

- **Why is the vendor unable to open the portal or facing "site cannot be reached" errors?**

Vendor to Login with the Vendor code mentioned in the PO . They will receive OTP in their registered Mail Id Nad Mobile Number against their vendor code in ONGC SAP. Vendor to request Po issuing authority to update in case they don't receive OTP.

- **What is the meaning of "active POs"? Can they be from previous financial years?**

Active POs where Date of delivery (DOD) is in Future. PO with Past DOD will not show as Active POs.

- **Why does the "Get Services" button not open or fetch data?**

Service Lines items may not be maintained in the PO. Please request PO issuing authority to maintain Service line items.

- **What should be done if the PO has no fund?**

Revalidate the PO.

- **Why is data from "Get Services" not getting fetched?**

Service Lines items may not be maintained in the PO. Please request PO issuing authority to maintain Service line items in PO.

- **What if the PO has a single line item for the entire FY with monthly invoices?**

Service Line items to be maintained in PO for Monthly Work done / Payments.

- **Does the QTY entered refer to OLA quantity or PO quantity?**

Portal first will check for service line items in PO and then in the corresponding OLA. It is advisable to maintain Service Line items in the PO.

- **Why are service line items not showing in the respective PO line item?**

Service Lines items may not be maintained in the PO. Please request PO issuing authority to maintain Service line items in PO.

- **Why are no POs reflecting in the vendor's dashboard?**

After login with the vendor code mentioned in the PO . Vendor needs to click on the Active Pos to fetch all active POs against the vendor code in SAP.

- **What if service line items are mentioned in the OLA and PO is made in limits—do we need to modify the PO?**

Please maintain service line items in PO.

- **Why is the unit price wrong in the service line item?**

Services are not mentioned in PO , But the system is fetching data for OLA. Please maintain service line items in PO.

- **Why is the quantity/line item showing zero, and why is the vendor unable to put quantity?**

Services are not mentioned in PO , But the system is fetching data for OLA. Please maintain service line items in PO.

- **Can extra line items be added if not mapped with PO in SAP?**

Additional service line items can be maintained in PO.

- **What if PO is made in limits?**

e-MB portal would create e-MB record and SES only if service line items are maintained in PO  
Any SES created from PO made in Limits is unplanned payment.

- **Who will decide the service engineer, and who is the service engineer in various contract scenarios?**

Service is Engineer is the person whose CPF No. is maintained as contact person for PO in the Header Contact details . SE from his/her login can forward it to the designated SE.

- **What documents need to be uploaded on the portal?**

Documents related to work/job done to uploaded in the portal . The Total documents size should less than 5 MB.

- **Who is the site/service engineer and Project Manager?**

Service is Engineer is the person whose CPF No. is maintained as contact person for PO in the Header Contact details . SE from his/her login can forward it to the designated SE.  
SE can forward to PM (senior in the department who is looking after the work /job/project) .

- **Will login ID and password be provided, or is there another process?**

Vendor to Login with the Vendor code mentioned in the PO . They will receive OTP in their registered Mail Id Nad Mobile Number against their vendor code in ONGC SAP. ONGCians can login with their CPF No. , domain password and OTP received on their ONGC Mobile No.

- **If payment is made through FA number, is the portal required?**

No. Portal is to be used for all payments vide SES.

- **Does service to be entered as per invoice, i.e., exactly the same services for which vendor has to create invoice?**

Services in PO to be entered as per contract. Data entered in PO will be fetched to the portal. Vendor can enter only quantity of work done.

- **Will the portal be integrated with VIMS?**

No. Both are separate portals for different purpose. Both Portals are integrated with SAP.

The e-MB portal is introduced to standardize service measurement, improve auditability, and ensure traceable linkage between service execution, certification, and SAP SES creation. It establishes a single source of truth before financial posting. e-MB enforces process discipline before SES.

- **How can the vendor upload documents?**

When vendor check the small box , when can enter QTY against that line item. A tab will appear when vendor clicks on this a POP up opens as below to upload documents.

Send to Site Engineer



- **How to process in SAP before eMB Portal?**

First e-MB document is to be created in e-M portal then pushed to SAP portal for creation of SES . In SAP, the SES need to release as per the standard procedure .

- **How and when should invoices be raised?**

After creation of e-Mb and SES , Invoices to raised in the VIMS portal.

- **Can vendor create multiple e-MB at one time ?**

Vender create another e-mb record /document only after approval of the previous one.

- **What changes need to be done in SAP PO before eMB?**

Service Line items to be maintained in PO

- **Is it possible to create more than one SES from a single eMB number/batch number?**

One SES can be created from one batch. Please push one batch at a time for creation of SES .

- **What to do if a liability SES is already created and invoice is submitted later?**

All new SES is to be created from e-Mb portal.

- **Can SES be modified in SAP after eMB data is approved by PM in eMB portal?**

No.

- **How SES can be created from e-MB portal**

After approval from PM , SE from his/her login will push **One Batch at a time** (tab Create SAP SES record) to create a SES.

- **Is SES created in the e-MB portal itself?**

SES will be created in SAP . Details of SES Nos Nd EMB Nos will be available in the Audit Trail.

- **Who will create SES in the current scenario?**

After approval of e-MB document by PM . SE though his /her login can select one batch no. at a time in the tab Create SAP SES record and push it to SAP for creation of SES.

- **Do we need to log in again in SAP and create SES or will it be directly prepared from eMB?**

SES is directly created from e-MB . SES to be released in SAP as per release strategy .

- **Can the service engineer make changes in the vendor quantity, or must it be sent back to the vendor?**

No SE or PM cannot make any changes in the e-MB record .They must send it back to vender for review.

- **If in PO the contact person and indenter person is the same, who is the service engineer and who is the project manager?**

Person's CPF No maintained against contact person for PO in contact details is SE.

- **Can the vendor upload invoice only for SES creation?**

Vender needs to upload documents related to job done and not invoice in the e-mb Portal.

- **What kind of mandatory documents can be uploaded in 5 MB in e-MB portal?**

Vender needs to upload documents related to job done i. e work completion certificate , third party inspection , audit report's, delivery challans , service engineer's report etc.

- **Can the Quantities be modified in the eMB record after approval by PM?**

SE can modify the quantities in the eMB record only if:

1. The batch is already approved by PM.
2. The batch is not pushed for creation of SES or No SES is created against the batch.  
(Once SES is created against the batch then modification of quantities is not possible).

- **What is the procedure to modify the quantities in an approved eMB record?**

SE can modify the quantities in the eMB record vide his/her login:

Click on Create SAP SES Record -> Click on Create SAP Entry to get EMB batches -> Click on Request Qty Edit -> A page will open where SE can change the values cand submit for approval to PM-> PM can login and at the bottom of his/her dashboard, the record will be visible for Approve /Reject.

NOTE : Once Approved by PM the changes will be affected in the eMB record. All the events will be logged in the Audit Trail against the Batch No.