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Click on the item number to go to the selected section.

2. LAPASAR User Guide
3. DROPEE User Guide
B2B Marketplace New Ways of Working

1. Cross Functional Collaboration
   The online and integrated B2B procurement platform provides suppliers the opportunity to collaborate with PETRONAS more efficiently.

2. Proactive Ownership
   Suppliers are empowered to manage their own accounts, including product, price, shipping and other settings.

3. Embrace Technology
   Suppliers are encouraged to adopt an open mindset and actively utilise the new platform to drive procurement activities and elevate ways of working.
GROUP PROCUREMENT

LAPASAR SUPPLIER USER GUIDE
Objectives

The purpose of this document is to provide an overview and step-by-step training to navigate through Lapasar.com as well as the capability to perform procurement functions on the marketplace.

The contents curated in this document allows the suppliers to achieve the following:

1. To obtain an understanding on how to navigate through the new B2B procurement platform and its functionalities.

2. To be equipped with sufficient knowledge to use the system based on the functions and features available.

3. To recognise the high level benefits of the system and the new ways of working around it.
OVERVIEW & NEW WAYS OF WORKING
Lapasar.com is a B2B Procurement Marketplace, integrated with a sophisticated procurement system which simplifies and optimises procurement efficiency. Lapasar strive to bring together a streamlined experience for corporate buyers and suppliers.

1. Increase sales by having immediate access to registered corporate buyers.
2. Localized approach with buyers & suppliers all over Malaysia.
3. Manage your orders from everywhere with a free Mobile App for suppliers.
4. Lapasar’s team provides dedicated support to suppliers.
5. Fast and timely payment process for suppliers.
PETRONAS Supplier Eligibility & Verification

1. Supplying goods or products to PETRONAS are strictly restricted to suppliers that have a valid registration and/or valid license issued by PETRONAS.

2. Suppliers are only allowed to supply products within the categories they have registered for and listed under the relevant SWECs.

3. Suppliers must also be prepared to submit the proof of Registration or License certificate with PETRONAS for verification purposes before onboarding Lapasar.com.
Information Needed for Supplier Registration on Lapasar

Upon registering, the following documents are required to be submitted for validation as a Petronas supplier. Please send the documents to welcome@lapasar.com.

<table>
<thead>
<tr>
<th>Company Registration Details</th>
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<td>• Company Name</td>
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<tr>
<td>• Company Registration No.</td>
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<td>• PIC Email Address</td>
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<td>• PIC Contact Number</td>
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<td>• Petronas license or registration certificate</td>
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<th>Company Bank Details</th>
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<td>• Email Address for Payment Notification</td>
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<th>Company Verification Documents</th>
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<td>• IC Copies from Directors</td>
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<td>• M&amp;A</td>
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<td>• Form 13 (if any)</td>
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<td>• Form 32A (if any)</td>
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</table>
**General Functions**

1. **Account Registration**
   - New suppliers registration to onboard Lapasar as a PETRONAS supplier.
   - To activate auto-invoicing system that simplifies payment processes.

2. **Product Upload**
   - To be able to view, upload & submit products on Lapasar with the correct product details.

3. **Product Edit & Manage Inventory**
   - To be able to edit uploaded products details upon submission & approval.
   - Manage product inventory on Lapasar in order to align with supplier’s actual product inventory.

4. **Product Approval Status**
   - To monitor the product(s) approval status upon submission of uploaded products.

5. **Delivery Term & Delivery Location**
   - Mandatory for suppliers to input both delivery terms & available delivery locations for PETRONAS Catalog.

6. **Accepting & Managing Orders**
   - To accept and manage orders received more effectively and efficiently.

7. **User Roles**
   - Suppliers are able to create unlimited user roles with varying levels of access on Lapasar Vendor Portal.
APPLICATION DEEP DIVE

General Functions

1. Account Registration
2. Product Upload
3. Product Edit & Manage Inventory
4. Product Approval Status
5. Delivery Term & Delivery Location
6. Accepting & Managing Orders
7. User Roles
General Functions

The system general functions and features are covered in this section.

**LEARNING OBJECTIVES**

Suppliers will learn the basic system features and familiarise themselves with the interface to capably navigate Lapasar Vendor Portal for PETRONAS Catalog.

1. Landing Page
2. Why Join Us
3. Portal Guide
4. FAQ
5. Contact Us
Landing Page

This is the landing page of Lapasar Vendor Portal for PETRONAS Catalog

1. Click on “Home” to visit this landing page.
2. Click on “Login” / “Register” to login to your seller account or register a seller account on this portal.
3. Scroll down to read the latest announcement / updates related to Lapasar Vendor Portal for PETRONAS Catalog.

Welcome to Lapasar’s Vendor Portal for PETRONAS Catalogue

A Collaboration with PETRONAS Bethad

Login

Register

Join Us to Connect with PETRONAS Catalogue Today!

Lapasar.com is a B2B Procurement Marketplace, integrated with a sophisticated procurement system which simplifies and optimises procurement efficiency. Lapasar drives to digitize and bring together a streamlined experience for corporate buyers and suppliers.
Why Join Us

The section contains an overview of Lapasar and our collaboration with PETRONAS

Visit this page to read more about:

- Lapasar - A B2B Marketplace
- Releases to PETRONAS OPUs
- Testimonial from PETRONAS User.
Portal Guide

The section contains an overview of the supplier’s status.

Visit this page to:
- View the full vendor portal guide
- Other guidelines to follow as a vendor for PETRONAS Catalog.
Frequently Asked Questions (FAQ)

The section contains the FAQ regarding Lapasar and B2B Marketplaces for PETRONAS Catalog

1. Visit this page to read through all Frequently Asked Questions (FAQs)

2. Click here to view the full Lapasar FAQ for PETRONAS Catalog.

3. Click here to view the PETRONAS FAQ on B2B Marketplaces.
Contact Us

The section contains the information to contact Lapasar.com

1. Visit this page to search for Lapasar’s contact information or details.

2. Live Chat Team will respond to any of vendor’s question within minutes. **Lapasar Live Chat Feature** is available once vendor is logged in to the Vendor Portal.

3. Alternatively, vendors may choose to **WhatsApp** Lapasar for any enquiries.
Suppliers will receive a confirmation email from Lapasar upon registering to assign a new password for the account.

LEARNING OBJECTIVES

Suppliers will be able to register an account on Lapasar Vendor Portal for PETRONAS Catalog and register for auto-invoicing for receiving payment purposes.

1. Create Account
2. Update Password & Login
3. Auto Invoicing Registration
Create Account

Click here (Registration Link) to register on Lapasar Vendor Portal for PETRONAS Catalog.

1. Fill in the details required:
   - Company Name
   - PIC Name
   - PIC Mobile Number
   - PIC Email

2. Upload supplier’s latest PETRONAS License Certificate & input the License Certificate Expiry Date (DD/MM/YYYY)

3. Click on ‘Submit Registration’ upon ticking on the T&C checkbox.

Visit PETRONAS Licensing Management System (PLMS) to download your latest PETRONAS License Certificate.
Update Password & Login

You will receive an email from welcome@lapasar.com with the title “Welcome to Lapasar.com”. Click on the link in the email and you will be directed to this page to set your password.

1. Enter a new password and confirm that the password matches.
2. Click on “Save Changes” to save the new password for this Vendor Portal Account for PETRONAS Catalog.

Supplier will then be directed to the Login Page for Lapasar Vendor Portal.
Auto-Invoicing Registration (A)

Lapasar uses an auto-invoicing system, enabled through a one-time registration. On the Lapasar platform, we do not require invoices from suppliers in order to release payments.

1. Click on ‘Profile Settings’ on the Left Navigation Bar.
2. Click on ‘Company Profile’ under My Profile.
   Continue the steps on the next slide.
Auto-Invoicing Registration (B)

Suppliers will be able to activate auto-invoicing system on Lapasar by providing mandatory company documents.

1. Click on ‘Create Account’
2. Update Password & Login
3. Auto Invoicing Registration

3. Click on ‘Auto Invoice Application’ under Company Profile
4. Click on the ‘Download’ Button under Application Form Template.
   Please fill in the form upon downloading.
5. Upon filling up the form, please Upload (click on ‘Browse’) the filled form under Signed Application Form.
6. Click on the dropdown menu under Company Registration Type to select between ‘Private Limited OR Enterprise’
   Kindly upload all the company documents stated.
7. Click on ‘Save Changes’ to save all information input / uploaded.
APPLICATION DEEP DIVE

General Functions

1. Account Registration
2. Product Upload
3. Product Edit & Manage Inventory
4. Product Approval Status
5. Delivery Term & Delivery Location
6. Accepting & Managing Orders
7. User Roles
Product Upload

This section allows supplier to view, quote and submit products quoted for approval.

LEARNING OBJECTIVES

Suppliers will be able to view, upload and submit quoted products for PETRONAS Catalog through this Lapasar Vendor Portal.

1. View SWECs Allowed
2. Upload Products
3. Submit Uploaded Products
View SWECs Allowed to Quote

This section will display a list of SWECs allowed for supplier’s company to quote for PETRONAS Catalog. *Do find the full list of SWECs available for PETRONAS Catalog [Here](Link).

1. Click on ‘Upload Products’ on the Left Navigation Bar.
2. View the list of allowed SWEC Codes for supplier’s company for PETRONAS Catalog.
3. Click the Icon under ‘Action’ to view more or quote for the products listed.
   Upon clicking on the icon, find more steps to quote for products on the next slide.

💡 Please contact Lapasar Live Chat Team or Lapasar WhatsApp if there are any missing / extra SWECs available to be quoted on your list.
Upload Products (A)

This section allows suppliers to view product listing details & upload products accordingly. Suppliers will be directed to this page upon clicking on the eye icon for a selected SWEC Code.

1. Click on the dropdown menu under Material Number to view the Material Number (Products ID) allowed to be quoted under the selected SWEC.

2. Click on ‘Add’ to quote for products with exactly the same specification / functionality stated under Characteristic Desc.

3. Click on ‘Alternative’ to quote for products with the same specification / functionality stated under Characteristic Desc - but may vary in other aspects such as brand and manufacturing origins.
Upload Products (B)

This section allows suppliers to view product listing details & upload products accordingly. Click on ‘Add’ and this window will pop up for supplier to input product details.

1. Click on 'Add' and this window will pop up for supplier to input product details.


3. Input ‘Unit Price’ - must be inclusive of Product Unit Price + 3% Commission + Delivery Charges*.

   *Set the delivery charges according to supplier’s available delivery locations. Refer to the slides for Manage Delivery Location.

4. Input accordingly for item quoted:
   - Minimum Order Quantity
   - Delivery Terms (Days)
   - Upload the exact image(s)

5. Kindly confirm the details inputted and click on ‘Save’.
Submit Uploaded Products (A)

This section allows suppliers to view product details uploaded & submit for approval. Upon clicking on ‘Save’ from the last slide, supplier will be directed to this page.

1. Click on ‘Add New Products’ if you wish to upload more products before submitting products uploaded for approval.

2. Click on ‘Next’ to proceed with submitting products uploaded for approval.
Submit Uploaded Products (B)

This section allows suppliers to view product details uploaded & submit for approval. Upon clicking on ‘Save’ from the last slide, supplier will then be directed to this page.

1. View SWECs
2. Allowed
3. Upload Products
4. Submit

Supplier may view the numbers of products quoted under ‘Total Not-Submitted Product’.

Click on ‘Submit Products Quoted’ button to submit all products quoted for this round.

Supplier may quote & submit their products quoted anytime - even if it’s just submitting 1 product at a time.
Submit Uploaded Products (C)

This section allows suppliers to submit products uploaded for approval. Upon clicking on ‘Submit Products Quoted’ from the last slide, a window will pop up.

- Click on ‘Submit Now’ to confirm the submission of the product(s) uploaded this round.
- Then, another window will pop up to display the product submission confirmation & the total products submitted for approval.
  - Click on ‘OK’ to close the window.
APPLICATION DEEP DIVE

General Functions

1. Account Registration
2. Product Upload
3. Product Edit & Manage Inventory
4. Product Approval Status
5. Delivery Term & Delivery Location
6. Accepting & Managing Orders
7. User Roles
Product Edit & Manage Inventory

This section allows suppliers to edit products details and manage product inventory through Lapasar Vendor Portal for PETRONAS Catalog.

LEARNING OBJECTIVES

Suppliers will be able edit products details uploaded, as well as manage inventory on the platform so that it would be aligned to supplier’s actual product inventory.

1. Manage & Edit Products Details
2. Manage Inventory
Manage & Edit Product Details (A)

This section allows suppliers to edit products details approved by Lapasar Admin.

Suppliers may click on the icons under 'Action' for each product to perform certain actions - in order to manage and edit products approved.

Please find the icon descriptions on the next slide.
## Manage & Edit Product Details (B)

This section allows suppliers to understand each icon descriptions under Manage Products.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📝</td>
<td>Click on this icon to <strong>Edit Product Details</strong>.</td>
</tr>
<tr>
<td>🔄</td>
<td>Click on this icon to <strong>Manage Inventory &amp; Edit Product Unit Price</strong>.</td>
</tr>
<tr>
<td>🚫</td>
<td>Click on this icon to <strong>Disable Products</strong> that are not sellable / unavailable (Hide item temporarily from PETRONAS Catalog).</td>
</tr>
<tr>
<td>✔️</td>
<td>Click on this icon to <strong>Enable Products</strong> that has been disabled earlier on.</td>
</tr>
</tbody>
</table>

2. Find the descriptions of each icons (under ‘Action’) for **Manage Products** as stated.
Manage Inventory

This section allows suppliers to update inventory, as well as price adjustment for each product.

1. On the same page (from previous slide), click on this icon under 'Action'. The icon description is as stated on the left.

2. Supplier will be directed to the 'Inventory Management' page.

3. Edit the unit price of the product under 'Unit Price'.

4. Edit the Inventory for the product under 'Update Inventory'.

5. Click on 'Update Inventory' to save the changes made.
APPLICATION DEEP DIVE
Product Approval Status

This section allows supplier to monitor their product approval status upon submitting their uploaded products for PETRONAS Catalog.

LEARNING OBJECTIVES

Suppliers will be able to monitor & edit their products submitted (with 3 status).
Product Approval Status

This section allows supplier to monitor their product approval status upon submitting their uploaded products for PETRONAS Catalog.

1. Click on ‘Product Approval Status’ on the Left Navigation Bar

2. Suppliers may monitor the approval status under ‘Status’

3. Click on ‘Edit’ to make changes or view the product submitted.

   - **Approved**
     - Edit products only through Manage Products

   - **Pending**
     - Unable to edit products (view only)

   - **Rejected**
     - Edit & view products by clicking on ‘Edit’
Delivery Term & Delivery Location

This section allows supplier set their general delivery term and delivery location for PETRONAS Catalog (Both are mandatory to input).

LEARNING OBJECTIVES

Suppliers will be able to set and edit their general delivery term and delivery location exclusively for PETRONAS Catalog.
General Delivery Term

This section allows suppliers to set and edit the general delivery term that covers all products uploaded for PETRONAS Catalog - serves as a reference for PETRONAS Buyers.

1. Click on ‘Manage Delivery Term’ on the Left Navigation Bar

2. Input your Delivery Term (Days).
   
   Please note that this general delivery term settings should cover all products uploaded for PETRONAS Catalog.

3. Click on ‘Save Changes’ to save once you have input the delivery term.

💡 This is mandatory for PETRONAS Vendors to input. Failing to do so will result in your e-store being hidden from PETRONAS Catalog.
Delivery Location

This section allows suppliers to set the supplier’s available delivery location(s). The total product unit price inclusive of delivery charges must cover all the locations selected.

1. Click on "Manage Delivery Location" on the Left Navigation Bar

2. Tick on the checkboxes for the states that are within the supplier’s available delivery location.

   Note: only tick on the checkboxes that are applicable to supplier’s delivery locations (states).

   This should apply to all products uploaded for PETRONAS Catalog.

Please note that the delivery location settings apply to all products quoted & uploaded in your Lapasar Seller’s account for PETRONAS Catalog.
APPLICATION DEEP DIVE

General Functions

1. Account Registration
2. Product Upload
3. Product Edit & Manage Inventory
4. Product Approval Status
5. Delivery Term & Delivery Location
6. Accepting & Managing Orders
7. User Roles
Accepting & Managing Orders

This section allows suppliers to accept (fulfillment) and manage orders from PETRONAS buyers.

LEARNING OBJECTIVES

Suppliers will be able to accept orders received from PETRONAS as well as managing them.

1

Accepting & Managing Orders
Accepting & Managing Orders

This section allows suppliers to accept (fulfillment) and manage orders from PETRONAS buyers.

1. Click on ‘Product Approval Status’ on the Left Navigation Bar

2. Click on ‘Pending Order’ to view the order pending for supplier to accept.

The number states the number of orders pending to be accepted.

Please contact Lapasar Live Chat Team or Lapasar WhatsApp for any enquiries regarding accepting order(s) from PETRONAS.
APPLICATION DEEP DIVE

General Functions

1. Account Registration
2. Product Upload
3. Product Edit & Manage Inventory
4. Product Approval Status
5. Delivery Term & Delivery Location
6. Accepting & Managing Orders
7. User Roles
User Roles

This section allows suppliers to create unlimited user roles with varying levels of access on Lapasar Vendor Portal for PETRONAS Catalog.

LEARNING OBJECTIVES

Suppliers will be able to create user roles & view list of users with different level of access on Lapasar Vendor Portal.

1. User Roles
2. List of Users
User Roles (A)

This section allows suppliers to create user roles and the different levels of access on Lapasar Vendor Portal.

1. Click on ‘Manage Users’ on the Left Navigation Bar
2. Click on ‘User Roles’ from Manage Users Dropdown Menu.
3. Click on ‘Add User Role’ to add new user roles on Lapasar Vendor Portal.
4. A ‘User Role’ window will pop up:
   - User Role Name
   - Status (Enable / Disable)
5. Click on ‘Save’ once completed.
User Roles (B)

This section allows suppliers to create user roles and the different levels of access on Lapasar Vendor Portal.

Upon saving the role created, a green bar stating a new user role has been added will appear.

There are 2 actions can be made under Action:
- Edit Roles
- Page Access

Find the descriptions of each icons (under ‘Action’) for User Roles as stated.

Click on this icon to **Edit Roles** created.

Click on this icon to **Edit Page Access** for the roles created.
User Roles (C)

This section allows suppliers to create user roles and the different levels of access on Lapasar Vendor Portal.

9. Click on this icon to Edit Page Access for the roles created.

9. On the same page (from previous slide), click on this icon under ‘Action’. The icon description is as stated on the left.

10. Supplier will be directed to ‘Page Access’ and able to allow varying access to different roles created.
List of Roles

This section allows suppliers to create and view list of users created on Lapasar Vendor Portal.

1. Click on 'Manage Users' on the Left Navigation Bar.
2. Click on 'List of User' from Manage Users Dropdown Menu.
3. Click on 'Add User Role' to add new user on Lapasar Vendor Portal.
4. An ‘Add New User’ window will pop up:
   - User Name
   - Role - added in ‘User Roles’
   - Gender
   - Email
   - Office / Mobile No.
5. Click on ‘Save’ once completed.
**Petronas-Lapasar DO’S & DON’TS**

**DO’S**

- Have a designated Person in Charge that will take care of the onboarding and the fulfillment of the first few orders.

- Leverage on our team to help you set up. Product uploads, account setting and more.

- Download the respective marketplace App to be notified on your incoming orders & manage them easily.

**DON’TS**

- Do not set prices that are above reasonable market price average.

- Do not be hesitant to reach out for help! You can reach Lapasar via the Live Chat function, via Call or via Email!

- Do not forget to update your product inventory and prices if there are any changes.
Support Contact

Should you require any support, please reach out to us via the following channels:

**E-MAIL :** welcome@lapasar.com

**CALL :** 03-6144 6686

**LIVE CHAT :** https://petronas.lapasar.com/app/petronas/ (Upon Login)

**WHATSAPP :** +60 154-600 0054
**Introduction to PETRONAS@Dropee**

Dropee is a B2B e-Commerce platform that enables suppliers to track orders, acquire new customers, manage product inventory & gain business insights. Together, we are on mission to scale your business and prepare you towards the digital economy.

- **PETRONAS@Dropee** is a separate platform by Dropee that will serve only PETRONAS buyers and PETRONAS registered Suppliers. The platform is integrated with SMART by GEP® allowing for direct purchases between PETRONAS buyers and suppliers.

- The platform is currently serving **40 of the PETRONAS Non-Stock categories (SWEC)**. Therefore, only PETRONAS registered suppliers who are serving those categories will have access to PETRONAS@Dropee. ([Refer to here](#))

The PETRONAS@Dropee platform will be going "LIVE" sometime in September 2020.
Welcome to the preferred procurement platform for PETRONAS

The PETRONAS@Dropee procurement platform brings B2B marketplace user experience to PETRONAS Buyers and Registered PETRONAS Suppliers and Vendors. When the system goes live in Q3 of 2020, forty major procurement categories will be made available on this platform and some 2000+ PETRONAS-registered vendors will begin selling their products online.
Getting Started

1. Go to petronas.dropee.com using any browser
2. Fill up and submit the Supplier Registration Form
3. Dropee will validate your PETRONAS License Validity
4. If the license is valid, you will receive login instructions from Dropee via the registered email
First Time Login

Once you have received your Dropee Login Instructions and Credentials via email, you are now ready to login and upload your products.

1. Click **Login** to enter Petronas@Dropee

2. For first time login, click on “Forgot your password” to set a new password and put your registered email.
Once you have successfully logged into the platform, you can start uploading your products.

- First, click on **Products** on your dashboard.

- At the Product page, click on **Add New Product** button.

It will direct you to the **Product Details** page.
Please search for your Products via the matching Product Description or Product Code (BIN Number) that falls under the 40 SWEC codes according to your Petronas License.

Only the Working Categories that falls within the 40 SWEC Codes will be displayed on your Add Product page.

1. Click Select button.

The system will pre-fill the following fields:
- **Category**
- **Material Name**
- **Product Barcode**
The system will pre-fill the fields in **Step 1/4: Petronas Material Data.** Proceed to fill up the rest of the fields under **Steps 2/4, 3/4 & 4/4** on the Product Upload page.

**NOTE:** Columns with asterisks (*) are mandatory to be filled up.
# Product Pricing

## Your Product Pricing must include your shipping & tax rates.

If SST applies for your product, please select ‘Yes’ in this column.

## In this section, Select the states that qualifies for the product price + shipping fee entered above.

If you have different shipping fees for different states, please duplicate your products and edit them accordingly (Refer here)
Once you have filled up all required fields, click the **Submit** button.

If the form is complete, you will then be returned to the Product Listing page.

Otherwise, the system will ask you to amend certain fields.
Once you have uploaded your products, they will be listed on the Products page.

Add your image by clicking on the **+ Images** button on the right side of your products page.
**Duplicate Products for Different State Shipping Prices**

Duplicate SKU with adjusted price for different shipping locations

1. **For different states with different shipping prices**, please duplicate your products and click edit on the duplicated product to adjust the pricing of the product with the matching states accordingly.

2. Duplicate your products as many times required to **cover all shipping regions**.
If you have 50 or more products, you may request for the Bulk Upload Template via email to list them in one go!

- You may refer to the Masterlist sheet to search for your respective product BIN number under the 40 SWEC Code Categories that will be used for this platform.

Once completed, you may update us via our Whatsapp helpline at:

+601800819149 (Chat only)
How do I view my Products?

To view your products, click on ‘Categories’ and then click on ‘All Products Categories’ at the bottom of the drop-down menu.

- Other Suppliers on the platform are **not able to view** your products and its prices.
- **ONLY** PETRONAS and yourself are able to view your product catalog.

**PETRONAS Buyers are not able to view Supplier names** as well.

Uploading your products with **competitive prices, clear images** and **detailed information** will help you stand out.
Are there any charges?

- Signing up and listing your products is FREE!

- Petronas@Dropee has a **commission rate of 6%** for every sale transaction with a **cap of RM 8,000** on a rolling-year basis (eg: 1st Sept 2020 - 31st Aug 2021).

- This means that once a **limit of RM8,000** in commission is reached, your commission rate **drops to 0%** for the rest of the year.
The platform is currently serving a portion of the PETRONAS procurement categories (SWEC). Therefore, only PETRONAS registered suppliers who are serving those categories will have access to the PETRONAS@Dropee platform.

- You may refer here for the latest list of SWEC Categories (last updated by PETRONAS on 15th June 2020).

- You may refer here for the list of Material/Product Names & Descriptions that fall under the 40 SWEC Categories (last updated by PETRONAS on 26th August 2020).

- **NOTE:** There may be changes to the SWEC & Material/Product information, as shared across by PETRONAS from time to time. Dropee’s team will inform and assist participating Suppliers to ensure that any negative impact to their selling experience can be minimised.
Support Contact

Should you require any support, please reach out to us via the following channels:

E-MAIL : petronas@dropee.com

Whatsapp : +6018 - 0081 9149 (Chat Only)
Frequently Asked Questions:

For further information and verification from PETRONAS, you can kindly refer to these newsletters by PETRONAS as part of their Vendor Announcement:


2. https://www.petronas.com/vendor-announcements/whats-next-newsletter-8-have-you-created-your-smart-gepr-account