

FREQUENTLY ASKED QUESTIONS:

e-BIDDING & e-PROCUREMENT

A. TRANSITION TO NEW SYSTEM IN JANUARY 2012

B. BIDDING & OPERATIONAL PROCUREMENT

C. SRM – SUPPLIER SELF SERVICE (SUS)

A. TRANSITION TO NEW SYSTEM IN JANUARY 2012

Transition to New System January 2012

1. [Is the PO number previously in PePP remains the same in SUS?](#)
2. [What is the timeframe to submit manual invoice during cut over period?](#)
3. [What document that need to be attached together with the manual invoice](#)
4. [Will the hands-on training be conducted? How many representatives from vendor can attend the session?](#)
5. [Do PETRONAS users understand the new system?](#)
6. [During cutover period, do vendors need to submit Shipping Notification when delivering item to PETRONAS?](#)
7. [During cutover period, how can vendor submit the invoices for items that have already been accepted?](#)
8. [What will happen to POs received by vendors but which have not been acted on yet?](#)
9. [What will happen to the RFQ issued by other than 8 affected OPU's after cut over date?](#)
10. [Will MLNG & ABF still be using PePP?](#)
11. [During cutover period, how can vendors submit the invoice for services that have already been accepted?](#)

B. BIDDING AND OPERATIONAL PROCUREMENT

Bidding

1. [Online bid invitation – is the bid open to public or for those vendor that has licensed/registered under certain SWEC?](#)
2. [How to get invitation of eRFx?](#)
3. [What is the process to request for extension of bid closing date?](#)
4. [What is the process if vendor to propose alternative offer?](#)
5. [If bidding unsuccessful, any email notification?](#)
6. [Respond to RFQ, does vendor need to attach scan copy of manual quotation with company letterhead?](#)
7. [Who will be invited for RFX?](#)
8. [Can buyer view the quotation submitted before or after closing date?](#)
9. [Is it allowable for user to ask for discount after bid submission?](#)
10. [Invitation to bid for tendering can be done online?](#)
11. [Who will receive notification of RFx if the company has many focal person?](#)
12. [Invitation to Bid under Umbrella Contract will be done in SUS or not?](#)
13. [Is the RFx applicable for Marine Services?](#)
14. [Email notification will be sent to which email address?](#)
15. [Can vendor attach their own quotation in the RFx beside online quotation?](#)
16. [Can vendor quote partial quantity in the RFx?](#)
17. [How to handle items with different delivery date in one quotation?](#)
18. [How to submit the technical clarification for the RFQ?](#)
19. [Can vendor print the Quotation submitted to PETRONAS?](#)
20. [Does the new system have Auction functionality?](#)
21. [Any item price validity in RFQ?](#)
22. [Can vendor withdraw the RFQ after they click participate?](#)

POs

1. [Currently, for vendor who has contract, PO & DO will be sent through email. How about in the future?](#)
2. [How will vendor be notified about payment?](#)
3. [KPI set to users on good delivery and acceptance?](#)
4. [Does vendor need to submit report \(JCT – Job Completion Ticket \) via online to Carigali?](#)
5. [Does the vendor need to call PETRONAS for new PO?](#)
6. [How to submit Down Payment in new system?](#)
7. [What happens if Vendor is unable to commit on the delivery date after received PO?](#)
8. [Can SUS handle partial acceptance?](#)
9. [PO awarded to vendor and SN is rejected due to unsatisfactory of items delivered as there will be no manual transaction?](#)
10. [Can vendor change the PO?](#)
11. [How system calculates the delivery days? Is it based on calendar days or working days?](#)
12. [Is the new system applicable for milestone scenario?](#)
13. [How does vendor know that they are SUS suppliers?](#)
14. [The current system \(PePP\) has report for vendor to monitor the PO. Does SUS provide such report?](#)
15. [How about OPUs that have Price Agreement and the price in PO is different from price in Price Agreement?](#)
16. [Is Security certificate still required for SUS?](#)

Goods Receipt & Service Confirmation

1. [How to inform user that vendor has achieved the 1st milestones?](#)
2. [Does PETRONAS user need to inform vendor once Goods Receipt is done?](#)
3. [How many email notification can be received by vendor?](#)
4. [What should vendor do if there is any change to the PO after GRN is created?](#)

Invoicing

1. [How long vendor receive payment after invoice submission?](#)
2. [How to provide Bank Account for direct payment?](#)
3. [Vendor has more than one bank account. Which bank account user should bank in?](#)
4. [Do we need to submit any attachment during Invoice submission?](#)
5. [How to submit invoice as vendor did not receive a PO but LOC \(Letter of Credit\) from PETRONAS?](#)

Non SUS

1. [The company is Active with PETLIN which is not the 8 effected companies. What system to be used?](#)
2. [Does the vendor require to use PKI \(certificate\) for other OPUs \(besides 8 OPU's\)?](#)

C. SRM –SUPPLIER RELATIONSHIP MANAGEMENT

SRM – Supplier Self Service (SUS)

1. [Will the new system integrate with CAPS?](#)
2. [Company has 3 different departments. Does the company need to use the same or different ID & password?](#)
3. [Can the system send email notification to vendor once RFQ is received by PETRONAS?](#)
4. [Change PO functionality available in SUS?](#)
5. [Is the name of PETRONAS focal person available in SUS?](#)
6. [Date of delivery earlier than date of PO. Can the system create a function to detect error on the user side?](#)
7. [How to find RFQ number in SUS?](#)
8. [How to participate online bidding \(Auction\) if PCSB will be using SUS?](#)
9. [Is there any print function in SUS?](#)
10. [How about the security certificate in SUS?](#)
11. [What is system requirement for the new system?](#)
12. [Will SUS implement the same function in PePP?](#)
13. [Is there any email notification for SES, SN, etc?](#)
14. [Can vendor use same ID & password for PePP in SUS?](#)
15. [Can vendor add multiple authorized ID?](#)
16. [What is 'C folder'?](#)
17. [Can company create multiple ID?](#)

18. [What will happen if there is any internet connection problem that affected company's RFQ submission?](#)
19. [Who will assign SUS ID?](#)
20. [Does system determine the delivery date when vendor acknowledge the PO?](#)
21. [How to check payment status in new system?](#)
22. [Can vendor share one ID to perform all activities?](#)
23. [How to control access for SRM SUS ID?](#)
24. [Does SUS have PO status like PePP?](#)
25. [When will the other than the 8 OPUs implement SUS?](#)
26. [Who is the support team for SUS?](#)
27. [Is the payment term still the same in SUS?](#)
28. [Is the system accepting partial delivery?](#)
29. [Can vendor access SUS from few PCs at the same time?](#)

[TOP OF PAGE](#)

TRANSITION TO NEW SYSTEM IN JANUARY 2012

1. Is the PO number previously in PePP remains the same in SUS?

No, the 3rd digit of the PO number in SUS will be changed to '1' from the PePP PO number, as illustrated below:

PO number in PePP: xx0xxxxxxx

PO number in SUS : xx1xxxxxxx

2. What is the timeframe to submit manual invoice during cut over period?

From 14/12/11 to 31/12/11.

3. What document that need to be attached together with the manual invoice

For delivery of material, need to attach a Copy of Delivery Order duly signed by PETRONAS user. For service, attach service completion certificate/job completion ticket duly signed by PETRONAS user.

4. Will the hands-on training be conducted? How many representatives from vendor can attend the session?

Yes, hands on training will be conducted for ROS and SUS in separate session. Maximum two (2) representatives from vendor can attend the session.

5. Do PETRONAS users understand the new system?

Yes. They have been trained on the new system.

6. During cutover period, do vendors need to submit Shipping Notification when delivering item to PETRONAS?

No, because PePP has been frozen during cut over period. Vendor just needs to submit delivery order when delivering the item. PETRONAS user will create GRN in new SUS system from 1st January 2012 onwards.

7. During cutover period, how can vendor submit the invoices for items that have already been accepted?

If GRN is done before cutover period, vendor can submit manual invoice to Finance. If GRN has yet to be done before cutover period, vendor only can submit e-invoice after PETRONAS user create GRN in new SUS system from 1st January 2012.

8. What will happen to POs received by vendors but which have not been acted on yet?

The POs will be migrated to the new SUS system.

9. What will happen to the RFQ issued by other than 8 affected OPUs after cut over date?

These OPUs are not affected and transactions with them will be based on business as usual.

10. Will MLNG & ABF still be using PePP?

Yes

11. During cutover period, how can vendors submit the invoice for services that have already been accepted?

If Service Acceptance (SA) has been created before cutover period, vendor can submit manual invoice to Finance. If SA has yet to be created before cutover period, vendor has to create Service Confirmation in new SUS system from 1st January 2012 before e-invoice submission through SUS system. Refer matrix Scenario during cutover period in Vendor Engagement Presentation Pack in PePP and PETRONAS website.

BIDDING & OPERATIONAL PROCUREMENT

- 1. Online bid invitation – is the bid open to public or for those vendor that has licensed/registered under certain SWEC?**
Bid open only for those vendor who has registered/license with the SWEC.
- 2. Currently, for vendor who has contract, PO & DO will be sent through email. How about in the future?**
Vendor does not require to send PO & DO through email.
- 3. How will vendor be notified about payment?**
Same as current- via email notification.
- 4. How to get invitation of eRFx?**
Invitation will be sent through email and SUS portal.
- 5. KPI set to users on good delivery and acceptance?**
Generally, KPI for GRN is 7 working days, while SES is 14 working days.
- 6. What is the process to request for extension of bid closing date?**
Request for extension of bid closing date shall be sent through fax.
- 7. What is the process if vendor to propose alternative offer?**
Vendor need to submit base bid first. Vendor may propose substitute/alternative offer.
- 8. How long vendor receive payment after invoice submission?**
Subject to payment term specified in PO/Contract.
- 9. How to inform user that vendor has achieved the 1st milestones?**
Vendor need to create Service Confirmation in SUS system.
- 10. If bidding unsuccessful, any email notification?**
No email notification will be sent on unsuccessful bidding.
- 11. Respond to RFQ, does vendor need to attach scan copy of manual quotation with company letterhead?**
Not required.
- 12. Who will be invited for RFX?**
All registered/licensed vendors in respective SWEC are eligible to be invited.
- 13. Can buyer view the quotation submitted before or after closing date?**
Buyer ONLY can view quotation submitted after bid closing date.
- 14. How to provide Bank Account for direct payment?**
Bank account shall be provided in ROS.
- 15. Vendor has more than one bank account. Which bank account user should bank in?**
Vendor has the option to specify which bank account to use during creation of invoice.
- 16. Is it allowable for user to ask for discount after bid submission?**
Yes.
- 17. Does vendor need to submit report (JCT – Job Completion Ticket) via online to Carigali?**
Have to submit the JCT manually.
- 18. Invitation to bid for tendering can be done online?**
If you receive online bidding invitation, then the following exercise will be on line. Otherwise, it will remain as manual.
- 19. Who will receive notification of RFx if the company has many focal person?**
Email notification will be sent to registered email of the vendor as registered in ROS.

20. Invitation to Bid under Umbrella Contract will be done in SUS or not?

If you receive online bidding invitation, then the following exercise will be on line. Otherwise, it will remain as manual.

21. Does the vendor require to use PKI (certificate) for other OPU's (besides 8 OPU's)?

Yes, required to use PKI (Certificate) because they are still using PePP.

22. Does the vendor need to call PETRONAS for new PO?

No, as vendor will receive email notification from PETRONAS.

23. Is the RFX applicable for Marine Services?

If you receive online bidding invitation, then the following exercise will be on line. Otherwise, it will remain as manual.

24. How to submit Down Payment in new system?

Down Payment functionality will only be available from October 2012.

25. Does PETRONAS user need to inform vendor once Goods Receipt is done?

Vendor will be notified through email and at the same time vendor can check status in SUS.

26. Email notification will be sent to which email address?

Vendor will receive email notification based on email address maintained in ROS.

27. How many email notification can be received by vendor?

Only one email notification can be received by vendor.

28. Can vendor attach their own quotation in the RFX beside online quotation?

Yes but not required.

29. Can vendor quote partial quantity in the RFX?

Not allowed

30. What happens if Vendor is unable to commit on the delivery date after received PO?

Vendor to communicate with PETRONAS.

31. Can SUS handle partial acceptance?

Yes, the functionality is available in new system

32. PO awarded to vendor and SN is rejected due to unsatisfactory of items delivered as there will be no manual transaction?

This situation can be avoided during bidding stage whereby bidder will be instructed to submit sample of the item for evaluation prior to award.

33. How to handle items with different delivery date in one quotation?

Vendor can update delivery days based on items level in the new system

34. Do we need to submit any attachment during Invoice submission?

No.

35. How to submit the technical clarification for the RFQ?

Submission of technical clarification should be done through fax.

36. How to submit invoice as vendor did not receive a PO but LOC (Letter of Credit) from PETRONAS?

Vendor to submit manual invoice to PETRONAS (Finance)

37. Can vendor print the Quotation submitted to PETRONAS?

No but vendor can capture the screen and save it in vendor's PC.

38. Can vendor change the PO?

No.

39. How system calculates the delivery days? Is it based on calendar days or working days?

Calendar days

40. Is the new system applicable for milestone scenario?

Yes

41. How does vendor know that they are SUS suppliers?

It is stated in email notification.

42. What should vendor do if there is any change to the PO after GRN is created?

Vendor needs to liaise with purchaser/user if there is any change to the PO.

43. The current system (PePP) has report for vendor to monitor the PO. Does SUS provide such report?

There is no report in SUS but vendor can click on the link at 'HOME' page i.e Purchase Order 'ALL' link and system will list the POs.

44. How about OPUs that have Price Agreement and the price in PO is different from price in Price Agreement?

If vendor has Price Agreement with PETRONAS, the price will be fixed (as agreed in Price Agreement) for all POs.

45. Does the new system have Auction functionality?

Not on 1st Jan 2012 (1st Phase). It will be implemented in the next phase.

46. Any item price validity in RFQ?

Yes and the information will be put under item notes.

47. The company is Active with PETLIN which not the 8 effected companies. What system to be used?

The company should use the current system, PePP

48. Can vendor withdraw the RFQ after they click participate?

Yes

49. Is Security certificate still required for SUS?

No

[TOP OF PAGE](#)

SRM - SUPPLIER SELF SERVICE SYSTEM

1. Will the new system integrate with CAPS?

Yes

2. Company has 3 different departments. Does the company need to use the same or different ID & password?

Vendor may create multiple Id & password for different focal person.

3. Can the system send email notification to vendor once RFQ is received by PETRONAS?

No email notification but the status is available in the new system.

4. Change PO functionality available in SUS?

No. Vendor cannot change PO in SUS.

5. Is the name of PETRONAS focal person available in SUS?

Yes.

6. Date of delivery earlier than date of PO. To create function to detect error in user side.

The situation will not happen because system will automatically calculate the delivery date based on PO creation date + delivery days proposed in RFX.

7. How to find RFQ number in SUS?

In SUS RFQ number is represented by Event Number which starts with 6 series number (6xxxxxxxx).

8. How to participate online bidding (Auction) if PCSB will be using SUS?

Online bidding (Auction) will be done in PePP while waiting the availability of online bidding (Auction) functionality in SUS.

9. Is there any print function in SUS?

There is no print function in SUS. The related document in SUS i.e RFQ, RFQ Response, PO, GRN, Service Confirmation & invoice can be downloaded as PDF format. Vendor then can print that document from vendor' PC.

10. How about the security certificate in SUS?

No security certificate required.

11. What is system requirement for the new system?

Maximum Internet Explorer 8 (IE8) or Mozilla Firefox 3.6.

12. Is SUS will implement the same function in PePP?

Yes except that there is no more Shipping Notification for material delivery.

13. Is there any email notification for SES, SN, etc?

Yes

14. Can vendor use same ID & password for PePP in SUS?

ID should be different for both systems. Password depends on company.

15. Can vendor add multiple authorized ID?

Yes, Jan 2012, vendor will get temporary ID & password. To create admin ID and the Admin ID can create other ID for other role.

16. What is 'C folder'?

'C folder' in SUS is used for submission of technical proposal by vendor for 2-Tier RFX.

17. Can company create multiple ID?

Yes.

18. What will happen if there is any internet connection problem that affected company's RFQ submission?

Vendor is required to contact respective purchaser.

19. Who will assign SUS ID?

Vendor will received 1 master ID from PETRONAS and vendor can create/assign other IDs and password.

20. Does system determine the delivery date when vendor acknowledge the PO?

No, delivery date is PO creation date plus delivery days, as determine by vendor in the quotation(RFQ).

21. How to check payment status in new system?

Vendor can click "Check Payment Status" in eInvoice screen.

22. Can vendor share one ID to perform all activities?

Suggestion to create one ID for each user based on their roles.

23. How to control access for SRM ROS & SUS ID?

Based on roles and for quotation we suggest vendor to get manual approval before their staff submit quotation in system.

24. Does SUS has PO status like PePP?

Yes, SUS has PO status.

25. When will the other than 8 OPU's implementing SUS?

Target to be in 2014, all OPU's will use SUS.

26. Who is the support team for SUS?

iPerintis – 03-23313330/ 03-20513330

27. Is the payment term still the same in SUS?

Yes

28. Is the system accepting partial delivery?

Yes.

29. Can vendor access SUS from few PCs at the same time?

Yes.

[TOP OF PAGE](#)