

Bulk Customer Demand Survey Database (BCDSD)



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1. Overview

1.1 About this Document

This document specifies different functionalities available in BCDSD for Bulk Customer.

1.2 How to use this Document

This document has to be used in conjunction with the application for training purpose. Otherwise, the reader will not be able to get a complete idea about the various features in the application.

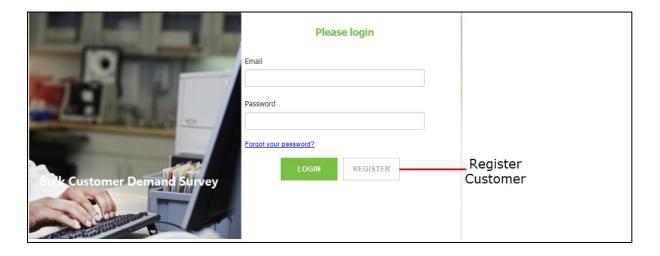
1.3 Getting Started

BCDSD is a web based application will support KAHRAMAA's bulk customers in entering the electricity and water demand data and application forms on-line, review of these forms by the various departments, and finally store it.

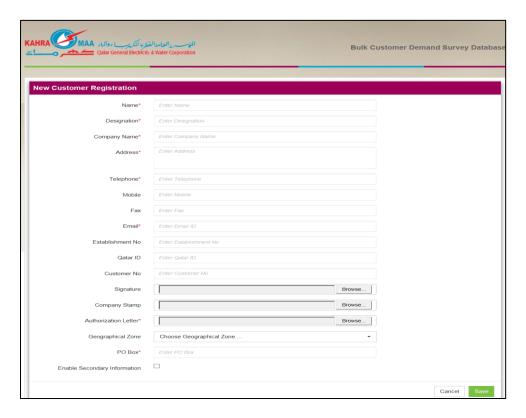
2. Register Customer

2.1 Access Customer Registration Form

Step 1: Enter the URL <u>www.bulkcustomer.km.qa</u> in the address bar of your web browser. Login window of BCDSC will be displayed as shown in the figure below.



Step 2: Click REGISTER to display the Registration window.



2.2 Enter Customer Details

Step 1: Enter the New Customer Details in the respective fields. This is the Primary Contact Details.



Note the following significant fields:

Name: Name of the customer

Designation: Designation of the Customer

Company Name: Name of the Company

Address: Address of the Customer

Telephone: Telephone number of the customer
Mobile: Mobile Number of the Customer
Fax: Fax number of the customer
Email: Email Address of the customer
Qatar ID: Unique Identification Number

Customer ID: Identification code provided by Kahramaa

PO Box: Post box number

Step 2: Click Browse... to select and upload Signature and Company Stamp from your machine.

 $oxedsymbol{i}$ You can attach images with format .jpeg.

You can only upload an image with the file size 2MP

Step 3: Select **Customer Type** and **Geographic Zone** from the respective dropdown list.

Step 4: To enter the Secondary Contact Information activate the checkbox

Enable Secondary Information

Enter Name, Designation, Company Name, Address, Telephone, Mobile, Fax, Email, Qatar ID and Kahramaa ID

The Secondary contact will be someone from Client/Company or the consultant who is assisting the Client/Company in Application submission process as well as Demand Survey submission. Once a Secondary Contact is configured with a Client/Company, the same Secondary cannot be assigned to another Primary Contact.

Once the bulk customer submits the registration, it will be sent to the Administrator. After their review and approval, the login details will be sent to the email address of the primary contact. If the **secondary contact** details were updated during bulk customer registration, the primary contact will be able to approve the secondary contact with the "Approve Secondary Customer" tab available in the Home Page. Once the secondary contact is approved, he will be able to submit the application form as well as the survey form on behalf of primary contact.

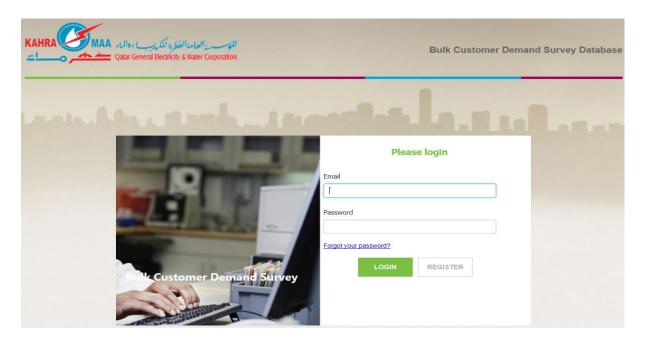
Click Cancel to close the **New Customer Registration** window without creating/saving customer.

3. Login

3.1 Login

Once the bulk customer registration is submitted and accepted, the username and an auto generated password will be sent to the bulk customer. The Bulk Customer can access the tool with these credentials. On the first login, the tool will prompt Bulk Customer to change the password.

Step 1: Enter the URL <u>www.bulkcustomer.km.qa</u> in the address bar of your web browser. Login window of BCDSC will be displayed as shown in the figure below.



Step 2: Enter the Email and Password in the respective fields.

Step 3: Click LOGIN to login to the BCDSD

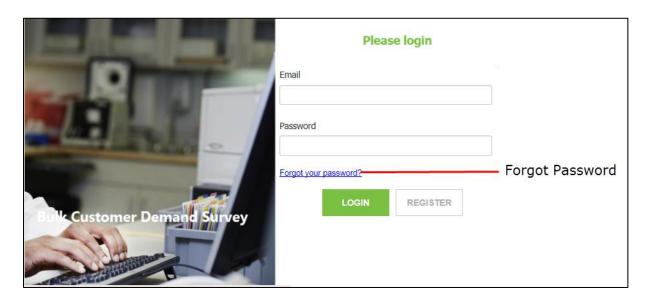
On successful login, Change Password window will display, the customer can change the auto-generated password through this window. Refer **Section 3.3** for more details.

3.2 Forgot Password

Follow the steps below if you forgot your login password:

Step 1: In the Login window, enter your Email address in the Email field.

Step 2: Click Forgot Your Password?



Step 3: A confirmation message will be displayed as in the below figure.



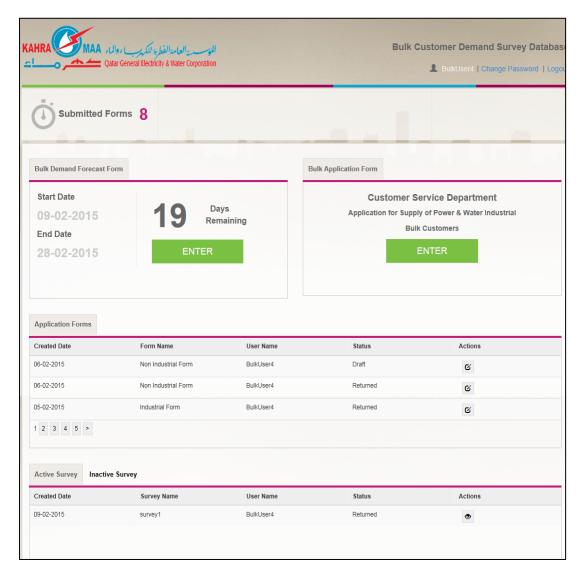
Step 4: Click Submit to reset the password.

A new password will be send to your email address. The bulk customer can login to the application with the new password.

Click Cancel to close the confirmation window without resetting the password.

3.3 Homepage

When the Bulk Customer successfully login to the application, homepage will displayed as shown in the window below.



You can submit the Bulk Application form for Electricity and Water requirement by clicking on **Enter.**

You can see the already saved (draft), submitted/completed and returned application form and survey form on the home page.

Once the application is re-opened based on your request (manual), it will be displayed on the home page with "re-opened" status.

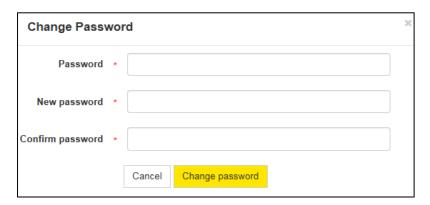
3.4 Change Password

Step 1: Click on Change Password from the homepage.

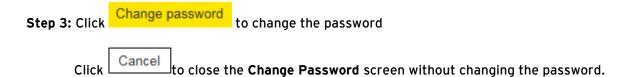


Change Password window will display as shown below.

On first login, after entering the user name and password, this window will display. The customer can change the auto-generated password.



Step 2: Enter Password, New Password and Confirm Password in the respective fields.

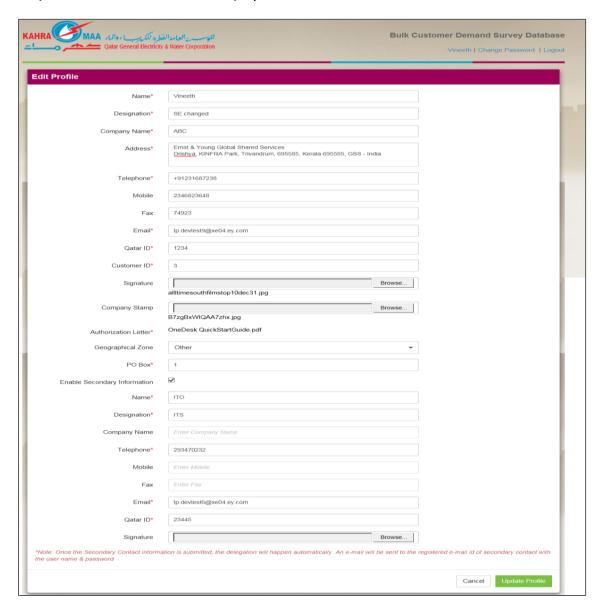


3.5 Update Profile

Step 1: Click on the User Name



Step 2: Edit Profile window will display as shown below.



Step 3: Make necessary changes in the profile details



3.6 Logout

Once you have logged into the tool, it is mandatory to logout to prevent unauthorized intervention to your access.

Click **Logout** as shown in the below figure to logout from the tool.



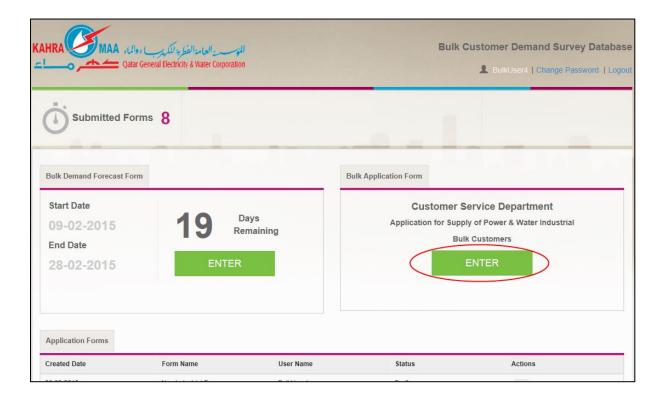
Once you are logged out from the tool, you have to re-login by entering your user name and password to access the tool.

4. Bulk Application Form

4.1 Submit Bulk Application Form

Follow the steps below to submit a Bulk Application Form.

Step 1: Click Enter from the home page as shown in the figure.



Step 2: Pop-up screen to select the **Application Form Type** will be displayed as shown in the figure below.



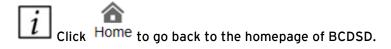
Step 3: Select the Application Form Type as Industrial or Non Industrial and click

Continue

Intro screen will be displayed as shown in the figure below.



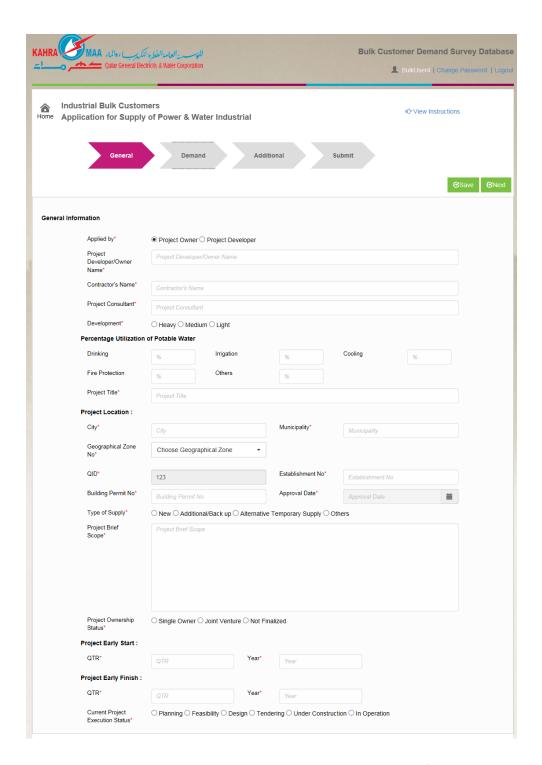
Step 4: Read the instructions and click and click and click



Click View Instructions to view the instruction of the page.

General Information

Step 5: Enter General Information regarding your application in the screen.



Step 6: Select who is submitting the application- Project Owner / Project Developer

- **Step 7:** Enter Project Owner/ Project Developer Name, Contractor's Name and Project Consultant in the respective fields.
- Step 8: Select Development class as Heavy/ Medium/ Light depending on your project size.
- Step 9: Enter the Percentage Utilization of Potable Water in the respective fields. The sum of % should be 100

- **Step 10:** Enter the **Project Location** details.
- Step 11: Select the Type of Supply as New, Additional/ Back up, Alternative Temporary Supply or Others by clicking on the respective options.
- Step 12: Enter a brief description about the project in Project Brief Scope screen.
- **Step 13:** Select the Status of Project Ownership status as **Single Owner, Joint Venture** or **Finalized**
- **Step 14:** Enter the **Project Early Start** and **Project Early Finish** in the respective fields. The quarter value should be in the range of 1 to 4
- Step 15: Enter the Current Project Execution Status from Planning, Feasibility, Design Tendering, Under Construction and In Operation.
- Step 16: Click to save the General Details you have entered. Once you have saved the details, the application form will be **Draft** Status.
- **Step 17:** Click to go to **Demand** screen. You have to enter details in all the mandatory fields to go to next screen.
 - If the form is not saved, System will validate the mandatory fields when you click on SNext. You have to fill the mandatory fields to go to the next screen.

All fields marked as * are mandatory.

Demand Details

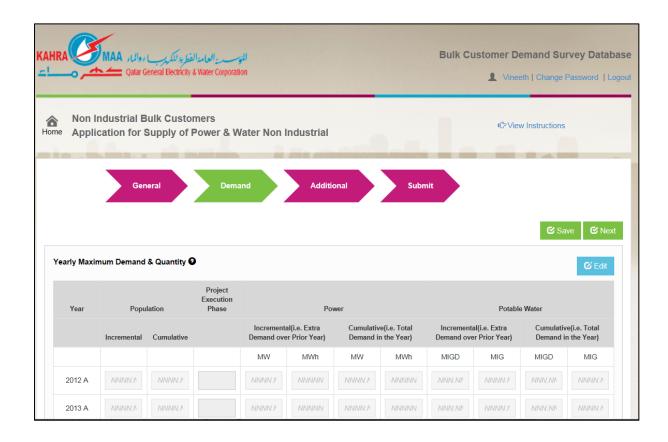
Details of quantity of Water and Power required for upcoming years and monthly split up for first year of demand will be entered in the Form.

Once the details are entered from a period, it is mandatory to enter the data from that particular point of period till the end of defined time.

The Bulk Customer can enter details for Electricity or Water or Both.

Step 18: Click From the General Information window. Demand Details window will be displayed.

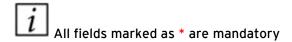
You can also access Demand window by clicking on **Demand** as shown in the figure below.



Step 19: Click to activate the fields to enter the quantity of water and power.

Step 20: Click Save to save the Demand Details you have entered.

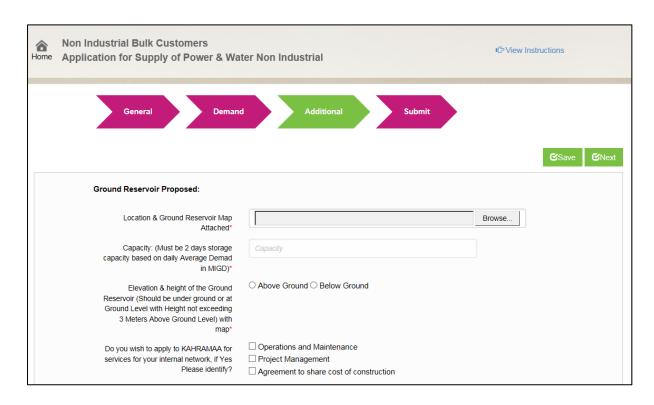
Step 21: Click to go to Additional screen. You have to enter details in all the mandatory fields to go to next screen.

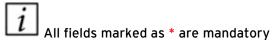


Once the values for the row is entered, the following rows will be mandatory.

Additional

Additional details like Ground Reservoir Proposed Details, Industrial Project Details, Captive Generation Details and different attachment can be included here.





Step 22: Click From the **Demand** window. Additional Details window will be displayed as shown in the figure.



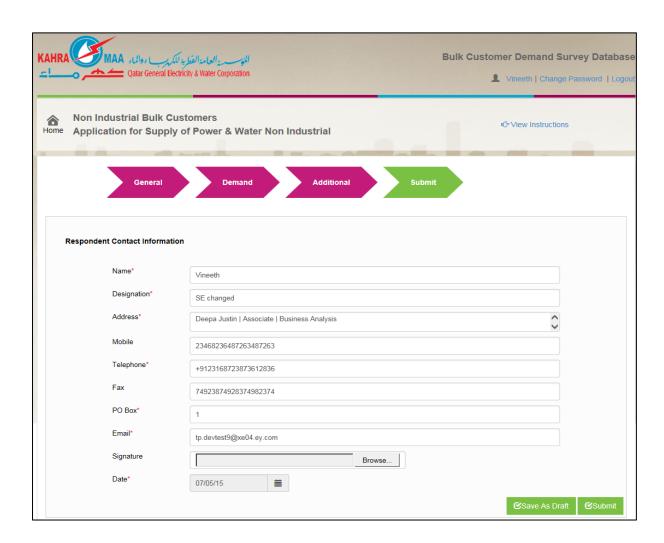
Step 24: Click Save to save the Additional Details you have entered.

Step 25: Click Next to go to Submit screen.

Submit

In the Submit screen you can enter the **Respondent's Contact** details.

Step 26: Click from the Additional window. Submit Details window will be displayed as shown in the figure. By default, the Primary contacts in person's details will be displayed. He/she can fill/change it.



Step 27: Click Submit to submit the application.

Before submitting the application, you can save the application as Draft. Click

Save As Draft
to save the details you have entered in the application.

Once the application form is submitted, click Print to take the print out of the application form.

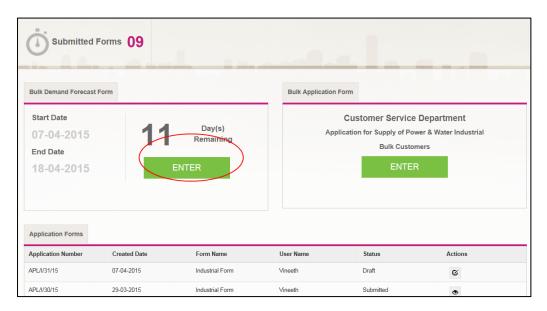
Once the application for Water and Electricity is accepted, you can proceed with the further process manually. If the application for Water and Electricity is returned, you will be notified and can make the necessary modifications in the application form and resubmit it.

5. Bulk Customer Demand Survey

The bulk customer demand survey will have a start date and end date. On the start date of the survey, the notification mails will be sent to the registered bulk customers. There will be a predefined template for the survey. The bulk customers will receive reminder mail until the end date of the survey, if you have not submitted it The bulk customer will not be able to submit the survey, if the timeline is passed.

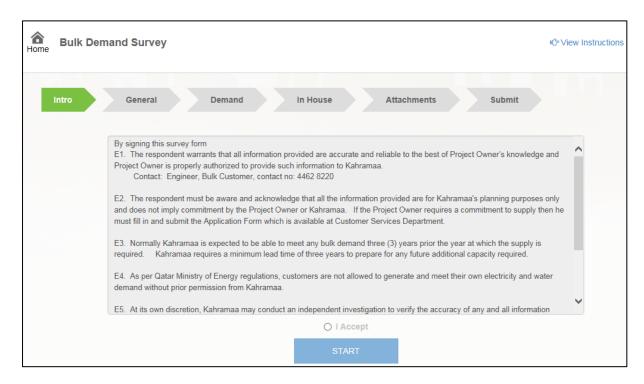
5.1 Submit Survey

Once a survey is published, a mail will be triggered to the bulk customer. Homepage of Bulk customer will display as shown in the figure below.



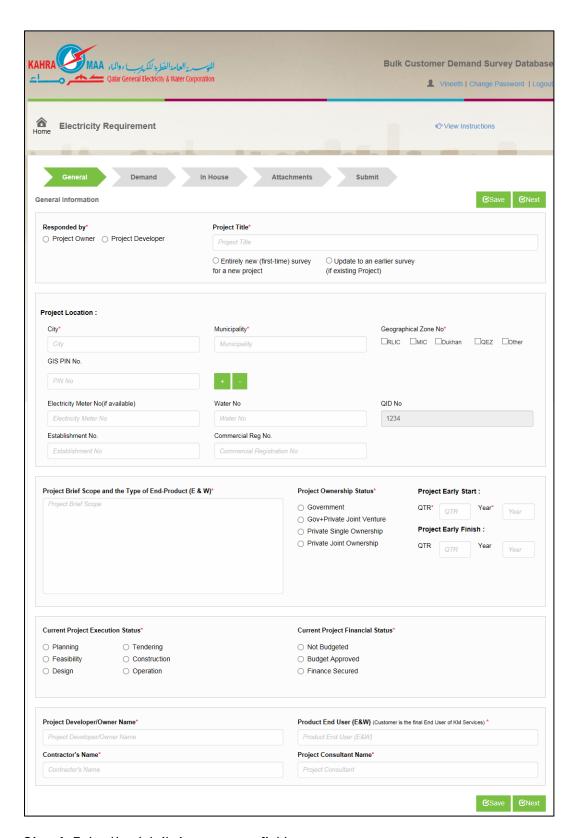
Active Bulk Demand Forecast Form will display as shown in the figure below.

Step 1: Click ENTER corresponding to the Bulk Demand Forecast Form. Disclaimer will be displayed as shown below.

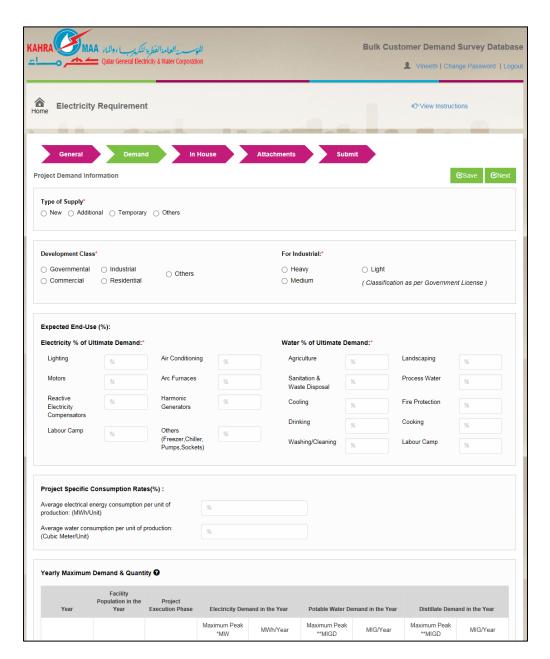


Step 2: Read the disclaimer and click

Step 3: Click START to display the display the General Details tab.

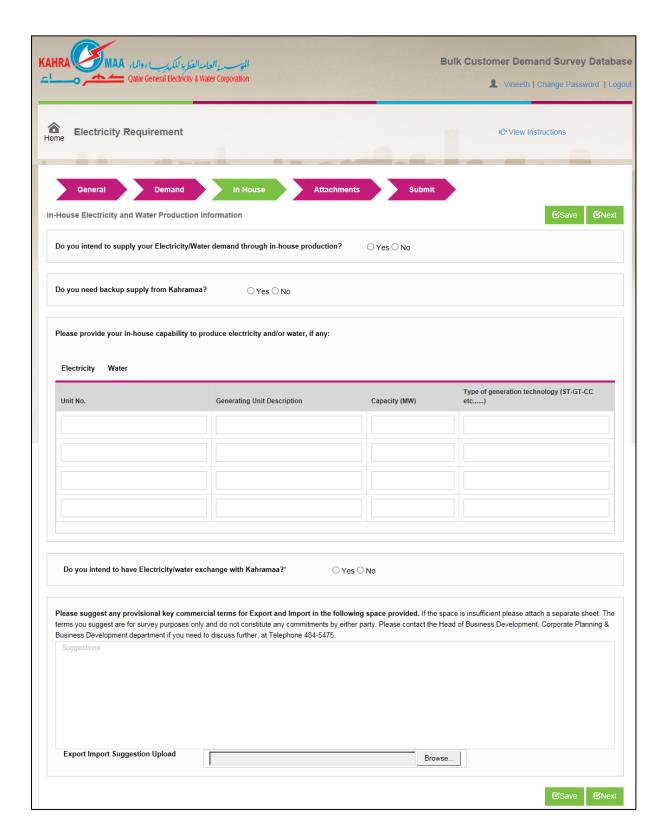


Step 4: Enter the details in necessary fields.



Step 6: Enter the Project Demand Information in the respective fields.





Step 8: Enter the In House Electricity and Water Information in the respective fields.

Step 9: If you have electricity/ water exchange available with Kahramaa select Yes. Else click No Do you intend to have Electricity/water exchange with Kahramaa?* \bigcirc Yes \bigcirc No

Step 10: Click Browse... to attach the documents.

Fields marked as * are mandatory.

Step 11: Click Save to save the details in draft.

Click Vext to go to Attachments screen.

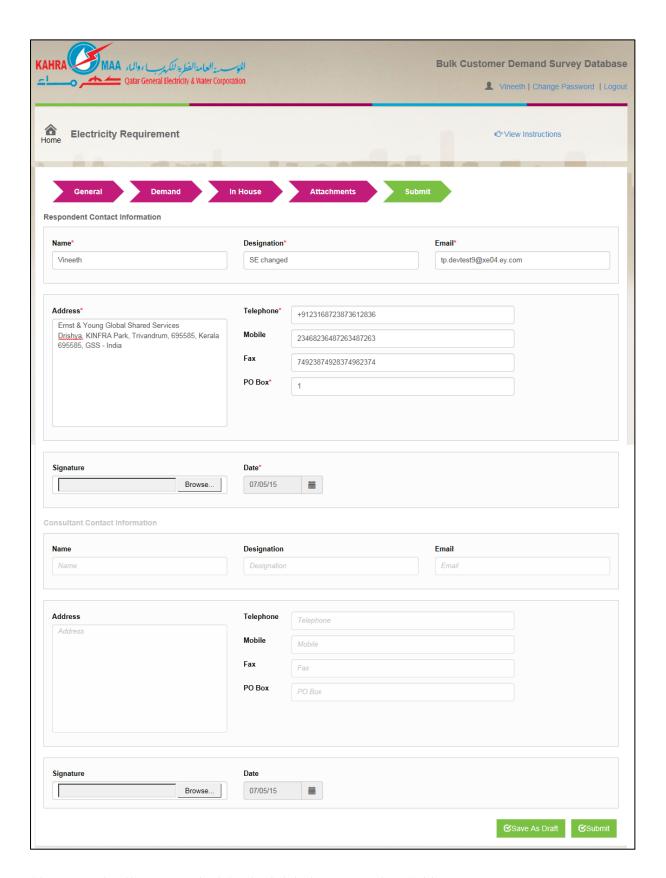


Step 12: Click Browse... to attach Project Location Map (Hardcopy & Electronic digital Auto Cad files Copies), Project Master Schedule, Yearly Load Demand Curves and Proposed Electricity & Water Exchange Terms.

Step 13: Click Save to save the details in draft.

Click to go to **Submit** screen.

Once the survey is submitted status will change to submitted status and a consolidated mail about the submitted survey details will send to the Survey Administrator.



Step 14: Enter the Respondent Contact details in respective fields.

Step 15: Click

Click

Click

Click

Save As Draft

to save the details in draft.

Click

Once the Bulk Demand Survey Form is accepted or returned, you will be notified. If the survey form is returned, you will be notified and you can make the necessary modifications in the form and resubmit it.