.

**Delivery Duration:**  
3 working days.

To view the PDF documents supporting accessibility options, please download the latest version of Adobe Acrobat Reader

**User Action:** Click on **Track Enrollment Application** service to track submitted application.

The screenshot shows the 'Track Enrollment Application' search interface. A search bar with the placeholder text 'Search' and a magnifying glass icon is highlighted with a red box, along with a green 'Search' button. Below the search bar, there is a 'Requests' section which currently displays 'No data'.

**User Action:** Enter **application number** in search bar and click on **Search** Button.

### Track Enrollment Application

21793

**Requests**

Request No: 0000021793

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**User Action:** Click on Expand node to display the application status.

### Track Enrollment Application

21793

**Requests**

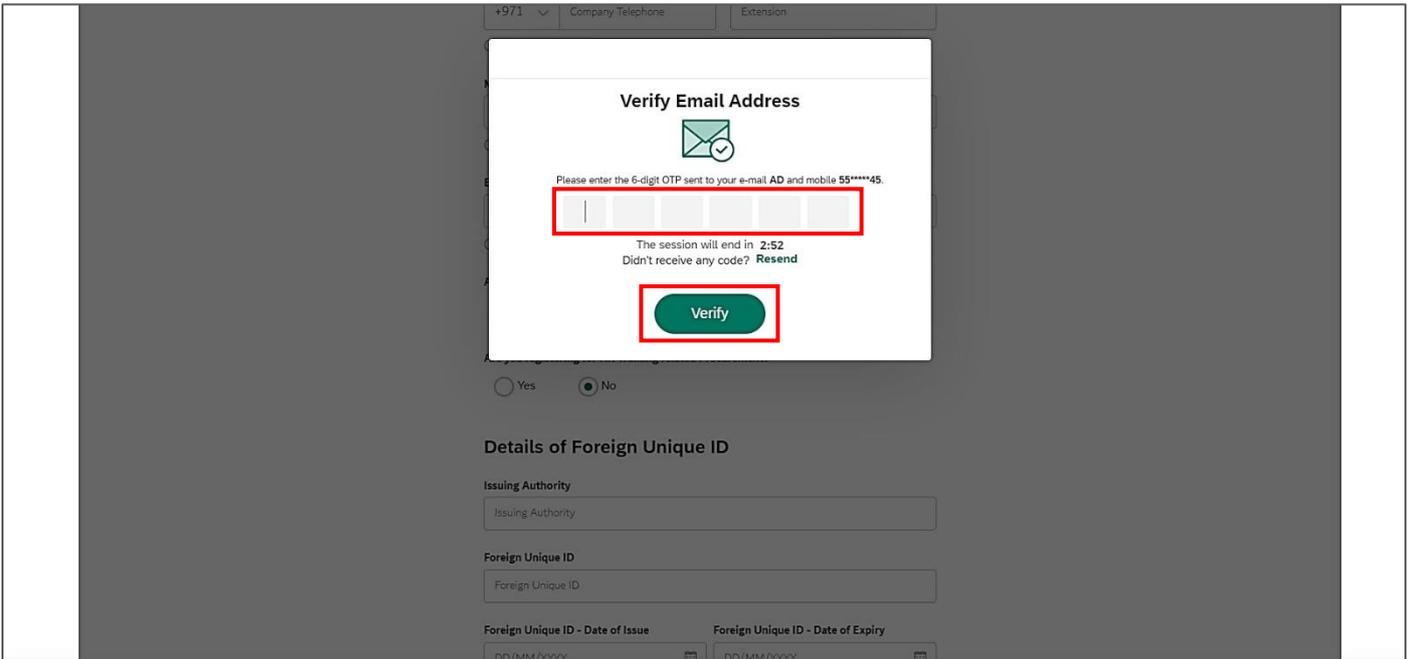
Request No: 0000021793

- Request for Vendor Registration 0000021793 **Sent for Clarification**
- Request Submitted Today at 1:55 PM
- Your request is Sent for Clarification. Today at 2:35 PM

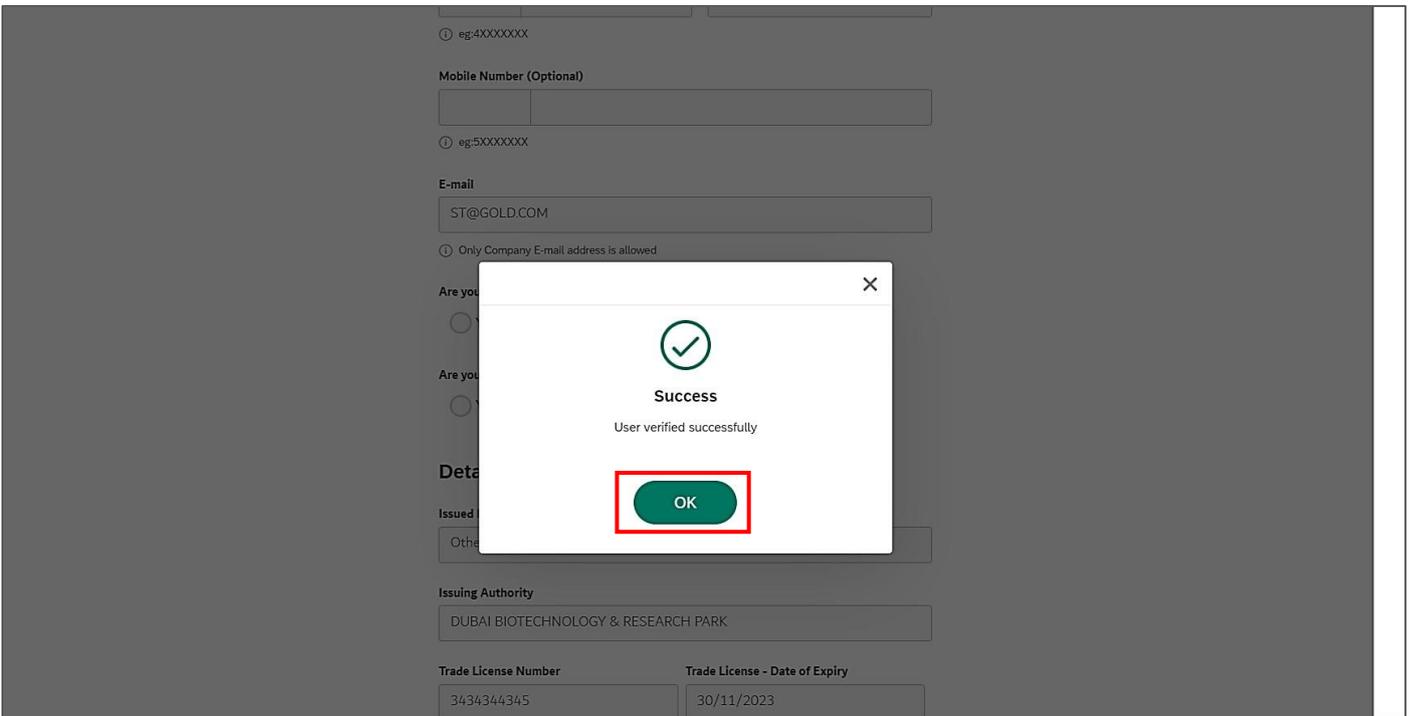
Your registration request has been sent for clarification. Please use the Resubmit Application button to resubmit your request.

Services | Locations | Contact Us | Chat With RAMMAS

**User Action:** Click on **View Application** link to open the application.



**User Action:** Enter the OTP received on submitted Email or Mobile Number and click on Verify button.



**User Action:** Click on Ok button to access the application.

Vendor Registration: 0000021793 (Sent for Clarification)

Comments: Vendor Address seems incorrect. please clarify

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

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

**User Details**  
Users who coordinate with DEWA on behalf of company

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

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

### Details of the company

**Company Full Name**  
  
Company Full Name as per Trade License

**Street Name**

**Country**

**Emirate**  **PO Box/Postal Code**

**Company Telephone**  **Extension**   
eg:4XXXXXXX

Services Locations Contact Us Chat With RAMMAS

**User Action:** You can see the comments at the top, where approver has asked to clarify the field. For ex. Approver has asked to correct Vendor Address.

Vendor Registration: 0000021793 (Sent for Clarification)

Comments: Vendor Address seems incorrect. please clarify

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

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

**User Details**  
Users who coordinate with DEWA on behalf of company

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

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

### Details of the company

**Company Full Name**  
  
Company Full Name as per Trade License

**Street Name**

**Country**

**Emirate**  **PO Box/Postal Code**

**Company Telephone**  **Extension**   
eg:4XXXXXXX

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**User Action:** Street Name is updated.

Issuing Authority  
DUBAI BIOTECHNOLOGY & RESEARCH PARK

Trade License Number  
3434344345

Trade License - Date of Expiry  
30/11/2023

Trade License - Date of Issue  
15/11/2023

Chamber of Commerce Registration (Optional)  
Chamber of Commerce Registration

Turn Over Amount (AED)  
0 to 186,999

VAT Registration Number (Optional)  
VAT Registration Number

VAT Region (Optional)

Is this company in any way is owned or related to one of DEWA Employee?  
 Yes  No

**Save and Continue**

Services Locations Contact Us Chat With RAMMAS

**User Action:** Click on **Save and Continue** button to save and move on next page.

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

Young Business Leadership Membership (Optional)  
Upload your File  
Supported File Types: PNG, JPG, PDF (Up to 5 MB)

The Supplier / User Account holders and their custodians hereby agree to have read and understood the above clauses in the Terms & Conditions and commit to comply on the intent of these and any other expressly written security and privacy requirements communicated through any other channels, but not in this acknowledgement

I have read and agreed the Code of Conduct

We hereby confirm that no DEWA staff or his or her relatives upto third degree has ownership of partnership in our company and our participation in DEWA Tenders does not constitute a conflict or perceived conflict of interest.

Supplier Acknowledgement (Click here to read)

You cannot enroll unless you agree Past Supply/ Work record/ Company Profile/ Financial Statement (if Applicable).  
Please review the Privacy Policy and Disclaimer before enrolling with DEWA.

I'm not a robot

Back **Submit**

**User Action:** Verify all the details and Click on **Submit** button to resubmit the application.

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Dubai Electricity & Water Authority

Search Accessibility Login

Comments: Vendor Address seems incorrect.  
please clarify



### Submission Successful

Your reference number is 0000021793  
Your request(s) is under review

Submitted Date	26 Nov 2023   04:12:15
Application Number	0000021793
Trade License/Company Registration Number	3434344345
Company Full Name	STYROGOLD IND

**What's Next?**

Your application is being processed. We will send you an E-mail and SMS once application status changes.  
Once application is approved, an email with a link to create user name and password will be sent.

[Track Application](#)

**User Action:** You will receive success message as above.

## 1.2.4. Track Enrollment Application on Rejection

The screenshot shows the 'Supplier Enrollment' page. On the left, there is a vertical menu with the following items: 'Enroll', 'Request for New Admin Registration', 'Track Enrollment Application' (highlighted with a red box), 'What is enrolment for Suppliers', and 'Online Guide'. To the right of the menu, there is a description of the 'Supplier Enrollment' service, stating it is free of charge and has a delivery duration of 3 working days. The page also features a search bar, a language selector set to 'العربية', and a 'Login' button. At the bottom, there are links for 'Locations', 'Support', 'Chat With Rammas', and 'Try Rammas Powered by ChatGPT BETA'.

**User Action:** Click on **Track Enrollment Application** service to track submitted application.

The screenshot shows the 'Track Enrollment Application' search interface. It features a search bar with the placeholder text 'Search' and a magnifying glass icon. To the right of the search bar is a green 'Search' button. Below the search bar, the text 'Requests' is displayed, followed by 'No data'.

**User Action:** Enter **application number** in search bar and click on **Search** Button.

### Track Enrollment Application

21793

**Requests**

Request No: 0000021793

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**User Action:** Click on **Expand node** to display the application status

### Track Enrollment Application

21793

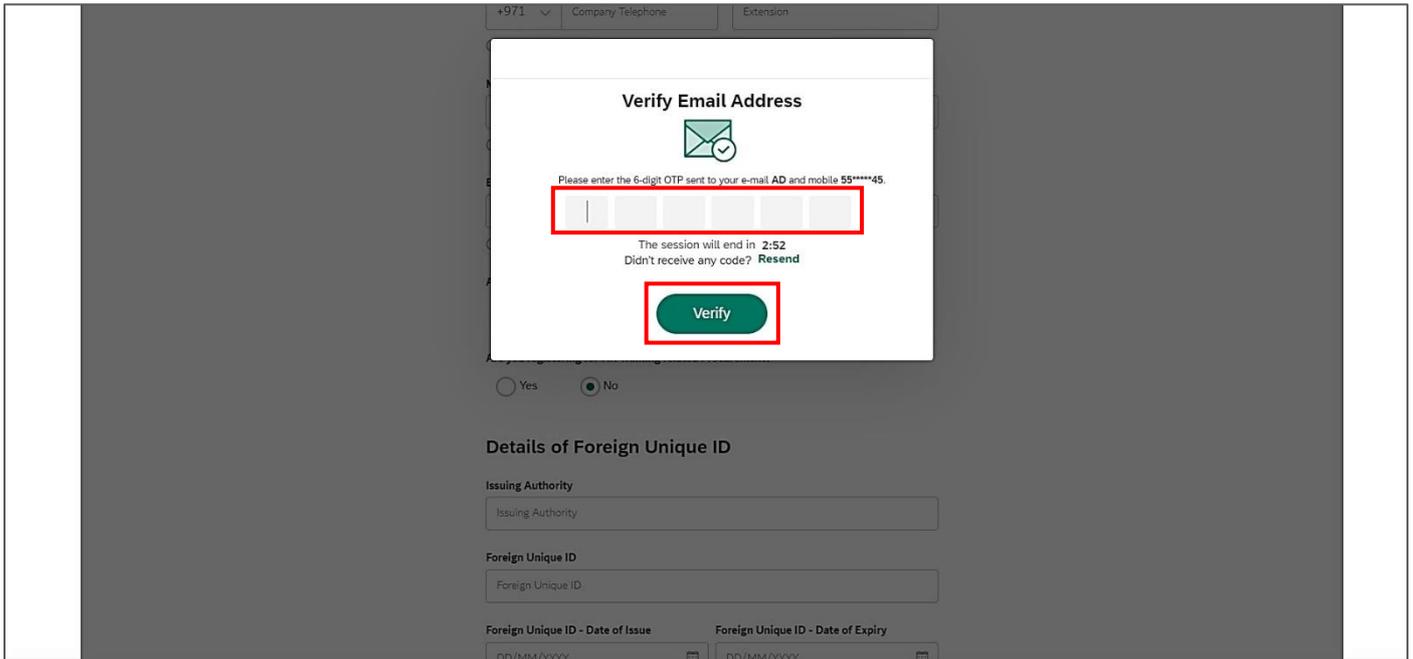
**Requests**

Request No: 0000021793

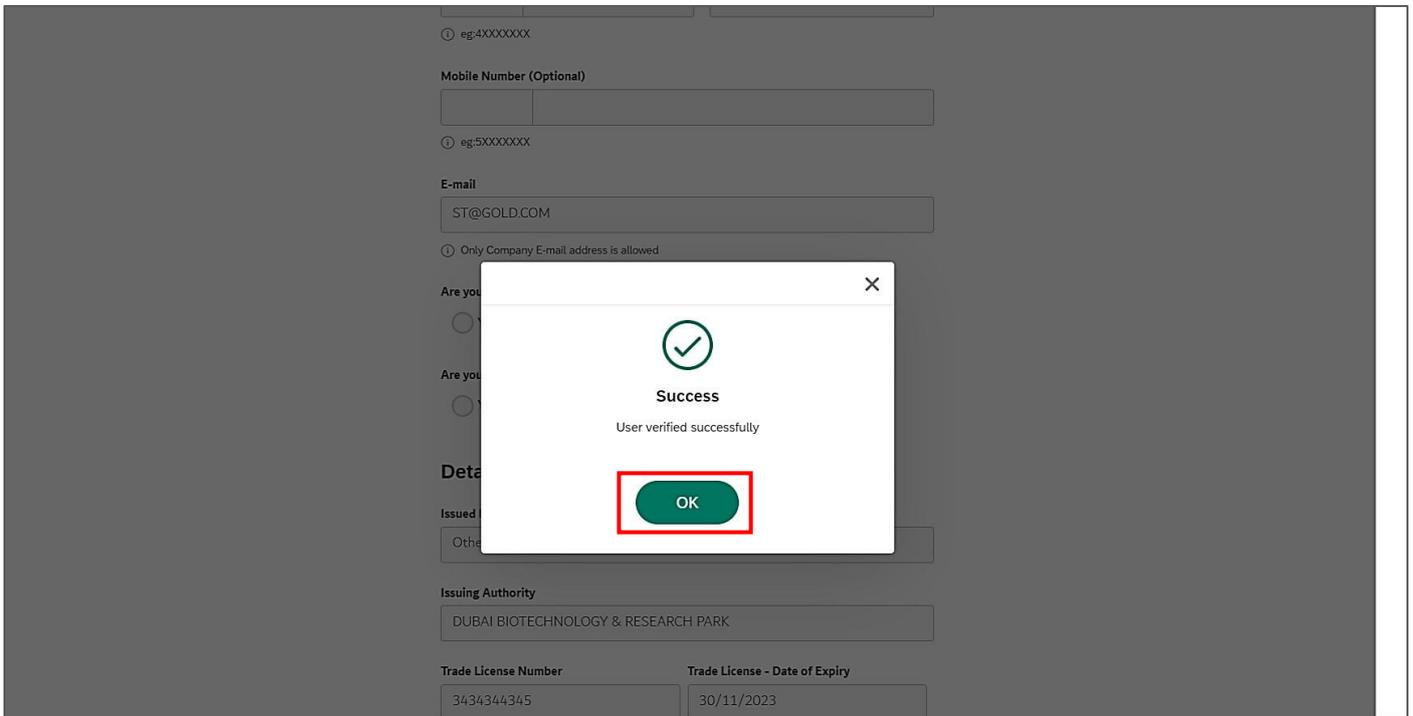
- Request for Vendor Registration 0000021793 **Rejected**
- Request Submitted Today at 1:55 PM
- Your request is being in progress. Today at 1:55 PM
- Your request is rejected Today at 2:45 PM
- Your request has been rejected.

Services Locations Contact Us Call With RAMMAS

**User Action:** Click on **View Application** link to open the application.



**User Action:** Enter the OTP received on submitted Email or Mobile Number and click on Verify button.



**User Action:** Click on Ok button to View the application.

Vendor Registration: 0000021793 (Rejected)

Comments: Rejected due to wrong info

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

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

User Details  
Users who coordinate with DEWA on behalf of company

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

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

### Details of the company

Company Full Name  
STYROGOLD IND

Company Full Name as per Trade License

Street Name  
Building 1, AB road, Bur Dubai

Country  
United Arab Emirates

Emirate  
DUBAI

PO Box/Postal Code  
4343

Company Telephone  
+971 43754875

Extension  
4544

eg:4XXXXXXX

**User Action:** You can see the comment with rejection reason by Approver.

## 1.2.5. Track Enrollment Application on Approval

The screenshot shows the 'Supplier Enrollment' page. On the left, there is a vertical menu with five items: 'Enroll', 'Request for New Admin Registration', 'Track Enrollment Application' (highlighted with a red box), 'What is enrolment for Suppliers', and 'Online Guide'. To the right of the menu, there is a description of the 'Supplier Enrollment' service, stating it is free of charge and has a delivery duration of 3 working days. The page also features a search bar, a language selector set to 'العربية', and a 'Login' button. At the bottom, there are links for 'Locations', 'Support', 'Chat With Rammas', and 'Try Rammas Powered by ChatGPT BETA'.

**User Action:** Click on **Track Enrollment Application** service to track submitted application.

The screenshot shows the 'Track Enrollment Application' search interface. At the top, there is a search bar with a magnifying glass icon and a green 'Search' button. Below the search bar, the text 'Requests' is displayed, followed by 'No data' in the center, indicating that no results were found for the current search.

**User Action:** Enter **application number** in search bar and click on **Search** Button.

Track Enrollment Application

21794 Search

Requests

Request No: 0000021794

Services Locations Contact Us Chat With RAMMAS

**User Action:** Click on **Expand node** to display the application status.

Track Enrollment Application

21794 Search

Requests

Request No: 0000021794

Request for Vendor Registration 0000021794 **Approved**

Request Submitted Today at 2:58 PM

Your request is being in progress. Today at 2:58 PM

Your request is approved Today at 2:59 PM

Your Request is approved. View Application

Services Locations Contact Us Chat With RAMMAS

**User Action:** Click on **View Application** link to open the application.

**Verify Email Address**

Please enter the 6-digit OTP sent to your e-mail AD and mobile 55\*\*\*\*45.

The session will end in 2:52  
Didn't receive any code? [Resend](#)

**Verify**

Yes  No

**Details of Foreign Unique ID**

Issuing Authority  
Issuing Authority

Foreign Unique ID  
Foreign Unique ID

Foreign Unique ID - Date of Issue  
DD/MM/YYYY

Foreign Unique ID - Date of Expiry  
DD/MM/YYYY

**User Action:** Enter the OTP received on submitted Email or Mobile Number and click on Verify button.

**Success**

User verified successfully

**OK**

eg:4XXXXXXX

Mobile Number (Optional)

eg:5XXXXXXX

E-mail  
ST@GOLD.COM

Only Company E-mail address is allowed

Are you

Are you

**Details**

Issued  
Other

Issuing Authority  
DUBAI BIOTECHNOLOGY & RESEARCH PARK

Trade License Number  
3434344345

Trade License - Date of Expiry  
30/11/2023

**User Action:** Click on Ok button to view the approved application.

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Dubai Electricity & Water Authority

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### Vendor Registration: 0000021794 (Approved)

- Company & Trade License Details**  
Basic information of the Company & Trade License details
- Other Company & Admin Details  
Additional details of the Company details of the Company Administrator
- User Details  
Users who collaborate with DEWA on behalf of company
- Product Details  
Details of products available in stock for Exclusive & Non-Exclusive Agent or Distributors
- Document Uploads  
All documents that are to be uploaded for the process

#### Details of the company

**Company Full Name**  
STYROGOLDEN  
 Company Full Name as per Trade License

**Street Name**  
AB road

**Country**  
United Arab Emirates

**Emirate** DUBAI **PO Box/Postal Code** 4332423

**Company Telephone** -971 +3242347 **Extension**  
 eg:XXXXXXX

Services

Locations Contact Us Chat With RAMMAS

## 1.2.6. Track Enrollment Application for Admin Registration

Supplier Enrollment

Supplier Enrollment:  
This service enables Suppliers to Enroll for DEWA's online supplier services.

**Fees:**  
Service is free of charge.

**Delivery Duration:**  
3 working days.

To view the PDF documents supporting accessibility options, please download the latest version of Adobe Acrobat Reader

**User Action:** Click on **Track Enrollment Application** service to track submitted application.

Track Enrollment Application

Search

Search

Requests

No data

**User Action:** Enter **application number** in search bar and click on **Search** Button.

Track Enrollment Application

0000021802 Search

Requests

Request No: 0000021802

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**User Action:** Click on **Expand node** to display the application status.

Track Enrollment Application

0000021802 Search

Requests

Request No: 0000021802

- Request for new Administrator Registration 0000021802 **In Process**
- Request Submitted Today at 11:57 AM
- Your request is being in progress. Today at 1:24 PM

Your Request is currently in progress. Please note that estimated completion time for this service is 3 working days.

[View Application](#)

Services Locations Contact Us Chat With RAMMAS

**User Action:** Click on **View Application** link to open the application.

Request for New Admin Registration

All fields are mandatory, unless marked optional.

**One-Time Password Verification**

Please enter the 6-digit OTP sent to your e-mail ne\*\*\*\*in@comp.com and mobile 59\*\*\*\*32.

The session will end in 2:50  
Didn't receive any code? [Resend](#)

Verify

**User Action:** Enter the OTP received on submitted Email or Mobile Number and click on Verify button.

Admin Registration: 0000021802 (In-Process)

**Company Lookup**

Search By  
Supplier Number

Search  
224489

**Company Details**

Company Name  
SDF.

**Details of Company Administrator**

Do you have Emirates ID Number?  
 Yes  No

Passport Number