

FREQUENTLY ASKED QUESTION (FAQ)

FOR PETRONAS LICENSED & REGISTERED VENDOR

LICENSING AND REGISTRATION		
Applications and Renewals		
	Question	Answer
1.	How to check the status of the application submitted?	Email notifications will be sent upon submission, evaluation, further finding, approved and/or disapproved. Alternatively, vendor should be able to view their current summary application status in SUS portal.
2.	If the External Bodies' certificates has expired (e.g CIDB cert), can the certificate be used when submitting the application?	No, all certificates must be valid upon submission. Vendor is obligated to ensure their external bodies' certificates are valid at all time throughout the validity of their PETRONAS License/Registration period.
3.	Are supporting documents such as bank statements, MOF certificate required to be submitted in the new system?	No. Bank statements and MOF certificate are no longer required to be submitted.
4.	Is there a grace period for extension of scope?	No, there is no grace period. Company can submit application for extension of scope anytime provided that the previous application has been completed.
5.	Is attachment for Cheque Signatories still required?	Yes. The Bank Account Cheque Signatories must consist of the following : I. Type of account i.e. Current Account, II. Company's name, III. Bank's name, IV. Bank account no., V. Verified and officially endorsed by the bank.
6.	Is the pre-requisite for Lembaga Pelesenan Kenderaan Perdagangan (LPKP) still required?	Depending on the SWEC requirement.
7.	A company has renewed its Registration and wish to upgrade the Registration to License. Will the Registration still hold valid status once the new License is approved? How much is the License fee?	Once PETRONAS has approved the vendor's application to upgrade from Registration to License, the company's PETRONAS Registration status will then be automatically upgraded to License and the License validity

		<p>start date will be based on the first SWEC approved for the period of three (3) years. License fee will be based on the company's paid-up capital.</p> <table border="1"> <thead> <tr> <th>Paid-up capital</th> <th>Annual License fee</th> </tr> </thead> <tbody> <tr> <td>RM 100,000 – RM 1,000,000</td> <td>RM 250</td> </tr> <tr> <td>Above RM 1,000,000 - RM5,000,000</td> <td>RM 500</td> </tr> <tr> <td>Above RM 5,000,000</td> <td>RM 1,000</td> </tr> </tbody> </table>	Paid-up capital	Annual License fee	RM 100,000 – RM 1,000,000	RM 250	Above RM 1,000,000 - RM5,000,000	RM 500	Above RM 5,000,000	RM 1,000
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8.	A company has obtained Manufacturer status from MOF. Since the requirement for MOF has been removed, how does PETRONAS differentiate between manufacturer and trader?	<p>Each SWEC has its own mode of operation and requirements. If a company is capable to operate as a manufacturer, vendor may apply as a manufacturer for the relevant SWEC. Licensing & Registration Section (LRS) shall then conduct a technical assessment on the company before recommending an application with mode of operation 'Manufacturer'. (Note: A company which has obtained Manufacturer status from MOF may not necessarily be approved as 'manufacturer' mode of operation by PETRONAS).</p>								
9.	If company's License/Registration is cancelled, is there any notification to vendor?	<p>Application for Cancellation of License/Registration will be submitted by company with justification. Upon approval by PETRONAS, email notification will be sent to company.</p>								
10.	Must the key personnel be a permanent staff of the company?	Not necessarily.								
11.	Is it necessary/mandatory to insert EPF contribution no. & EPF contribution for the staff?	<p>No. EPF is no longer part of the requirement for PETRONAS Licensing/Registration. However, vendor is advised to observe and ensure compliance to the Malaysian Labour Law.</p>								
12.	Is it compulsory to submit HSE & Quality certification?	<p>Not compulsory for company to submit HSE certification but compulsory for company to submit HSE Policy. Company to submit HSE Policy during New, Renew & Upgrade from Registration to License application.</p>								

		<p>Requirement to submit Quality certification depends on the SWEC requirement.</p> <p>Note : The HSE Policy submitted must comprises of all the three (3) Health, Safety & Environmental aspect.</p>
13.	What is the percentage of Bumiputera equity for consultant?	Depending on the SWEC requirement.
14.	What is the minimum coverage area for Exclusive Agency Appointment letter?	The Exclusive Agency Appointment letter must at least cover the Malaysia's oil and gas industry. Appointment based on regional (for example East Malaysia or West Malaysia) is not accepted. Appointment on project basis only is not accepted.
15.	Electrical SWEC requirement require company to be Licensed with Suruhanjaya Tenaga but Sarawak has different certificate. How do we go about that?	As stated in SWEC MTR, any document that is equivalent to that of the requirement may be consider provided that the document is still within its validity period.
16.	Company unable to submit the application Update Company Profile due to webpage error (cannot view properly). Is it because of the browser version?	<p>Pre-requisite internet browser are Internet Explorer 11 or Mozilla Firefox 42. If the problem persist, kindly contact ICT Service Desk :</p> <p>ict.servicedesk@petronas.com.my</p>
17.	Can the Shareholder/Director be in more than 1 company?	Yes, but with different SWEC code.
18.	Does company need to meet Bumiputera participation even though the company is sole proprietor?	Yes.
19.	Shareholder not consistent between ROS vs CCM. How do we go about it?	The details for Shareholders must be tally in both ROS system and CCM report. Thus, necessary update should be made by the vendor to CCM.
20.	How long is the respond time for lrs_enquiries?	7 working days.

21.	How long does it take to process the New / Renewal / Upgrade from R to L applications ?	Renewal application will take up to three (3) to six (6) working weeks; I. application for Strategic SWEC is one and a half (1 ½) months after the application date; II. application for General SWEC is three (3) weeks after the application date. Application with mode of operation that requires site visit is at least 3 months.
22.	How to attach the additional SSM Report?	In SUS Portal, vendors may click: Company tab > Click on SSM/Additional Document and attach.
23.	Are all application related to PETRONAS' License/Registration available online ?	Yes. Manual submission is no longer applicable.
24.	Annual Audited Report should be update yearly or during renewal?	Company has to update the latest Annual Audited Report during renewal.
25.	Can company under the LLP (Limited Liability Partnership) register as a PETRONAS vendor?	No. Company must be registered with the Registrar of Companies (ROC) as "Sdn Bhd" (i.e. private incorporated) or "Berhad/Bhd" (i.e. public incorporated) company or Land Surveyor, Quantity Surveyor, Architect or other related professional bodies.
26.	What is PETRONAS' definition on the 'Management' position ?	Employees (permanent and contract) sitting in managerial positions and above e.g. holding executive directors or working-position directors in the company.
27.	Is it still mandatory for the vendor to submit their Management Organization Chart ?	No. The Management Organization Chart is no longer part of the requirement for PETRONAS Licensing/Registration. However, vendor is obligated to declare their management personnel accordingly in the ROS system.

SWEC		
	Question	Answer
1.	Can both Licensed & Registered company apply for strategic SWEC?	Yes. Provided they can comply with the SWEC requirements.
2.	Can vendor submit application for another company with the same Director/Shareholder for the same SWEC?	No, there will be conflict of interest. Allowable if both companies are applying for different SWEC.
3.	How to apply SWEC which is frozen in the new system?	Vendors are not allowed to apply for SWEC which are frozen.
4.	How long is the duration to process the application?	<p>I. Application for Strategic SWEC is one and a half (1 ½) months after the application date.</p> <p>II. Application for General SWEC is three (3) weeks after the application date.</p> <p>Application with mode of operation that requires site visit is at least 3 months.</p>
5.	How long does it take to process an application for Cancellation of Scope / License / Registration ?	14 Working days.
6.	What are the required document for the Cancellation of Scope / License / Registration ?	<p>The mandatory document for the submission of Cancellation of Scope/License/Registration is as per the following :</p> <p>I. Application must be requested by the company through an Authorized Director by means of an OFFICIAL LETTER complete with the following criteria;</p> <ul style="list-style-type: none"> • Authorized person must be from the managing director or director representing majority shareholder, • Further justification for the above cancellation request, • Confirmation on any ongoing contracts under the SWECs applied by the company.
7.	Company A & B both licensed with PETRONAS. They plan to combine & create new entity, Company C. Currently both company have different	Yes.

	SWEC. Can Company C apply new different SWEC?	
8.	Can vendor submit request for SWEC creation?	No, creation of SWEC is an internal process in PETRONAS.
9.	Is there any opportunity to apply for a fraction of the integrated scope in a SWEC and warrant for flexibility of the MTR?	No, vendor is required to undertake the full scope of a SWEC and the application will be rejected in the event of non-compliance to any one (1) of the requirements stated in the MTR(s).
10.	Can vendor request to remove a registration requirement (e.g. DOSH, CIDB, BEM etc.) that is not directly related to the scope of work of the SWEC as clarified by the regulatory body?	No. SWEC requirements are established in consultation with the technical Subject Matter Experts (SMEs). The registration requirement may have been deemed necessary in order to evaluate the vendor's capability.
11.	Vendor has a key personnel (e.g. specialist, engineer, technical manager etc.) with no degree in qualification but possessed more than 10 years' experience in the scope of work. Will PETRONAS consider the proposal?	No. The requirement for qualification is independent from the experience. SWEC requirements are established in consultation with the technical Subject Matter Experts (SMEs). The requirement may have been deemed necessary in order to evaluate the vendor's capability.
12.	In the event that there is discrepancy of SWEC or MTR information in PETRONAS corporate website against the ROS/SUS system, which information prevail ?	Vendor is advised make reference of the latest SWEC and MTR list in PETRONAS corporate website at : http://www.petronas.com And To logged a report to LRS via the following: Tel: 603-23313330 E-mail: lrs_enquiries@petronas.com
13.	Why can't vendor find a particular SWEC that was previously exist?	PETRONAS is continuously improving the SWEC effectiveness to support its business needs which include reviewing the SWEC structure as well as enhancement of relevant MTR. Vendor is advised to always refer to the latest SWEC and MTR list in PETRONAS corporate website at : http://www.petronas.com

14.	If the MTR is available only for the minimum Mode Of Operation (MOO), does that mean that no MTR is applicable to other higher MOO? [for Product SWEC]	Yes, MTR is developed for each SWEC according to the applicable MOO. However, for Product SWEC, vendor will be subjected to a technical assessment for application of the following MOO : <ul style="list-style-type: none"> I. Fabricator, II. Assembler III. Packager IV. Chemical Blender V. System Integrator VI. Manufacturer
15.	Is there any checklist available for vendor's reference prior to a technical assessment to their factory / yard / workshop ?	Yes. The vendor checklist will be distributed prior to the technical assessment so as to enable the vendor to familiarize themselves on the criteria that will be assess during the technical assessment.
16.	Vendor is unable to remain licensed/registered in a particular SWEC arising from an enhancement exercise that resulted to a revision of MTR or the SWEC has been deleted. Will there be any consideration for an exception or option to revert to original state?	Any decision to review SWEC has undergone a diligent process which has been agreed by all relevant parties involved. Where necessary, prior notice and/or special condition will be imposed accordingly to the affected vendors upon which PETRONAS will not entertain exceptional request(s).
17.	What does 'Frozen' SWEC means?	Frozen SWEC indicates that the scope is being managed internally within PETRONAS. However, the requirement may be reviewed occasionally from time to time.
18.	What is SWEC alert?	SWEC alert is a notification from PETRONAS to highlight any new information regarding the SWEC. Vendor is advised to click on the information icon to view the notification as it may highlight pertinent updates regarding the SWEC.
19.	Can vendor request for a face to face meeting with the SWEC team to discuss on a particular topic?	Vendor is advised to direct any enquiries or obtain consultation service with regards to PETRONAS licensing and registration (including SWEC) via the following: Tel: 603-23313330 E-mail: lrs_enquiries@petronas.com
20.	Why do PETRONAS still have MTR for simple product? E.g. CCTV.	To ensure capabilities of the service provider.

21.	Can the personnel is from JV, consultant, partner and not employed by the company?	No. Employee must be employed by the vendor with employment status being either Permanent or Contract.
22.	How to add more SWEC?	<p>Vendors can apply online through the SUS system via the following applications :</p> <ul style="list-style-type: none"> I. Extend Scope, II. Renewal, III. Upgrade from R to L
23.	Can a vendor propose more than one vessel/rig for a single SWEC code ?	Yes. Provided that the vendor declare the name of both of the vessels/rigs at the proposed vessel/rig field and submit a combined documentation for both vessels/rigs.

Fees and Payments		
	Question	Answer
1.	What is the mode of payment to PETRONAS license fee?	License fee can be made via Online in the Registration of Supplier (ROS) system.
2.	Will company received Official Receipt upon payment made?	Yes. Payment receipt is available at ROS payment tab.
3.	Is the processing fee RM100 per SWEC is still applicable?	No. SWEC fee has been discontinued since 1 st January 2015.
4.	Is there any timeline for license fee payment?	License fee payment must be made within 90 days from the date of the last SWEC approved. Failing which, the application status will be change to "Total Application Rejected".

Validity and Expiry

	Question	Answer
1.	When can a company submit their Renewal application ?	Company can start to submit their Renewal application four (4) months prior to their License/Registration expiry date.
2.	A company has submitted renewal application. However, the application is rejected due to non-compliance to certain requirement. How to re-submit the renewal application if certain documents are not ready e.g. delay in issuance of DOSH certificate?	Application submission should be submitted with valid documents in compliance to SWEC requirement.
3.	If the duration of company's License/Registration is 3 years and a certificate from external bodies (e.g. Kastam) expires within this period, will there be any issue?	Yes. Company is obligated to observe and ensure full compliance to the SWEC requirements at all time throughout their PETRONAS License/Registration validity period.

Help and Contact		
	Question	Answer
1.	Is there any Consultation Counter to ask for assistances?	<p>Company may obtain consultation service and make further enquiries with regard to PETRONAS Licensing and Registration, through the following;</p> <p>Licensing and Registration Consultation Counter in Kuala Lumpur</p> <p>Level 9, Tower 1, PETRONAS Twin Towers Kuala Lumpur City Centre (KLCC) 50088 Kuala Lumpur</p>
2.	What is Self Service Kiosk?	<p>Self Service Kiosk is introduced at each L&R Regional Office. Vendors can walk in to visit the kiosk to get consultation from VRM staffs and make further enquiries with regards to PETRONAS Licensing and Registration, remotely:</p> <p>Kuching: PETRONAS Sarawak Regional Office Lvl 5, Wisma Naim 1.5 Mile Rock Road 93752 Kuching, Sarawak.</p> <p>Bintulu: Ground Floor, PETRONAS Carigali Sdn Bhd - Sarawak Gas No.1, Old Airport Place, Bintulu Paragon, 97000, Bintulu, Sarawak</p> <p>Miri: PETRONAS Carigali Sdn Bhd-SKO Jalan Sekolah Lutong, 98008 Miri, Sarawak</p> <p>Kota Kinabalu: PETRONAS Sabah/Labuan Regional Office, Lobby, Menara PETRONAS,</p>

		No.2 Jalan Belia 88100 Kota Kinabalu, Sabah
3.	Is there any email address for vendor to seek for assistance?	<p>I. License and Registration enquiries; Email: lrs_enquiries@petronas.com</p> <p>II. Technical system matters; email: supplier.servicedesk@petronas.com</p> <p>III. myGenie+ https://mygenieplus.petronas.com/ux/myitapp/#/home</p>
4.	Is there any contact number to call for assistance?	The contact number is 603-23313330

SRM SUPPLIER RELATIONSHIP MANAGEMENT

SRM - ROS & SRM – SUS

	Question	Answer
1.	What is SRM?	<p>SRM stands for Supplier Relationship Management which provides online collaboration between PETRONAS and Vendors for all vendor-related processes, from Licensing and Registration to Procure-to-Pay eProcurement processes.</p> <p>For Licensing & Registration purpose, SRM has 2 main components, namely ROS (Registration of Supplier) and SUS (Supplier Self-Service). ROS is for application of new License/registration and SUS is for application other than new License/Registration.</p>
2.	What is ROS?	<p>ROS stands for Registration of Suppliers that allows interested suppliers to apply for new License/Registration online. The online registration portal is accessible from PETRONAS website. It also includes online processing and approval of License/Registration.</p>
3.	What is SUS?	<p>SUS stands for Supplier Self Service that allows licensed/registered vendors to perform the following function:</p> <ol style="list-style-type: none">i. Display Company Detailsii. Display Company Status & Certificateiii. Display Application Statusiv. Renewal of License/Registrationv. Change Mode of Operationvi. Change Principalvii. Extension of Scopeviii. Upgrade from Registration to Licenseix. Update Company's Profilex. Update Company's Informationxi. Cancellation of Scopexii. Cancellation of License/Registrationxiii. License Fee Payment
4.	What is the SRM compatible browser to access and process the application?	<p>The compatible browser are Internet Explorer version 11 or Mozilla Firefox 42.</p>

5.	How does the other OPU/PSCs know when the vendor updates their company's information e.g company's fax no?	OPUs/PSCs has access to the company's profile where they can view the company's latest information updated.
6.	If the vendor submits online application and there are incomplete documents, how does the system trigger this to vendor?	System will prompt error messages when there are missing documents attached.
7.	Company have urgent SWEC to be included in their license, however, there is an application still in process. Is it possible for the company to submit another application simultaneously at the same time ?	No. Company will not be able to submit another application while the current application is still in process. Company can only submit another application once the current application has been completed.
8.	During application for an extension of scope, system still triggers conflict of director, although the director has resigned from previous company?	System will triggers the conflict since the previous company has yet to update the changes in company's profile and therefore his/her name still appears as director in the previous company. PETRONAS will only update changes upon official notification by the company.
9.	For the Special Condition to submit the Annual Audited Report (AAR), does company need to attach the whole set AAR?	Yes, a complete set of AAR signed by the auditor and endorsed by the Commissioner of Oath is required. If the file exceeds 10 MB, company need to segregate into several files before submitting online.
10.	Is there any alternative method for the notification to be sent to vendor other than email?	No. All communications will be via official email and therefore company has to ensure the correct email address being updated in the system.
11.	Will the reason of rejection be notified to vendor?	Yes, reason for rejection for an application or disapproval of SWEC application will be notified to company via email.
12.	Can company update more than one bank account?	Yes.
13.	What is the maximum capacity of attachment?	10MB per file i.e. PDF format.
14.	In case of connection aborted at vendor side, will the data automatically save or lost?	System will only maintain the saved data. Unsaved data will be lost.

15.	Can the user ID role be elaborated further?	Vendor will receive only one temporary ID & password. Once logged in as administrator, vendor may create more than 1 user ID & password with selected profile.
16.	Why are there 3 emails required?	3 emails are required for the following purposes: Email 1 – MD/CEO/COO for corporate matters, Email 2 - eProc/P2P for procurement matters, Email 3 – Finance for finance matters.