

## PLMS FREQUENTLY ASKED QUESTIONS (FAQs)

### a. PLMS Overview

No.	Question	Answer
1	Why is PETRONAS changing the licensing & registration platform?	PETRONAS is upgrading from ROS to PLMS to ultimately provide our suppliers with a better licensing & registration experience whilst complementing our new procurement platform, SMART by GEP®.
2	What are the benefits of PLMS?	PLMS is designed around improved efficiency and intuitive navigation. High level benefits include: 1. Simplified licensing & registration process 2. Reduction in manual efforts 3. Greater transparency during application process
3	When do I start using PLMS?	PLMS is ready and accessible as of 15 June 2020. A system-generated email has been sent to PETRONAS suppliers to activate their PLMS account.
4	How do I access PLMS?	The Licensing and Registration focal person registered in ROS system will receive a system-generated email inviting you to activate your PLMS account through a specific link in the email. You are required to create the user ID and password for access to PLMS.
5	My company's internet speed is below the recommended 20mbps. Will I still be able to use PLMS?	Yes, you will still be able to access PLMS. However, for the best experience, we recommend subscribing to a minimum internet plan of 20mbps.
6	Is PLMS linked to SMART by GEP®?	Yes. Any changes that you made in PLMS (e.g. update company info, renewal of license, adding new SWEC, etc.) will be reflected in your Supplier Profile in SMART by GEP®.

### b. PLMS Account Creation & Activation

No.	Question	Answer
1	I already have a profile in ROS, am I required to register an activate account in PLMS?	Yes, your company profile in ROS has been migrated into PLMS and you will be required to activate your account (one-time activation) upon receiving the email invitation.
2	When can we register for a PLMS account?	The email invitation has been sent to PETRONAS suppliers following PLMS Go-Live on 15 June 2020. New suppliers can visit the <a href="#">PLMS Landing page</a> to register for a PLMS account.
3	What email address should I use to create my PLMS account?	Only Gmail & company email addresses are accepted in the creation of PLMS account. If your current email address is currently using a Yahoo or Hotmail domain (@yahoo.com /@Hotmail.com), please create a new email address and log a ticket to <a href="mailto:irs_enquiries@petronas.com">irs_enquiries@petronas.com</a> to update your current registered email in order for PLMS account creation.

### c. PLMS System Access

No.	Question	Answer
1	How many accounts may be registered in the system?	Your current admin of ROS will be invited as an admin for PLMS. Upon login into PLMS, admin can then invite additional users to access PLMS and there is no limit to the number of additional users. However, we strongly suggest limiting the profile creation to only selected personnel within the company to ensure your licensing activities are properly managed. There should be one Supplier Admin who will be responsible for the creation and management of user access for the company.
2	Do users have access to all functions in the system or will there be segregations of user roles?	In PLMS, there are 2 types of Supplier user roles: 1. Supplier Admin - able to perform all activities including access to User Management. 2. Supplier Finance - able to perform license fee payment.
3	Am I required to update my password every 30 days?	No, you will not be required to update your password every 30 days. However, it is good practice to change your password for security purposes.
4	How many people can access the same account at the same time?	One user account shall be registered under a single person identified by your company for PLMS access. You are advised not to share your user account with anyone else. Additional user

		accounts can be created by your Supplier Admin if required. Multiple user accounts may access to PLMS at the same time. For detailed instructions to add new users, kindly refer to our <a href="#">PLMS Supplier User Guide on our Vendor Announcement Portal</a> .
5	Can we use pool email address which is auto forwarded to several staff?	We highly advise that you do <b>NOT</b> use pool email address to ensure a single point of responsibility on the access and maintenance of your company's information and license/registration applications.
6	Will I be able to access PLMS from overseas as well?	Yes, you may access PLMS from any part of the world as long as you have internet access.
7	Will there be different logins for PLMS and SMART by GEP®?	Yes, as PLMS and SMART by GEP® are two separate systems.

d. PLMS System Rollout Strategy

No.	Question	Answer
1	How would a new company who never had any registration/license with PETRONAS get an invitation to create a PLMS account?	New companies can visit our <a href="#">PETRONAS Licensing &amp; Registration Page</a> to register a PLMS account in order to apply for PETRONAS License & Registration.
2	Is there a fee imposed to access PLMS?	NO FEE is imposed for suppliers to use the PLMS.
3	Will PAC companies use PLMS?	PAC will be using PLMS to view the list of PETRONAS Licensed supplier for their tender exercise.
4	Do international companies get access to PLMS?	Only licensed and registered company have access to their company information in PLMS. For international company to be licensed/registered with PETRONAS, they need to comply with our licensing and registration requirement. For more information on licensing and registration requirement, please refer to our PETRONAS Licensing and Registration - General Guidelines at <a href="https://www.petronas.com/join-us/be-our-partner/our-licensing-registration">https://www.petronas.com/join-us/be-our-partner/our-licensing-registration</a>
5	Are we required to update our company profile after PLMS goes live?	Your company profile in ROS has been migrated into PLMS and you are required to validate that information upon access.
6	Our license has been extended due to the PLMS implementation. Can we still apply for additional categories when the system goes live in June?	Yes, you will be able to apply for new SWEC categories when PLMS is live.
7	Does this mean we have to access two portals now, PLMS and SMART by GEP?	Yes, PLMS and SMART by GEP are two separate systems. PLMS will be the licensing & registration platform while participation in sourcing, contracts, PO, acceptance and invoice processes will be conducted in SMART by GEP.
8	What does the ROS blackout period mean? Will I still be able to access ROS?	The ROS blackout period is the suspension of applications in ROS from 11 May 2020 to 14 June 2020 in order to facilitate the necessary implementation activities for PLMS. During this time, no licensing & registration transactions may be performed in ROS. Suppliers will only be able to: <ul style="list-style-type: none"> <li>1. Display Company Details</li> <li>2. View License Certificate</li> <li>3. Pay License Fee</li> </ul>
9	I submitted an application just before the blackout, will my application be processed accordingly or after PLMS goes live?	All applications that were submitted before the blackout period have been processed by the LRS Team by 4 <sup>th</sup> June 2020.
10	Why was my license expiry date extended?	In view of the ROS blackout period and to ensure business continuity, PETRONAS licenses & registrations that were due to expire in May until July have been automatically extended by 4 months.
11	What data or information do we need to validate when PLMS goes live?	Upon access into PLMS, you will be required to validate all the information such as your company details, license expiry date, active SWEC codes, etc in your profile to ensure the data migrated is complete and accurate. Instructions have been provided for the important items that requires validation.

e. PLMS System Functions & Capabilities

No.	Question	Answer
1	Will there be any restrictions on file formats and data compression file types (i.e. .zip, .rar) with regards to certification upload limits?	Currently, there are no limitation on file type or size in PLMS.
2	Will I be receiving a notification email in the event there is an update with regards to my license / registration application?	Notifications shall be triggered to the registered email address.
3	How do I monitor my application status and progress in PLMS?	You are able to view the progress bar for your application in PLMS as well as on your dashboard. For more information, please refer to our PLMS supplier user guide in the Vendor Announcement Portal.
4	Will the system allow one administrator to create and manage other users?	Yes, in PLMS, the Supplier Admin is able to create and manage other user profiles.
5	Will the system be able to store PDF documents containing URL links?	PLMS allows suppliers to submit their PDF documents which may contain URL links if required.
6	Are we able to provide URL links for PETRONAS to download the documents instead?	PETRONAS will not accept any document application via other 3rd party online storage mediums (e.g. Dropbox, Google Drive, One Drive etc.)
7	Am I able to make amendments to my application?	Yes, you can make amendments to your application at any time before submission and while it is in "Draft" status.
8	May I include other focal persons from other divisions in the system (i.e. Focal person from Finance and the CEO)?	While you are able to add and assign new users in PLMS, it is highly recommended that only relevant licensing personnel are granted access to your company's PLMS account.
9	Will I be able to use PLMS on my mobile phone?	PLMS is accessible by mobile phone browser. However, we strongly suggest for you to perform any application or updates via desktop web browser to ensure full visibility on the application and requirements.
10	Will we be able to see the list of PETRONAS approved vendors in the system?	No, that information is confidential to PETRONAS procurement personnel only.
11	Will the system be able to handle multiple applications at the same time?	Yes, the system is able to handle multiple applications at the same time.
12	Will the system allow for multiple access to the system at the same time using the same login ID and password?	Suppliers are strongly advised to assign each user with individual access to PLMS as it is not recommended to use the same login ID and password for multiple users.
13	Can the licensing focal person be more than one person?	Yes, you will need to ensure all the recipients' profiles have been created in PLMS.
14	Is there a way to recover my password?	Yes, if you have forgotten the password, you may choose to reset your password at the login page.
15	How do I change my contact details in PLMS?	You may change your contact details in the Focal Person section in your company profile. Please refer to our user guide on the Vendor Announcement Portal for more information.
16	Am I able to delete a user ID from the system?	Yes, user IDs may be deleted from the system.
17	How many users can be designated as the supplier admin? Can there be different supplier admin for subsidiary?	You can assign multiple supplier admin for each company and different supplier admin for each subsidiary.
18	Can multiple users work at same application at the same time in PLMS?	We advise supplier to assign single user to work on an application in a particular time as any update made in the system will be reflected real-time. If multiple users working on the same application at the same time, it may affect the quality of your application.

No.	Question	Answer
19	How do we search for new SWEC codes?	You are able to search for new SWEC codes via the SWEC library. Please refer to our user guide on the Vendor Announcement Portal for more information.
20	Apart from SSM, will the automatic company info apply to companies registered under professional board (i.e. Board of Architect, Board of Engineers Malaysia)?	No, currently it is only limited to company that are registered with Suruhanjaya Syarikat Malaysia (SSM).
21	Will PLMS accommodate the new documentation per Companies Act 2016 and per the previous company act? (e.g. Form vs. Section)	Supplier is no longer required to submit documentation for company incorporation as the information required will be fetched directly from SSM. However, you need to ensure your company information in SSM is updated.
22	We have recently renewed the license and are in the process of adding new SWEC in ROS. Can we still proceed with our application in ROS?	From 15 June 2020 onward, all licensing & registration activities are required to be conducted in PLMS.

f. License/Registration Application & Renewal Process

No.	Question	Answer
1	How will my current license / registration be affected?	There will be no impact to your current license & registration.
2	Upon go-live, are hardcopy documentations still required for renewal application?	Similar to ROS, hardcopy documents are not required as renewal applications are done via online system.
3	Is there an expiry date for my incomplete application in PLMS?	No, there is no expiry date for your draft applications in PLMS.
4	Do we need to re-apply our license again in PLMS or it will be automatically updated based on current valid Petronas License?	You do not need to re-apply for your license as your current company profile and license validity will be migrated into PLMS.
5	Would I still need to use ROS?	No, any further updates to your Licensing & Registration information can be done in PLMS. Moreover, your access to ROS will be decommissioned after PLMS went live.
6	Can I still access SUS once PLMS is live?	Yes, your access to SUS will still remain active as you might still receive invitation to RFx, perform PO acknowledgment and invoice submission.
7	What happens to my license validity if it is expiring soon? Do we apply via PLMS after go-live? If so, how will it affect our license validity while waiting for approval?	The implementation of PLMS will not impact supplier's license validity. For licenses that were due to expire in May, June, and July, PETRONAS has extended their current expiry date by 4 months. All Renewal application need to be done in PLMS once the system went live in mid-June 2020.
8	Is the licensing office still open?	Arising from the COVID-19 pandemic, PETRONAS is taking precautionary measures to contain the risk of infection amongst our employees and visitors to our office premise as Health is of utmost importance and to ensure business continuity. One of the identified measures is temporary closure of our License and Registration Counter at Level 9, Tower 1 KLCC effective from Tuesday, 17 March 2020 until further notice.  Information and enquiry regarding PETRONAS license and registration is still available using the following channel:  1) Toll free line: 1-800-88-0011 or 2) Email: lrs_enquiries@petronas.com
9	Will there be any changes to the license fee payment amount?	No. The license fees will remain the same.
10	How long will the renewal process take in PLMS?	For now, we are unable to advise you on the time taken to process your application in PLMS. However, one of PLMS' key benefits is facilitating a simpler and faster application process.

No.	Question	Answer
11	Can we apply for renewal earlier than 4 months before expiry?	No. Supplier can only start applying for renewal once notified which will be 4 months before the license expiry date.
12	Will the new PLMS system provide rejection feedback?	Yes, should supplier's application be rejected, supplier will be guided to provide resolutions in the required sections in the application.
13	Can we remove existing SWEC code in PLMS?	Yes, you will be able to perform cancellation of SWEC similar to ROS. However, this feature will only be made available in Q4 2020.
14	How many months in advance do I need to apply for a renewal of my PETRONAS License?	As per current practice, suppliers will be notified to initiate their license & registration renewal process 4 months before its expiry date.
15	For license renewal, do we need to renew each SWEC as well?	Yes. Supplier is required to submit each SWEC that needs to be renewed to ensure that the information for the SWEC is updated.
16	We have just renewed our license. Do we need to apply for a renewal again in the new system, PLMS?	No, you will only need to renew your license in PLMS 4 months before its expiry date.
17	Is there a limit of SWECs per application?	In PLMS, company and SWEC application is separated. You can start submitting your SWEC application once your company application is approved. You are required to submit SWEC application for each SWEC that you are applying. The system now allows you to submit multiple SWEC applications even if you already have a SWEC application in progress. Thus, there are no limits to the number of SWEC applications you may submit.
18	How do I upgrade my registration to license in PLMS?	You may upgrade your PETRONAS registration into a license by updating your company profile. For more information, please refer to our user guide on Vendor Announcement Portal.
19	Will there be changes to the SWEC codes in PLMS?	Yes, more information will be provided in due time.
20	Is submission of audited financial report is one of the document requirement for license renewal?	Please send a query to our email: <a href="mailto:Irs_enquiries@petronas.com">Irs_enquiries@petronas.com</a> . Our team will reach out to you to assist further.
21	For project experience MTR, how many projects do we need to upload into PLMS for a particular SWEC Code?	Supplier is required to submit at least one project and there is no limitation to the number of projects to be declared as long as you able to submit the minimum years required to comply with the SWEC's MTR.
22	Requirement on Years of Experience - How do you consider 5 years experience? (e.g. in year 2013 we have a contract duration of 7 years. Is this acceptable?)	The total number of experience is calculated based on the starting date until the end date of the project. However, the system will not double count the total years of experience for any overlapped duration (if there are multiple projects declared for the MTR)
23	Do we need to provide any certification for Bumiputra status requirements? If yes, from which specific body?	The Sijil Taraf Bumiputera (STB) certification is an optional declaration to be made by suppliers. If you already have STB from MOF, you may attach the certificate in PLMS.
24	For the license fee payment, what are the payment methods available?	We only accept online banking payment via FPX.

g. PLMS System Support

No.	Question	Answer
1	Will there be a dedicated technical team to support PLMS-related issues?	Yes, there is a dedicated PETRONAS support team to assist with any queries regarding PLMS. If you have any queries, you may send an email to <a href="mailto:Irs_enquiries@petronas.com">Irs_enquiries@petronas.com</a> or you may call our PETRONAS Contact Centre at 03-2331 3330.
2	I have previously liaised with PETRONAS licensing personnel; can I still contact him for support?	We would suggest for you to directly contact our PETRONAS Contact Centre (PCC) for any queries related to PLMS.
3	Where is the call centre for system support based in?	The call centre is based in Kuala Lumpur, Malaysia (GMT +8).

4	Will there be any training for PLMS and do we get a user guide on how to access and use PLMS??	We have prepared PLMS user guide for supplier's reference and self-learning. You may find the user guide on the Vendor Announcement Portal. For further enquiries, you may send an email to lrs_enquiries@petronas.com.
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h. PLMS Training

No.	Question	Answer
1	Can you train my team to use PLMS?	Yes, we will engage and conduct relevant training for your team, if deemed necessary. Alternatively, please visit <a href="#">PETRONAS Vendor Announcement Portal</a> for more detail.
2	Can we have virtual classes instead of physical classes for training?	Yes, there will be webinar sessions scheduled for training purposes.
3	Do we get a user guide on how to access and use PLMS?	Yes, there will be Vendor Onboarding sessions scheduled closer to the full deployment. These sessions will include relevant materials on how to access and onboard yourselves to PLMS. Further information will be communicated in due time.

i. Miscellaneous – General Questions

No.	Question	Answer
1	Where can I get more information on PLMS?	For more information, you may refer to the PETRONAS Vendor Announcement Portal.
2	Are there upcoming activities to support the implementation of PLMS?	Stay tuned for our communications regarding upcoming activities and updates on PLMS. If you require more information, you may refer to the PETRONAS Vendor Announcement Portal.
3	I have a question that is not in this FAQ.	Email your queries to lrs_enquiries@petronas.com to have them addressed accordingly.

ABBREVIATIONS

	Abbreviation	Description
1	DDOS	Distributed Denial of Service
2	ITB	Invitation-to-bid
3	LRS	Licensing Registration System
4	PAC	Petroleum Arrangement Contractor
5	PLMS	PETRONAS Licensing Management System
6	RFX	Request For X-Document
7	ROS	Registration of Supplier
8	S2P	Source-to-Pay
9	SaaS	Software as a Service
10	SAML 2.0	Security Assertion Markup Language
11	SOC2	Service Organisation Control 2
12	SOX	Sarbanes-Oxley Act
13	SRM	Supplier Relation Management
14	SUS	Supplier Self Service
15	SWEC	Standardised Work and Equipment Categories
16	VRM	Vendor Relationship Management