

## SMART by GEP® FREQUENTLY ASKED QUESTIONS (FAQ)

### a. SMART by GEP® System Overview

No.	Question	Answer
1	What is SMART by GEP®?	SMART by GEP® is a unified, cloud-based, end-to-end Source-to-Pay (S2P) procurement platform. This platform enables streamlined transactions which will promote business transparency, encourage continuous performance, and strengthen the relationship with business partners.
2	Why SMART by GEP®?	Aligning to the vision of "making digital entrenched in the way we work and be a data-driven organisation", ("PETRONAS Activity Outlook", 2019) PETRONAS has embarked on its digital journey to transform the way we collaborate with our business partners. SMART by GEP® reduces manual efforts, enhances user experience, and increases efficiency in performing day-to-day tasks.
3	What are the benefits of SMART by GEP®?	SMART by GEP® can provide a seamless end-to-end, S2P procurement process. High level benefits include: 1. Reduction in manual efforts 2. Increase in efficiency 3. Enrichment of user experience
4	When do I start using SMART by GEP®?	Starting from November 2019, piloted tenders will use SMART by GEP® as part of the tendering process. If your company is involved in the piloted tender, you will receive an email notification to activate your SMART by GEP® account to participate in the tender. Otherwise, your SMART by GEP® account will be created upon system go-live by second half of 2020.
5	How do I access SMART by GEP®?	Upon selection to participate in a tender, you will receive an email from GEP with a link to the invitation to bid (ITB). You may access SMART by GEP® via the link provided in the email.
6	My company's internet speed is below the recommended 20Mbps. Will I still be able to access and use SMART by GEP®?	Yes, however, for the best experience, we recommend subscribing to a minimum internet plan of 20Mbps.
7	Will the SMART by GEP® platform be the same as Aconex?	SMART by GEP® and Aconex are two different platforms and have different functionalities.

### b. SMART by GEP® Account Creation & Activation

No.	Question	Answer
1	I have an existing SMART by GEP® account, how do I proceed?	If you are an existing SMART by GEP® user and are selected to participate in a tender, you will receive an email with an ITB link: 1. Click on the link provided in the email to access the system 2. Proceed to sign in with your login information 3. You will be redirected to the ITB page once you have successfully signed in
2	I have an existing SMART by GEP® account, do I need to create a new account for PETRONAS?	No, you do not need to create a new SMART by GEP® account. You may proceed to login using your existing SMART by GEP® account and you will be able to select which company you wish to initiate your transactions with.
3	I already have a profile in SUS, am I required to register on SMART by GEP®?	No, you are not required to register as your profile in SUS will be migrated to SMART by GEP®. However, you are still required to activate your account (one-time activation) upon receiving an ITB via email.
4	What does 'self-activation' mean in SMART by GEP®?	As a registered PETRONAS vendor, your supplier profile will be migrated into SMART by GEP®. Upon access, you will be required to perform a validation of your profile in order to 'activate' that profile in SMART by GEP® prior to the tendering process.
5	What does 'onboarding' mean?	Onboarding refers to the process of getting the supplier profile activated and incorporated into the system.
6	Can I register a SMART by GEP® account before receiving an ITB or before the Go-Live date?	From now until full implementation of SMART by GEP® (Q3/Q4 2020), supplier can only create a SMART by GEP® account after receiving an ITB. After full implementation of SMART by GEP® (Q4 2020), all active suppliers will be notified to create a SMART by GEP® account & activate it even without an ITB invitation. More information will be communicated to all suppliers as we draw closer to full implementation.
7	If we have multiple companies, do we need to create new SMART by GEP® accounts for each company or can we use the same account to manage them?	You may use the same SMART by GEP® user account credentials to login and manage multiple companies. During account creation step, you will need to click on "I already have SMART by GEP® account" and use the same credentials to proceed.

c. SMART by GEP® System Access

No.	Question	Answer
1	How many accounts may be registered in the system?	Suppliers will be allowed to create one user account, however, there are no limitations for suppliers to create multiple profile access to that account. We strongly suggest limiting the profile creation to only selected personnel within the companies to ensure activities (respond to tender, accepting PO, submit invoice) are thoroughly managed. There should be one administrator who will be responsible for the creation and management of user access for the company.
2	From the supplier's perspective, do all users have access to all functions in the system or will there be segregations of user profiles?	In SMART by GEP®, suppliers may assign user profiles like administrator, sales, and finance or assign by category, business units and regions that users are responsible for. Apart from that, user profiles may also be restricted through documents access (e.g. tender documents) or by persona (e.g. Finance may only submit invoice or credit note, Sales may only submit Bid, Legal may only check the contract, etc.).
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	Is there a maximum number of attempts allowed for login, in the event we forget our password?	The maximum number of login attempts is 3. Thereafter your access to the system will be locked and you will need to reset your password.
5	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.
6	How many people can access the same account at the same time?	You are advised to limit the usage of one account to one person only for best practices in governance and control. For additional accounts, your Primary Contact Person may add them in the Supplier Profile.
7	Can we use a pooled email address which is auto forwarded to several staff?	As part of good governance, we highly advise that you do <u>NOT</u> use a pooled email address but instead assign a single point of responsibility from the supplier's end to ensure quality responses.
8	Will I be able to access SMART by GEP® from overseas as well?	Yes, you may access SMART by GEP® from any part of the world as long as you have internet access.

d. SMART by GEP® System Rollout Strategy

No.	Question	Answer
1	Is SMART by GEP® being rolled out to all PETRONAS subsidiaries at the same time?	The implementation of SMART by GEP® is done in phases to impacted PETRONAS subsidiaries. Further information on the rollout dates and impacted subsidiaries will be communicated in due time and may be referred to at the <a href="#">PETRONAS Vendor Announcement Portal</a> .
2	Is SMART by GEP® being rolled out to PETRONAS subsidiaries (outside Malaysia) at the same time?	The current scope of SMART by GEP® implementation does not include PETRONAS subsidiaries outside Malaysia. Further information on the extension of scope, rollout dates and impacted subsidiaries will be communicated in due time.
3	Is there a fee imposed to access SMART by GEP®?	NO FEE is charged for suppliers to access the system.
4	Will PAC companies use SMART by GEP®?	The implementation of SMART by GEP® is targeted mainly for PETRONAS usage for the time being. Any extension to other organisations will be communicated accordingly in the future.
5	Do international companies get access to SMART by GEP®?	Yes, there are no restrictions to location or origin with regards to supplier profiles in SMART by GEP®. If the supplier is invited to participate in the PETRONAS tendering process, the supplier will get access to SMART by GEP®.
6	Will there be a blackout period for SUS?	There will be a planned blackout period to manage any open transactions in SUS. Further details on this will be communicated later.
7	Will SMART by GEP® be available as a mobile app?	SMART by GEP® is currently not available as mobile app. Further information on the development will be communicated accordingly.
8	When SMART by GEP® goes live, what happens to the SUS system?	SUS system remains to manage outstanding documents (i.e. payment request submission) that are not migrated into SMART by GEP® and for utilization of OPUS that has yet to onboard onto SMART by GEP®.

e. SMART by GEP® Supplier Profile

No.	Question	Answer
1	Will the system allow one administrator to create and manage other users?	Yes, like SUS, the new system will have one administrator to create and manage other user profiles.
2	May I include other focal persons from other divisions in the system (i.e. focal person from Finance and the CEO)?	Yes, the system administrator will be able to create, update, remove additional users in the system.
3	Am I able to update or request for additional SWEC codes using the system?	Maintenance of licensing & registration related activities (e.g. renewal, add new SWEC) will still be performed via the licensing portal. However, this information will be automatically migrated to your SMART by GEP® profile.
4	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.
5	Can the tender recipients be more than one person?	Yes, you will need to ensure all the recipients' profiles have been created in SMART by GEP®.
6	Are we required to have multiple IDs if our company has multiple branches?	Not necessarily. New IDs are no longer required to be created for each branch. If you have multiple branches, you will be able to monitor/maintain all your branches using a single ID. However, you have the option to assign different user profiles for different branches.
7	How do I change my contact details in SMART by GEP®?	You may change your contact details directly in the SMART by GEP® supplier profile.
8	Will there be multiple approval levels or authorisations for online bid submissions?	There is no approval function available for bid submission. However, you may assign multiple user profiles within your company with access to the tender as primary respondent, collaborator, or viewer.
9	Am I able to delete a user ID from the system?	Yes, user IDs may be deleted from the system.
10	Can I still receive RFX documents if my profile is not complete, even though all mandatory indicators are green? (i.e. my profile completeness is at 54%).	Yes, you will be able to receive RFX documents regardless of your profile % completeness. However, you need to ensure that your supplier profile is in 'Approved' status in order to be able to be awarded and receive PO acknowledgement.
11	How do I update my Bank details?	To add or update new bank details, kindly proceed to create a Change Request and proceed to add a new 'Remit to Location' under Location Information. For detailed instructions, please refer to our user guide.
12	How do I assign additional roles to my supplier contacts, on top of their current role?	A supplier contact can only be assigned a single role. Should they require further permissions, kindly assign them the 'Supplier Administrator' role which is able to perform all activities in SMART by GEP®.
13	I have updated my profile but were unable to submit for PETRONAS approval. There were a lot of reasons that appear and the buttons in my profile is in "BLUE".	These reasons appear when you submit invalid information in your supplier profile and is triggered by our Data Quality Error check. To rectify this, please refer to our updated Supplier user guide in the 'Data Quality Errors' section.
14	My company profile has various addresses in the Location Information and these addresses are related to banks. Is that correct, I thought location info is for our HQ or branch offices?	Banking information is also part of the Location Information. However, you will be able to differentiate between HQ, branch offices and banking information by the location types as below:  Headquarters - the headquarters address.  Ordering Location – the address where PETRONAS will send the PO. If Headquarter is the intended address, kindly proceed to enter the Headquarter's address as a separate Ordering Location.  Remit to Location – the address and bank account where PETRONAS will send the invoice payment.

f. SMART by GEP® RFX Response/Bidding & Tendering

No.	Question	Answer
1	Will all tenders be issued on SMART by GEP®? (e.g. including more comprehensive tenders like EPCIC)	Yes, all tenders will be initiated in SMART by GEP®, unless informed by the Sourcing focal if there are any manual submissions.
2	How will my current contract/ tender be affected?	Only new tenders will be initiated in SMART by GEP®. All ongoing tenders and existing contracts will still be following the existing process outside SMART by GEP®. Details of the transition plan for the existing contracts/ongoing tenders will be communicated prior to system go-live by second half of 2020.
3	Is tender clarification done online or offline?	All tender clarifications will be done in the system via the online discussion forum in SMART by GEP®.
4	Can the ITB briefing be done online also?	ITB-related details will be provided online. Any briefings that require physical attendance or face-to-face meetings will be notified to suppliers via the system.
5	Upon go-live, are hardcopy documentations still required for tender submission?	Hardcopy documents are not required as submission is done via online, however, in the event of submitting stamp duties for bid bonds and bank guarantees, hardcopy submissions are still required. Softcopy of the document need to be uploaded in the system for reference.
6	Is there an expiry date for the ITB link via email?	The ITB link will expire once the ITB closing date has passed.
7	Can I forward the ITB link to a non-invited company to submit bid?	The ITB should not be forwarded to any other companies as it is highly confidential and meant for the invited bidders only. In the event that the ITB has been forwarded to other companies, they will not be able to access it.
8	Will the particular material or service (i.e. SWEC) be described in the email notification?	No. You will have to access the invited RFX in order to view the material or service categorisation (SWEC).
9	Can SMART by GEP® verify if we have completed the excel sheet (on pricing) or will it be considered as complete once we upload it back into SMART by GEP®?	Yes, as long as you have completed the mandatory fields. You will have to complete all mandatory fields in order to successfully submit the price sheet.
10	Is there a requirement to stamp and initial on each page of the tender proposal that needs to be scanned and uploaded?	Any attachments that you upload to SMART by GEP® will require stamping and initials on each page.
11	If I realized I made an error after completing my submission, how do I rectify my error?	If you have submitted your response, you may withdraw and resubmit your response provided that the response timeline is still open.
12	Can I retrieve my document uploads once ITB has closed?	Yes, you are able to retrieve your documents after ITB has closed.
13	How do we make counter offers in the price sheet section?	The buyer team will provide instructions in the ITB/guidelines on making counter or alternative offers.
14	When submitting the price sheet via Microsoft Excel, can we submit two prices for one item?	It will depend on the columns provided by the Sourcing focal. The instructions on placing pricing will be in the RFX itself and the sourcing focal will inform if two prices are required. Otherwise, you may consult the focal via the discussion forum.
15	Will we still receive RFX during the ROS blackout period?	Yes, ROS blackout period will only impact the licensing and registration activities.
16	In SMART by GEP®, what does Auction during the tendering process mean? Does it mean online bidding process?	Auction is a specific module whereby suppliers can bid their prices in a LIVE process, within a short period and can be used as means of negotiation. If the tender has Auction in place, the sourcing focal will provide details about it in the RFX.
17	Do mini bids/work order requests under current PETRONAS Umbrella contract have to go through SMART by GEP® as well?	Yes, generally all tenders will be initiated in SMART by GEP®, unless informed by the Sourcing focal if there are any manual submissions.
18	For principal who is not registered with PETRONAS, how do they participate in the tender; as under current situation, they participated by submission via email?	Suppliers who receive invitation to join a RFX will have to submit via SMART by GEP® regardless if they are principle(s) or not.

No.	Question	Answer
19	Will supplier receive ITB or only RFX in SMART by GEP®? Currently RFX is issued through SUS portal and ITB is sent by OIC procurement emails.	With SMART by GEP®, all invitations to bid will be in the form of a RFX. The entire sourcing activity will be done within the same platform. The details about the bid/tender will be disclosed in the RFX itself.
20	If we already have PA, MSA, LTSA contract, will PETRONAS still issue ITB or RFX for the work category?	It all depends on the strategy set internally. If you receive the invitation to submit RFX, please proceed to do so.
21	Which contract or what amount is required for auction process or bidding?	All the details relevant to Auctions will defer from tender to tender. The information of the auction will be provided by the Sourcing focal.
22	For tenders that we are invited to but not qualified for, should we decline the tender or just ignore the invitation?	It is best for suppliers to decline invitations if they are not qualified or for any reason are unable to participate in the tender. Supplier will also need to provide reason to decline.
23	Under auction bidding, what is the percentage price reduction allowed at any one time?	All the details relevant to Auctions will differ from tender to tender. The information of the auction will be provided by the Sourcing focal.
24	How long is the submission record kept in the system? Can I still access previous bid submissions for jobs already awarded or completed?	All documents submitted and uploaded into the system will be retained for a period of time, suppliers may access previous SMART by GEP® documents in the system.
25	Will there be any restrictions on file formats and data compression file types (i.e. .zip, .rar) with regards to data transmission limits?	Supplier is required to respond to the ITB using the RFX format provided in the system. However, if supplier is required to submit an attachment, the maximum file size is 500MB per attachment and the attachment can be in any format (e.g. doc, xls, pdf, zip, jpeg, ppt, pptx, rtf, txt, csv, gif, png, msg, odm, oft etc.).
26	Will there still be pre-screening, pre-qualification or multiple submission copies in SMART by GEP®?	All pre-award functions including pre-screening and pre-qualification will be conducted in the system, based on the approved strategy. Vendor will no longer be required to submit multiple hardcopy submissions. All submissions are to be sent via SMART by GEP®.
27	Will there be a backup or fallback plan if I am unable to submit bid through the system?	Should you encounter any issues in submission or problems in general, please contact the Supplier Service Desk email or hotline where you will be advised on the next course of action.
28	Will I be receiving a notification email in the event there is clarification via the discussion forum?	Notifications shall be triggered to the registered email address, in the event any discussions are initiated in the discussion forum. Suppliers are advised to consistently access the discussion forum for any content/details.
29	Will the messages in the online discussion forum be archived and stored in the system?	The messages in the discussion forum/conversation history will be available for viewing purposes only once the tender is completed.
30	Does the system have a timer to notify how long the file upload for bid submission will take?	No. However, SMART by GEP® will show the uploaded document on the screen once the upload process is successfully completed.
31	Am I still required to submit a signed softcopy submission?	For tenders that use the SMART by GEP®, all submissions are done online via the system. For any additional information, please refer to the ITB details which will be included in each tender in the system.
32	Will I get a success report once my submission has gone through?	SMART by GEP® will show the time stamp and updated status once the submission is successful.
33	Can PETRONAS float all the tenders in the system and allow bidders to choose what tender they want to participate in?	All tenders will be on invitation basis and is subject to the categories served by the respective suppliers. Invited suppliers shall receive the invites accordingly, similar as the current process.
34	Will the system be able to store PDF documents containing URL links?	SMART by GEP® will allow suppliers to submit their PDF documents which may contain URL links if required.
35	Are we able to provide URL links for PETRONAS to download the documents instead?	PETRONAS will not accept any document submission via other 3 <sup>rd</sup> party online storage mediums e.g. Dropbox, Google Drive, One Drive etc.
36	If the system is down, will there be time extensions given for bid submissions, and what would be the assurance given by PETRONAS on the extension?	Any extensions of time for bid submissions are subject to the PETRONAS' discretion and internal PETRONAS approval processes. This will be communicated to the invited bidders for the specified tender. Nonetheless, suppliers are encouraged to submit the proposals ahead of the deadline.

No.	Question	Answer
37	Where can we request for time extensions for tender submissions?	You will need to adhere to the response timeline provided by each tender/RFX. In the event you require an extension, you may post a request via the discussion forum and will be subjected to PETRONAS' discretion and internal PETRONAS approval processes.
38	Am I able to see who last modified the files or accessed the system with the login?	Yes, there is an audit trail function in SMART by GEP® which enables tracking and monitoring of actions performed in the system and transactions will be time-stamped.
39	Am I able to submit my proposal in stages before the response closing date?	Yes, you can submit your proposal in stages, and are encouraged to break down your submission into multiple files as well. This is to reduce the risk of your documents not being uploaded if it was submitted as one whole document.
40	Am I able to make amendments to my submission?	Yes, you can withdraw, amend and resubmit your proposal at any time before the response closing date.
41	Will the system be able to handle multiple submissions at the same time?	Yes, the system will be able to handle multiple submissions at the same time. However, you are encouraged to submit your documents in a timely manner and not at the last minute before the submission deadline.
42	Does softcopy bid submission apply to both technical and commercial submissions?	Yes, softcopies of both commercial and technical submissions are required in SMART by GEP®.
43	Will the bid winner be visible to other suppliers in the system?	No, details on bids and suppliers are visible to PETRONAS Procurement personnel only.
44	How many users can be designated as the primary responder? Can there be different primary responders for each RFX?	You may appoint only 1 primary responder for each RFX. You may also appoint different primary responders for each RFX.
45	Can multiple users work at same tender page at the same time in SMART by GEP®?	We advise against multiple users working on the same tender at the same time as it may affect the quality of your tender submission.
46	Are we able to search for any on-going open tender/RFX or will we be able to only see RFXs related to our SWEC code?	Suppliers will only see RFXs that they have been invited to.
47	Will SMART by GEP® generate notification emails for RFX?	Yes, the system will generate email notifications for RFX.
48	How do I change the price sheet which has been uploaded & submitted into the system?	If the response timeline is still open, supplier may change all responses including the price sheet by withdrawing and resubmitting the responses.
49	Will I receive a notification if my tender bidding is unsuccessful?	Yes, you will receive a system-generated notification for your participation in the tendering process.
50	For pricing submission, is it sufficient to enter the price information in SMART by GEP® or do I need to attach an official quotation like in SUS?	It is sufficient to enter price information in SMART by GEP®, however suppliers are permitted to attach official quotation for reference. Please refer to the ITB guidelines by buyer(s) on details of pricing submission for the particular tender.
51	I have an action pending under my Tasks, which states the status as "Approved". What should I do to clear the pending task?	Regardless the status, you are required to open the document and check on any requirements for re-submission of a response or task.
52	In the "Intend to Bid" where a "Yes" or "No" is entered, is this the same as "Not Quoted" and "Quoted", (i.e. If we are not quoting, then it means no, and will it only apply to that line item)?	Yes, if you are not quoting or unable to quote please state "No" and it will only apply to that specific line item.
53	How do I forward the RFX to personnels within my organisation? Do I forward this within SMART by GEP® or through email?	There is no forward function in the SMART by GEP® RFX. However, as an alternative, you may assign the additional personnel as a collaborator in the RFX and they will receive a notification and will be able to access the RFX in SMART by GEP®.
54	Does the countdown timer in the RFX window reflects the closing date mentioned in the discussion forum?	The countdown in the RFX window reflects the bid closing date/countdown of the respond timeline whereby supplier have to respond to the RFX within that duration.  In the discussion forum, should the buyer provided a specific closing date, it is intended for clarifications. Hence, any concern with clarification of the closing date, kindly communicate with the respective buyer(s).
55	When will we start to receive RFX in SMART by GEP®?	When the supplier is invited to join a specific tender, they will be receiving the notification to submit their bid via SMART by GEP®.

g. SMART by GEP® Tender Clarification via Discussion Forum

No.	Question	Answer
1	Is the online discussion forum meant to replace face-to-face meetings?	Face-to-face meetings for clarifications will still be conducted, if required.
2	Is tender clarification captured on the online discussion forum binding?	Yes, all discussions captured on the online discussion forum is binding to the contract.
3	What happens if the Buyer or Tender Secretary/Committee did not respond to my clarification? Do the bidders need to repost the same clarification?	In the event you do not receive a response on the clarification, you may repost the clarification in the discussion forum.
4	Which roles have access to the discussion forum (collaborator, viewer etc.)?	As of time of writing, only primary responders and collaborators may access the discussion forum.
5	How will you ensure the integrity of the commercial clarification conducted via the system?	PETRONAS adheres to strict procurement policy controls, governance and control. Only specific clarifications are permitted on the new system, and all PETRONAS resources are bound to the Code of Business Ethics that requires them to perform at the highest level of integrity.
6	In the discussion forum, will other bidders be able to view all questions and responses raised?	The online discussion forum shall serve similar functions as the existing tender clarification format and process. Bidders are not able to view other bidders' queries and responses.
7	Will my queries be entertained immediately through the online discussion forum?	The online discussion forum function is available 24 hours, however, the person assigned to reply your queries will be attending them within the normal business hours (9am - 5pm).

h. SMART by GEP® Purchase Orders

No.	Question	Answer
1	Will the Purchase Orders be uploaded via SMART by GEP® as well?	Purchase Orders will be created in SMART by GEP® system. You will be able to view and acknowledge the PO in SMART by GEP® system.
2	How do I acknowledge PO, submit Service Confirmation & raise an invoice?	PO, Service Confirmation and Invoice to be acknowledge and raised in SMART by GEP® system. Further information on the system process will be communicated in due time.
3	Will my past POs and RFQ be migrated to SMART by GEP®?	Only open POs will be migrated to SMART by GEP® for processing.
4	How do we refer to past PO which is not stored in SMART by GEP®?	All previous Purchase Orders which were not migrated to SMART by GEP®, will be available in the Supplier SUS Portal.
5	Does acknowledging PO means that I accept the actual value and can this value still be amended based on actual invoice value later?	Yes, acknowledgment of PO reflects the actual value to be honored. Any changes to the PO is subject to agreement of both parties.
6	Can I reject the order due to wrong PO price?	In the event of incorrect PO price being issued, supplier is required to contact the PO owner for amendments.
7	Currently in SUS, for service job completed, the PO will need to be revised to the actual value worked. Will it be same for SMART by GEP®, to revise the PO prior to service confirmation?	Yes, supplier is required to communicate with PO owner and revise the PO before service confirmation is submitted.
8	Can we send an email to the respective parties in view of any discrepancy in the PO, prior to acknowledging the PO in the system?	Yes, supplier may communicate with the PO owner for any discrepancy regarding the PO.
9	Can I download the Purchase Orders?	Yes, you may download them in the Purchase Order tab.
10	How will I receive GRN?	The receive status of material will be available in SMART by GEP® PO.

i. SMART by GEP® Invoice Management/Payment Request

No.	Question	Answer
1	Will the invoicing process change?	After SMART by GEP® implementation, the invoicing process will be done in the system. Further information on the invoicing process in the system will be communicated in due time.
2	How long does it take for payment requests to be approved and when can we expect the payment to be made?	Payment request processing is subject to the agreed contract terms & conditions.
3	What is the difference between "invoice submission for service confirmation" and "invoice submission for receipt"?	Invoice submission for "service confirmation" is for service line items where an approved service confirmation is required before payment request.  Invoice submission "for receipt" is for material line items where the acceptance of the material has been updated in the system.
4	For tax, if term is DAP, what should we enter? Or do we skip if it is not applicable?	Under payment request, only sales and service tax are required to be defined by suppliers.
5	The exchange rate should be inserted based on invoice date rate?	The exchange rate enter in the system should be as per the one stipulated in the physical tax invoice. The determination of the exchange rate should be in accordance with Customs requirements (e.g. selling rate of BNM, any commercial banks registered in Malaysia, news agencies like Bloomberg, Reuters and foreign central banks).
6	How do I submit an invoice in other currencies?	The invoice currency must match the Purchase Order currency.

j. SMART by GEP® System Support

No.	Question	Answer
1	Will there be a dedicated technical team to support SMART by GEP®?	Yes, there is a dedicated PETRONAS support team to assists with any queries.
2	What is the contact channel if there are any issues with the system?	You may send in an email query to <a href="mailto:supplier.servicedesk@PETRONAS.com">supplier.servicedesk@PETRONAS.com</a> or you may call our PETRONAS Contact Centre at 03-2331 3330.
3	I have previously liaised with PETRONAS buyer; can I still get the support from him?	We would suggest for you to directly contact our PETRONAS Contact Centre (PCC) for any queries related to SMART by GEP®. However, you may also seek support from our buyer team directly.
4	Can I still contact VRM/ LRS for support?	You may contact LRS with regards to Licensing & Registration related queries via phone 03-2331 3330 or email to <a href="mailto:lrs_enquiries@PETRONAS.com">lrs_enquiries@PETRONAS.com</a> .
5	Where is the call centre for system support based in?	The call centre is based in Kuala Lumpur, Malaysia (GMT +8).

k. SMART by GEP® Training

No.	Question	Answer
1	Can you train my team to use SMART by GEP®?	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 SMART by GEP®?	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 SMART by GEP®. Further information will be communicated in due time.



I. SMART by GEP® System Security

No.	Question	Answer
1	Will SMART by GEP® be accessible in ISP-restricted countries such as China and Saudi Arabia?	SMART by GEP® is a SaaS solution and is accessible over the internet. Smart by GEP® will be accessible from China and Saudi Arabia. The application will authenticate with PETRONAS federation services and PETRONAS will have the ability to restrict access to the SMART by GEP® application from known PETRONAS IP addresses. (Whitelisting can be done on PETRONAS federation services).
2	As the system is cloud-based, will the system be vulnerable to cybersecurity threats?	GEP implements the required safeguarding such as DDOS, intrusion prevention system, log monitoring, source code assessment, and dynamic assessment to ensure the solution is always guarded against cybersecurity threats.
3	Is the system SOX compliant?	GEP works with SOC2 type controls and framework. GEP is audited on an annual basis by an independent third party as part of the annual SOC 2 Type 2 controls. The audit covers SMART by GEP® application, infrastructure on which the application is developed, and the procedures and polices used to build the application.
4	Is there multilayer security to input passwords (i.e. TAC approval)?	SMART by GEP® supports integration with customers to identify and access management solution for authentication using SAML 2.0 and federated identity-based authentication methods. SMART by GEP® is known to work well with the Microsoft "Active directory Federation services" for "Single Sign-on" and Multifactor authentication. The solution supports email-based two-factor authentications for non-PETRONAS domain users.
5	What cloud server is the system using?	SMART by GEP® is hosted on Microsoft Azure Cloud datacentres. SMART by GEP® is delivered to customers as a SaaS offering, where it hosts the application in multi-tenant mode. Customers' data is logically separated and not accessible to one another.

m. Process – Registration & Licensing

No.	Question	Answer
1	I would like to do business with PETRONAS. How do I register?	For more information on how to register as a PETRONAS vendor, please refer to <a href="#">Our Licensing &amp; Registration</a> .
2	Would I still need to use ROS & SUS?	Currently, ROS and SUS will still be applicable for tenders not initiated in SMART by GEP®, as well as tender involving subsidiaries not manage by Group Procurement e.g. KLCC Urusharta, Dewan Filharmonik, PETRONAS Gallery etc.
3	What happens to my license validity if it is expiring soon?	The implementation of SMART by GEP® will not impact supplier's license validity. Should it need to be renewed, do follow the existing Licensing & Registration process.
4	Is the licensing office still open?	Yes, the licensing office on Level 9, Tower 1 will remain open to tend to License and Registration matters.

n. Miscellaneous – General Questions

No.	Question	Answer
1	Where can I get more information on SMART by GEP®?	For more information, you may refer to the <a href="#">PETRONAS Vendor Announcement Portal</a> .
2	Are there upcoming activities to support the implementation of SMART by GEP®?	Stay tuned for our communications regarding upcoming activities and updates on SMART by GEP®. If you require more information, you may refer to the <a href="#">PETRONAS Vendor Announcement Portal</a> .
3	I have a question that is not in this FAQ.	Email your queries to <a href="mailto:supplier.servicedesk@PETRONAS.com">supplier.servicedesk@PETRONAS.com</a> to have them addressed accordingly.