GEP SMART Frequently Asked Questions (FAQ)

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Supplier Profile & Account Activation

General

Query	Answer
Is there a Master User feature that is able to control other user ID's e.g. to delete and reset password or even view activity log?	There is no Master User feature. You will only be able to define one user as your Primary Contact. The Primary Contact will only be able to add new users but not reset the password of the other users. This action has to be done by the users themselves.
What is the difference between PLMS and SMART?	PLMS is the licensing platform where you apply to be PETRONAS licensed or registered vendors, and do your SWEC application. SMART is where you can update your ordering location, bank details, and contact information for your procurement activities such as receiving tenders, viewing Purchase Order, and submitting invoices.
Is it possible to change the default display to show 10 rows instead of just 5?	No, this feature cannot be changed.
Is it compulsory to change our account password every few months, similar to SUS?	No, it is not compulsory.
Where can I obtain the user guide or manual for SMART?	Please refer to our Licensing & Procurement in Malaysia page for the latest user guides, FAQ and videos on SMART: https://www.petronas.com/be-our-partner/licensing-and-procurement-in-malaysia under Unified Procurement Platform tab on the right side.
Will there be any clinics held for PLMS?	There is no clinic plan to be conducted in the near future. For more information on PLMS you can refer to our user guides and briefing videos at https://www.petronas.com/be-our-partner/licensing-and-procurement-in-malaysia
Which issue should we refer to support@gep.com and which issue should we refer to supplier.servicedesk@petronas.com?	All issues shall be escalated to supplier.servicedesk@petronas.com
Can each of the regions access through one SMART account?	SMART acccount is accessible by individual and not by location.
Is SUS not relevant anymore for us?	As the implementation of SMART is by phases to the PETRONAS OPU, you would need to maintain both SUS and SMART accounts. For the PETRONAS OPU that have not gone live for SMART, you would need to use SUS to perform your procurement transactions. But for the PETRONAS OPU that have gone live, you will need to use SMART. The list of PETRONAS OPU by each releases is available at our entry at https://www.petronas.com/vendor-announcements
Is it a must to complete the Supplier Profile prior to using SMART for e.g. RFX?	You are required to complete the mandatory information of your profile as per our guideline and ensure that your profile status is in "Approved" status. Generally, you will still able to respond to any RFx prior to the approval of the supplier profile. However, you will not be able to receive any PO or service confirmation is your profile is not in "Approved" Status.
Will my SMART account be affected if I update my company profile in PLMS and it is still pending approval?	Your SMART account will not be affected until your PLMS updates have been approved. The updates will be reflected in SMART only after it has been approved in PLMS.
Why do I have to key in the password for SMART again when I have already saved the password?	This would be relevant if you receive multiple invitations and manage multiple SMART accounts for your different company. Therefore you would need to log out and reenter your password whenever you want to respond to invitations for different company accounts.

Account Activation

Query	Answer
I could not complete registration in self-service portal as there is an error, "System is detecting session error. Please close your window and try again.". What should I do?	Please raise a ticket to our support team at supplier.servicedesk@petronas.com.
I have tried resetting my password but I have not received any reset email.	Please raise a ticket to our support team at supplier.servicedesk@petronas.com.
Does each region need to create new ID to log into SMART?	No, it is not necessary for each region to create a new ID. It really depends on how your company is structured. The SMART ID is meant for individual and not by location.
Will my account be temporary disabled after not logging into SMART for a long time?	No, your account will not be disabled if you have not used it in a long time. However, you may be required to reset your password.
How do we get the invitation to create a SMART account?	You shall receive an email from smart@gep.com to create a SMART account. If you have yet to receive it, Please raise a ticket to our support team at supplier.servicedesk@petronas.com.
Under the Manage feature, it says the Primary Registration Form has been finalised. Does this mean that we do not need to do anything?	Yes, you may ignore the Primary Registration Form under Manage as long as your profile status is in Approved status.

Can I know what is the functionality of multiple users in SMART as we can only log in using 1 ID	Each user will have their own ID. For example, if you have 3 different focals for different purposes, you can add their contacts into the supplier profile. Each of them will then receive an invitation from SMART to create their own user accounts. However, when they log into SMART, they will always be tagged to the same company.
Do I need to create separate accounts for my company's other branches (similar to SUS?)	No, SMART accounts/ user IDs are not segregated by branches. You would only need to create account for the different contact persons.

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Contact Information

Query	Answer
How to I create multiple ID's but with limited and specific accesses for my company?	If your profile status is Approved, you may create a change request by clicking on the button at the bottom right corner of the screen. Click on Add New Contact, fill in the details and choose the role of the new user. Click on Submit.
I have more than 1 supplier contact in my SMART account. Will all of them be notified by email at the same time when an RFX is received?	Contact shall receive email for RFx if they are given access to the invited RFx. If they are not, primary contact can assign the RFx to them accordingly.
What happens to all previous transaction of information/ communication between PETRONAS and the focal person who has resigned? Is the information and communication traceable?	All previous transactions, information and communications between the focal person and PETRONAS are recorded and kept in SMART.
When adding contact information for additional users, what should we do if the system cannot send the link to the users to activate the account?	The system will send the link automatically to the new users. If the user has still not received the link, please raise a ticket to our support team at supplier.servicedesk@petronas.com.
Can the profile details be filled by all registered members or only the primary contact person?	Only the Primary Contact for the account needs to fill in the supplier profile details.
I cannot click the "Send Invitation" button after creating a new contact. What should I do?	To create a new contact, you will need to submit a change request. Once the change request is approved, you should be able to send the invitation to the new user.
Are we allowed to change our Primary Contact?	Yes, you would be able to change your Primary Contact by creating a change request. You can assign any one of your contacts to be the Primary Contact for your company.
I have added a new contact but so far he has not received any activation link. There is also no option to send the link manually from the Contact Information section.	Upon approval of the change request, you should be able to select the added contact and click on the Invite button.
Our contact person who created the account has left my company. I do not want him to have any access to the account. What should I do?	You will need to delete the contact under Contact Information tab. The person should not be able to log into SMART and access your company details after that.
Can the account's Primary Contact assign another user as RFx Submitter? Where can they make this change?	Yes, you can make this change for each RFx documents received.
I am already registered with SMART. How do I create user ID's for other branches of my company (in other states)?	You are not required to create a SMART user ID by location. SMART user ID is meant for individual. As such, if you have different users managing different locations, then you should create an account for them. Otherwise, a single ID can be used to manage multiple locations.
I have added a new user and assigned the role as "Sales Manager". In your user guide it says Sales Manager roles can participate in RFX. However, my new user is not able to access the RFX, and can only access PO and edit supplier profile. What do I do?	The access to RFx has to be given to the contact. Open the invited RFx, and assign them the roles of Collaborator or Viewer for the RFx.
Is it permissible for me to add more than 1 Primary Contact?	No, Primary Responder can only be 1 contact. However, you may add additional contacts.
Can users be assigned according to their roles e.g. data entry, processing, etc?	You may update their roles accordingly in the Contact Information section.
I do not see an "Add" option in Contact Information to add a new user. What do I do?	You will need to create a change request.
Is there a maximum number of contacts that we can assign to a particular role?	No, there is currently no maximum. Multiple contacts can be assigned to any particular role in your SMART account.
We have created accounts for a few Ordering Managers. However, only 1 person gets the notification. How does SMART decide who to send the confirmation acceptance to?	Each Service Confirmation is tied to the 1 contact that is assigned to the contract. Whenever there is a SC tied to the Contract or PO, the notification will be sent to the contact.
I have tried changing my primary contact but it still shows the old contact. How do I go about this?	If your supplier profile is in "Approved" status, you would need to initiate a Change Request prior to making amendments. The updates will be reflected in your supplier profile once they have been approved by PETRONAS.

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Location and Banking Info

Query	Answer
For Remit to Location, should the address be Company's HQ or Company's bank address?	For Remit to Location, the address should be company's HQ address.
How can I change the currency in Business Information?	You may proceed to create a change request and edit the currency.
Are there any supporting documents needed if we need to update our existing bank account details?	Yes, you are required to submit bank statement header or bank confirmation letter for the newly added/updated bank details.
How do I add additional bank account details? As I understand only 1 bank account details is allowed for each Remit to Location field.	You may add more bank account by creating a different Remit to Location.
If I set my currency as Malaysian Ringgit (MYR), will I be able to submit my quotation in USD later? There are some items in my bids that use USD.	Yes, you would be able to.
When I edit and try to submit my supplier profile, the message "IBAN CANNOT BE EMPTY" shows up. Why is that so?	IBAN is a mandatory field in SMART. However, if IBAN is not applicable for your bank information, you can simply enter "0".
Do we need to complete Roles and Contacts for Remit to Location and Ordering Location fields in the Supplier Profile?	No, roles and contacts for Remit to Location and Ordering Location fields are not mandatory to be completed in the Supplier Profile.

License and Registration

Query	Answer
As a licensed vendor, do I need to key in the data again when I update my supplier profile or is the information pulled automatically from PLMS?	The information is automatically updated in SMART whenever you make changes/update in PLMS.
Our PETRONAS license will expire in May next year. Where can we do our renewal?	You will need to renew your license in PLMS. Please refer to our Licensing & Procurement in Malaysia page for the latest user guides, FAQ and videos on PLMS at https://www.petronas.com/be-our-partner/licensing-and-procurement-in-malaysia

Profile Set Up and Approval

Query	Answer
Why do I still see tasks to be completed even though I had successfully set up profile?	As long as your profile is in Approved status, you may ignore the Primary Registration Form under Task.
How do we know that our profile has been activated? Is there any icon to show our profile is already active?	If you are referring to the profile status, kindly refer to the Status field under Basic Details section. It should say Approved. If you are referring to user activation, you can refer to the person's name under Contact Information section. There will be a last login date there which indicates that the user is active.
All the tabs in my company profile are green and the status of my profile is Approved. However, the percentage on the bottom left corner of the screen still says that profile is not complete. Can I know what other information is required?	The percentage refers to the completion of your profile including non-mandatory field. As long as your profile is in Approved status, you may ignore the % completion.
What do I do if my account status is not approved?	You are required to complete your profile and submit for approval. Please refer to our Quick Reference Guide to do so. https://www.petronas.com/sites/default/files/join-us/SMART%20by%20GEP%20QRG%20-%20Supplier%20Module_final.pdf
What do I do if my profile is in "Registered" status?	You would need to complete your Supplier Profile with all the mandatory information e.g. Basic Details, Location Information (at least 1 Ordering Location), Marketing Information (currency). As long as you have completed the mandatory fields, please submit it for approval. Your profile will now be under review. Once it is approved, your profile status will then be "Approved".
What do I do if my profile is in "Inactive" status?	This is due to your license has expired. You would need to log into PLMS, renew your license, get it approved and make the license payment. Once this has been completed, your profile will be updated as "Approved".

GEP SMART Frequently Asked Questions (FAQ)
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Profile Change Requests

Query	Answer
How many change requests are allowed at one time?	Only 1 change request is allowed at one time. You will need to wait for the approval of the change request prior to creating a new change request.
I have submitted multiple change requests for my Marketing Information section but have not received any relevant response.	If the change request is succesfully submitted, our team should have validate and process the changes. If it is not reflect, please raise a ticket to our support team at support.servicedesk@petronas.com for verification.
I submitted my Change Request but received an error message: "Businesss partner locked in staging, processing not possible". What does this mean?	Please raise a ticket to our support team at supplier.servicedesk@petronas.com for verification.
My Change Request has been in progress for many months. What should I do?	Please raise a ticket to our support team at supplier.servicedesk@petronas.com for verification.
Who will approve the supplier profile change requests?	It will be approved by PETRONAS internal team.
How to check the status of the change requests if we have made a lot of changes?	You may go to the Kebab Icon and click on View Change History. You should be able to view all changes and their statuses.
When I update and submit my profile, then log into my account again, my profile is still not updated. Please advise.	If your supplier profile is in "Approved" status, you would need to initiate a Change Request prior to making amendments. The updates will be reflected in your supplier profile once they have been approved by PETRONAS.
How long will it take to approve the profile changes?	Generally it will take 1-2 days. There is no difference in duration as to whether it is the first time approval or approval on updates or changes.
Currently there are 2 Supplier Profiles created under our company name in SMART, however none of us can submit any Change Request. Is there any way for us to submit the change request?	If your supplier profile is in "Approved" status, you should be able to initiate a Change Request prior to making amendments. If you are still unable to do this, please raise a ticket to our support team at supplier.servicedesk@petronas.com
Will any of the contacts (not the Primary Responder) who already have a SMART account be able to submit a "Change Request" to request PETRONAS to change their assigned role to be the Primary Responder? How will PETRONAS control this?	As SMART is a self-service platform, any of your colleagues who have created an account with SMART are able to change this setting. Therefore it is important to ensure that only the relevant persons are invited to manage the supplier profile for your company.

GEP SMART Frequently Asked Questions (FAQ)
RFX Response & Clarification, Letter of Acceptance

General

Query	Answer
Where can we get a detailed, step-by-step guideline on submitting bid responses in SMART?	Please refer to our Licensing & Procurement in Malaysia page for the latest user guides, FAQ and videos on SMART at https://www.petronas.com/be-our-partner/licensing-and-procurement-in-malaysia under Unified Procurement Platform tab on the right side.
Who should we reach out to if we have issues with SMART?	Please raise a ticket to our support team at supplier.servicedesk@petronas.com for help.
Will we be able to receive a dummy RFQ and test the system out prior to the actual RFQ?	We currently do not provide dummy RFQ.
Could PETRONAS conduct a similar training again in the future once suppliers start using the system?	Please observe communication from LRS Vendor mailbox on any future sessions and refer to https://www.petronas.com/be-our-partner/licensing-and-procurement-in-malaysia under Unified Procurement Platform tab on the right side for the latest user guides, FAQ and videos on SMART
Does SMART capture vendor performance based on tender/ RFX quotation submission?	No, SMART does not capture that information.
Can I use my existing SMART account to access the new system?	Yes, please refer to our Licensing & Procurement in Malaysia page for the latest user guides, FAQ and videos on SMART at https://www.petronas.com/be-our-partner/licensing-and-procurement-in-malaysia under Unified Procurement Platform tab on the right side.
Are we able to proceed to the next section even though the previous section has yet to be answered?	Yes. SMART will highlight the percentage of completion and supplier may resume the previous section. However, please ensure full completion as per requirement in RFX and communicate with Buyer on any clarification using Discussion Forum if required.
For suppliers who already have the Umbrella Contract in place, do we simply agree to all the T&C?	Please refer to the requirements specified in the RFX and clarify with the Buyer using the Discussion Forum.
Where do we fill in our incoterm, delivery period and taxes in the RFX?	Please refer to the requirements specified in the RFX and clarify with the Buyer using the Discussion Forum.
Are we able to see the name of the Buyer for each RFX in SMART?	No, the name of the Buyer will not be visible to suppliers.
Where can I see the scope of work?	You may refer to the scope of work under Guidelines/Attachment section of the RFX. Please refer to the RFX and connect with the Buyer for further clarification using Discussion Forum.
I have a few questions regarding my ongoing RFX with PETRONAS. To whom or where shall I raise this query?	Please channel your queries to the Buyer of the RFX via the discussion forum
In my Event Timeline, it is stated as "India Standard Time". How do I change it to KL, Singapore time?	Please raise a ticket to our support team at supplier.servicedesk@petronas.com for help.
Will my RFX be auto-saved?	Please ensure that you click Save once you enter any information in the RFX for the system to capture it.
Can we change our responses after saving and click Complete for each section before submitting the whole response?	Yes, you would be able to change your responses before the response timeline is completed.

GEP SMART Frequently Asked Questions (FAQ)
RFX Response & Clarification, Letter of Acceptance

RFX Invitation

Query	Answer
Can we set more than one email address as back-up to receive the RFX notification?	Only Primary Responder will receive the ITB email notification. The Primary Responder then can assign roles to Team Members in the RFP event. Each contact in your company's profile on SMART may register for their own accounts to log into SMART but only 1 contact can be the primary contact.
I have added my Sales Manager's contact information into SMART and assigned him the role of a Manager. However, only our admin received the RFX invitation.	The system will trigger RFX notification based on whose email your organization has maintained as Primary Responder in the system. As such please manage the access assignment accordingly within your organization.
Why is the Primary Responder's view of the RFX different from the other users in the same company?	The view is depending on the roles assigned to your company's contacts. The focal assigned as Primary Responder will have be able to view more compared to others.
Are we able to create new user account for Team Members to manage the RFX?	You can add a new contact in the supplier profile or in the RFP event itself, and send invitation to your new Team Member to register in SMART.
If there are 2 user accounts created for our company, will both accounts receive the notification for RFX?	This depends on who the Buyer assigns as a Team Member of the RFX. If Buyer provides access to both contacts, then both will receive the RFX notification.
We have created a SMART account but have not received any RFX. Is there any reason for this?	RFX requirements are based on PETRONAS' requirements at that point in time. As long as you have a valid account, you maintain the relevant SWEC that you have registered for, there will be no issue for you to receive RFX for new tenders
I cannot open the RFX email. How do I proceed with this?	Please raise a ticket to our support team at supplier.servicedesk@petronas.com to ask help. Alternatively, you may log into your SMART account to access the RFX itself.
How do you ensure that suppliers get invited and do not miss out on RFX?	Ensure that you have a valid and accurate supplier profile and that you maintain your SWEC that you have been registered to, you will receive RFX invitation that cater to the SWEC. You are also encouraged to regularly check SMART for any pending action that is required from you.
I am a team member of the RFQ, however I did not receive any notification of the discussion forum, even though my other team members did. Why is that so?	This will depend on your role that is set by the Primary Responder of the RFX. Currently only the Primary Responder and Collaborator roles who can access the discussion forum will receive the notifications
We have multiple supplier contacts for our SMART account. Does this mean all of the contacts will receive the RFX invitation?	Only the Primary Contact will receive the RFX invitation. However, once received the RFX, the Primary Contact/ Responder can then add in Team Members to the RFX and assign roles to assist in completing the RFX
How do I receive RFX by branches?	The RFX is not assigned by branches; it is assigned to the company itself. The Primary Responder of the company for the RFX will receive the RFX invitation.

GEP SMART Frequently Asked Questions (FAQ)
RFX Response & Clarification, Letter of Acceptance

Accepting Guidelines

Query	Answer
If we were to decline an RFX, do we have to still have to fill up the RFX or just proceed to decline invitation?	You can proceed to decline the invitation.
Do we still need to inform the Buyer if we decide not to participate in the RFX?	You may simply decline the invitation and specify the reason.
Are we allowed to decline an RFX that we already acknowledged/ accepted?	Yes, you may. You need to go to the Kebab icon and click on Decline Invitation. Please specify the reason.
If we declined the RFX invitation at first, but then later decide to participate in the RFX, will we be able to retrieve back the RFX?	Yes, you may. You need to go to the Kebab icon and click on Accept Invitation. Please specify the reason.
Do we need to accept and download all guidelines for the RFQ?	Yes, you will need to review all the guidelines and requirements by PETRONAS and accept the guidelines first before being able to participate in the RFX.
Is there any consequence if we do not do anything to the Guidelines e.g. neither accept or decline the guidelines?	It is best to accept the Guidelines if you would like to participate in the tender.
How do we know that we have acknowledged the guideline?	Once you perform the acceptance of the guideline, the status of the RFX will show "Guidelines Accepted"
Under the Guidelines acceptance, where do we submit the Bid Acknowledgement from file?	Please liaise with the Buyer for more clarification on where to submit Bid Acknowledgement for the RFX. You may also read through the ITB for more information.
Can we still decline the invitation if we have accepted the guidelines, but close to the bid closing date we decide to not participate in the RFX anymore?	Yes, you may. You need to go to the Kebab icon and click on Decline Invitation. Please specify the reason.

Team Members

Query	Answer
What are the differences between Primary Responder, Collaborator and Viewer, and what are the limitations of each function?	Primary Responder: Primary focal person for the RFX. This person will able to receive and submit RFX Collaborator: Able to review and fill up the RFX Viewer: Able to view the RFX but cannot edit the RFX
Is it possible to limit the accesses of each Supplier Team Member to only 1 area e.g. can only access Questionnaires not Price Sheets (as they would not know how to price the items offered)?	No, this feature is not available.
Can the other roles aside from the Primary Responder submit the proposal? And do we need to change this role every time we want to respond?	No, only Primary Responder will be able to submit the proposal. It is the supplier's responsibility to manage and assign this role to the correct focal.
Is the Primary Responder responsible for adding Team Members every time an RFX is received?	Yes, Primary Responder can add more Team Members as Collaborators to help the Primary Responder to respond to the specific RFX.
How many Team Members can the Primary Responder add in?	There is no limitation in terms of the number of Team Members. However, please be advised to only include the relevant Team Members in the RFX.
Is a user account necessary in order for Team Members to respond to the Discussion Forum?	A user account is required if the Team Member wants to access SMART.
After the current RFX ends, will the Team Members of this RFX be able to access the system again in the future RFX?	Yes, Team Member can access SMART as long as he has a valid SMART user ID and is assigned to any future RFX.
Is there a difference between Primary Contact and Primary Respondent? If the Primary Contact person has been changed in SMART GEP, will the RFX Primary Respondent to be changed automatically?	The Primary Contact is the sole contact person for the supplier, which is set from the supplier profile. The Primary Contact is the default RFX Primary Responder. If you change the Primary Contact in the supplier profile, then the next RFX Primary Responder will be change to the new Primary Contact
Can I change the Primary Responder of the RFX to a different role if the person is not the correct person to respond to the RFX?	You can change the Primary Responder for the particular RFX. Do note that only the Primary Responder can submit the RFX, while Collaborator can help edit the RFX but not submit it.
Is the Primary Responder the only person who will be able to add other contacts to be the Collaborator of the RFX?	Yes, the Primary Responder of the RFX is the only person who can add other contacts as Collaborator or Viewer.
Does the addition of Team Members for the RFX affect the RFX only or the main setting?	It will only affect the particular RFX and does not affect the main setting of your Supplier Profile

GEP SMART Frequently Asked Questions (FAQ)
RFX Response & Clarification, Letter of Acceptance

Questionnaires

Query	Answer
Are we allowed to upload more than 1 document for 1 question?	Yes, you can upload more than 1 document for 1 question. However, please take note that the maximum size allowed to be uploaded under each questionnaire is 2GB. There is no limit on the number of attachments, as long as within the limit.
Are we still able to submit unpriced commercials in SMART?	Please refer to the instructions specified in the RFX and clarify with the Buyer using the Discussion Forum.
Are we allowed to skip the questions/ questionnaires that are not applicable to us e.g. certificate is only available upon delivery thus cannot upload the document in the questionnaire?	Please refer to the instructions specified in the RFX and clarify with the Buyer using the Discussion Forum.
Is it mandatory for us to fill in the HSE section even if we do not supply any Services?	Please check whether the questionaire is classified as mandatory. If mandatory, it is compulsory to fill in and respond. However, please clarify with the Buyer using the Discussion Forum.
Where do we fill in the delivery lead time in the RFX, like we did previously in SUS?	Please refer to the instructions specified in the RFX and clarify with the Buyer using the Discussion Forum.
Do we need to mention in the questionnaire if some of the quoted items have different delivery lead time?	Please clarify with the Buyer using the Discussion Forum for any deviation to the RFX.
Where can we leave a remak if we would like to offer items of different specification in the RFX?	Please clarify with the Buyer using the Discussion Forum for any deviation to the RFX.
Can we download all the questionnaires for better review?	Yes, you may download all the questionaires at the Questionnaire section using the Download icon.
Are we able to upload documents for each question of the questionnaire?	Yes, you may. However, please do take note on the maximum size allowed to be uploaded under each questionnaire.
What is the difference between the attachments in Questionnaire and the attachments in Attachments section of the RFX? Do we need to upload our documents into both sections?	The attachments uploaded to the Questionnaire is for any information related to the Questionnaire. For attachments uploaded to the Attachments section in the RFX, it is for any documents related to the Questionnaire too, but only if you have exceeded the upload of 2 GB limit of the Questionnaire. Please liaise with the Buyer in the Discussion Forum for clarification, as this depends on how the Buyer designs the RFX.

GEP SMART Frequently Asked Questions (FAQ)
RFX Response & Clarification, Letter of Acceptance

Price Sheets

Query	Answer
Are we allowed to upload our own Excel sheet instead of filling in the Price Sheet in SMART?	No, you will have to download and use the pre-formatted version from SMART. However, it is recommended to enter your prices directly in SMART using the interface.
Can we state "NO" under the Intent to Bid column?	Yes, please state "No" if you do not intend to bid for the line item.
Can we download or print a summary of the Price Sheet from the submitted RFQ?	Yes, you can download a summary at the Price Sheet section using the Download icon.
What do we do if we need to quote the prices that we give as "At Cost" or "Cost Plus"?	Please refer to the instructions specified in the RFX and clarify with the Buyer using the Discussion Forum.
Is it mandatory for us to upload back the Excel sheet or only if there is any amendments?	Yes, it is mandatory to ensure all prices are updated in SMART.
How do we change the currency of the RFX if our proposal is in USD instead of MYR?	You will not allowed to change the currency. Please communicate with the Buyer on any clarification related to RFX via Discussion Forum.
If the item requested by the RFX is obsolete and we want to propose a new item in place of it, is there a way to propose the new item to the Buyer?	Please refer to the instructions specified in the RFX and clarify with the Buyer using the Discussion Forum.
If there are Service-related items that are essential to the RFX submission but is not in the Price Sheet or Excel sheet, how do we add the additional item?	Please refer to the instructions specified in the RFX and clarify with the Buyer using the Discussion Forum.
Does the system allow us to key in "FOC" instead of 0 in the Price Sheet?	Only numeric values are allowed in the Price Sheet.
Can we amend or expand the Price Sheet and where we can show we offer different specs than the given requirements? Our offer comes with the detailed pricing, part number and item description.	You are not allowed to amend the Price Sheet. Please clarify with the Buyer using the Discussion Forum.
Can we add other information such as transportation charges and any comments in the Price Sheet?	Please refer to the instructions specified in the RFX and clarify with the Buyer using the Discussion Forum.
Is it possible to partially quote for the RFQ?	Yes, however please refer to the instructions specified in the RFX in term of submission completion to avoid any potential disqualification.
Some of the prices quoted are estimated numbers as the actual price will be based on actual work performed. How do we address this in the RFX response?	Please clarify with the Buyer on this matter using the Discussion Forum.
If we have additional price list, official price offers, alternative offer items or quotation for equivalent model for the tender, could we upload the documents under Attachments section or should we inform the Buyer in Discussion Forum?	Please refer to the instructions specified in the RFX and clarify with the Buyer using the Discussion Forum.
For RFX related to supply of vessels, do we still fill in the commercial proposal in the Price Sheet section? Is there a different format as per last time?	Please refer to the instructions specified in the RFX and clarify with the Buyer using the Discussion Forum.
Do we have to upload pricing in Excel for the second time after keying in the prices in the system?	If you are providing the prices via the SMART system interface, you may simply submit the prices there. However if you choose to download the Excel instead and fill it in, please ensure that you upload back the Excel so that it is saved in the system. Please note that you may do either one of the above.
Are we allowed to change the currency in the Price Sheet?	No, you have to respond to the Price Sheet per the Price Sheet model and currency in the system. If you have any queries do reach out to the Buyer via the Discussion Forum.
How do we respond to a revised quotation e.g. discount granted?	If there is negotiation going on for the RFX, please follow instructions given by the Buyer in terms of resubmitting the discounted Price Sheets.
How do we proceed if the RFX can also be quoted partially?	If you are not able to quote any of the line item, please put a "No" at the Intent to Bid column in the Price Sheet.
Are prices submitted inclusive of the SST?	Please refer to the instructions specified in the RFX and clarify with the Buyer using the Discussion Forum.
Are we allowed to add notes to the Price Sheet?	There may be editable columns in the Price Sheet where you are able to insert your remarks. If there is none, please liaise with the Buyer via the Discussion Forum in terms of how you want to address your remarks.
If the table in the Excel does not tally with the PDF downloaded, which input shall we use and can we propose new items to be added?	If there are any inconsistencies in the RFX or if you have any new items to be proposed, please clarify with the Buyer using the Discussion Forum.
Can we input Incoterm into the Price Sheet, as we sometimes quote lump sum instead of by line item?	The information that you key into the Price Sheet is subject to the Buyer's design of the RFX, thus please liaise with the Buyer via the Discussion Forum for clarification.
How do we respond to Commercial Clarification if there is cost impact? Will this be through the Discussion Forum?	If there are any cost impact, please communicate the information immediately to the Buyer via the Discussion Forum.

GEP SMART Frequently Asked Questions (FAQ)
RFX Response & Clarification, Letter of Acceptance

Attachments

Query	Answer
What is the max limit for attachments? Are we able to submit multiple 2GB attachments for our bids? And is there a specific format for the documents?	The maximum size is 2GB per attachment per questionaire. For any attachments larger than 2GB, you may include it under the Attachments section. The attachment can be in any of the following format: doc, xls, pdf, zip, jpeg, ppt, pptx, rtf, txt, csv, gif, png, msg, odm, oft.
Are the attached documents required to be encypted?	Yes, they do. Please refer to the instructions specified in the RFX.
If we withdraw our response, do we need to upload back all the attachments or can just add/ amend the attachment?	If you withdraw before closing date, all the information will be intact. You may then amend and resubmit before the closing date.
Are we allowed to attach documents directly at the Attachments section without attaching it at the Questionnaires?	Yes, however please refer to the instructions specified in the RFX and clarify with the Buyer using the Discussion Forum.
Can we upload documents which use our company letterhead?	Yes, please communicate with the Buyer for further clarification.
Can we upload our own commercial and technical proposal at the Attachments section, and is there a specific format for the upload?	Yes, you may upload your proposal at the Attachments section. However, please ensure to classify the document correctly under "Attachment Classification" i.e. technical proposal to be marked/classified "Technical" and commercial proposal to be marked/classified as "Commercial". This is to avoid any potential disqualification due to wrong document classification.

RFX Submission

Query	Answer
Are we allowed to edit our bid response after it has been submitted?	You may edit your bid response if response timeline has not ended yet. You may withdraw the submission and resubmit before the bid closing date.
Are we allowed to partially submit our bids? For example, this week we send in for HSE, another week we submit other parts of the bid.	Please adhere to the Guidelines and submit as per the instructions.
What do we do if we are unable to submit in time due to internet problem? Is it possible to submit bids manually to the Buyer?	No, it will not be possible to submit bids manually. Please complete and submit before the bid closing date. It is advisable to submit earlier to avoid any unforseen issue.
If two users log into SMART and work on the same RFX simultaneously, will both submissions be accepted?	Only the Primary Responder will be able to submit the bids. Other contacts for the account will be able to e.g. respond to the questionnaire, fill in the price sheet, etc.
I have previously encountered an issue where the RFX does not appear in SUS. Will the same issue occur in SMART too?	Please raise a ticket to our support team at supplier.servicedesk@petronas.com.
How do we request for an extension of the bid closing date?	Please ensure that you submit the RFX as per the Response Timeline stated in the RFX. You would not be able to submit your RFX responses post the closing date. However if you have any concerns on the Response Timeline please liaise with the Buyer via the Discussion Forum.
We have submitted our RFX response, however we still get email notifications asking us to submit.	This is a general reminder from SMART for suppliers to submit the RFX. If you have already submitted the RFX earlier, do check on your RFX status just to ensure that it has changed to "Response Submitted" status.
If I have requested for an extension of bid closing time, but receive no response from the Buyer, can we still submit the RFX on the date that we have requested for?	If there is no response from the Buyer, please ensure to follow the original Response Timeline stated in the RFX. If the Buyer agrees to the extension, they will notify you and change the timeline accordingly in the system.
Will there be a RFX Response Number once we submit the RFX?	Please refer to the RFX number
Can we edit the same RFX again if we have withdrawn our responses?	Yes, you can straightaway edit the RFX, but please ensure to resubmit your RFX before the bid closing date. You will not be able to resubmit your RFX once timeline is up.
Can I download proof of submission once I have submitted the RFX?	Yes, you may download the RFX by going to the Kebab icon and selecting the download option.

GEP SMART Frequently Asked Questions (FAQ)
RFX Response & Clarification, Letter of Acceptance

Tender Clarification

Query	Answer
What do we do if we have an alternative offer for the same RFX?	Please clarify with the Buyer using the Discussion Forum for any deviation to the RFX.
Is there any other method for queries and clarifications other than the Discussion Forum to if there is no response from the Buyer, or if the Buyer responds at the very last minute?	No, the Discussion Forum is the sole channel of communication between Buyer and suppliers. If the Buyer does not respond to the Discussion Forum, you may raise this issue by contacting our support team at supplier.servicedesk@petronas.com.
Will Buyer provide their email addresses or contact details in SMART?	No, the Discussion Forum is the sole channel of communication between Buyer and suppliers.
Are we allowed to send our response and supporting documents in the Discussion Forum after receiving Technical Clarification via the forum? Will we know from the Buyer whether our response is accepted?	Please refer to the instructions given by the Buyer on the submission of technical clarification documents.
Will we receive email notification that the Buyer has responded to our question in the Discussion Forum?	Yes, you will receive an email notification. However, we advise you to check the Discussion Forum in SMART from time to time as well.
Is the discussion in Discussion Forum open for everyone to see? Will we be able to know if a discussion is private or public?	This will depend on the type of RFX and the Discussion Forum settings.
Are we still allowed to contact Buyer via email for any queries, apart from through the Discussion Forum?	No, the Discussion Forum is the sole channel of communication between Buyer and suppliers.
Will SMART indicate the Discussion Forum as Closed if the queries and clarifications have been settled?	Yes, it will be indicated as Closed if the Buyer closes the Discussion Forum session.
Is there a deadline given for us suppliers to reply to the discussion forum, and can we request to be given more time to reply to the discussion forum?	The Buyer will provide instructions via the discussion forum. If you need more clarification or more time, please communicate with the Buyer directly via the discussion forum
Do we need to create a new topic in the Discussion Forum for different questions?	This would be dependent on you, whether you would like to address each question separately or within one chat. However please ensure to respond back to any questions posed by Buyer within the same chat.

Letter of Award Acceptance

Query	Answer
Do we get notified whether we have won the bid, and where will we be notified?	Yes, you will be notified via SMART.
Will we receive our LOA's in SMART?	Letter of Award (LOA) will be sent via SMART. Please refer to the notification issued by the Buyer.
Are we able to see which supplier won the bid and the amount won?	No, this information will not be visible.
If the RFX has already been awarded to another company, do we still receive notifications about the RFX?	Buyer may issue Non-Award notification to unsuccessful supplier(s).
For the LOA, can DocuSign EU System send email to more than 1 recipient e.g. to the reviewer and the authorized signatory?	Please communicate with the RFX Buyer on the list of focals to be included in the email recipient.

GEP SMART Frequently Asked Questions (FAQ)
Contract Management

General

Query	Answer
Are we only able to upload password-protected files for Contracts?	You may submit non-password-protected files for SMART Contracts.
How do we know whether the Contract Management PIC has seen our messages in Discussion Forum?	You may need to continue to follow up via the Contract Discussion Forum. If the PIC does not respond to the Discussion Forum, you may raise this issue by contacting our support team at supplier.servicedesk@petronas.com.
When uploading documents, do we need to zip the files into a folder or are we able to upload one by one?	You can directly upload multiple files at the same time depending on the upload limit. Please refer to the Upload pop up for more information.
Does the Contract Discussion Forum replace the official correspondence during the execution of the contract?	Yes, Contract Discussion Forum is the formal communication channel with our PIC. You may also use the Discussion Forum to initiate any discussion pertaining to the specific contract.
Are we allowed to make phone calls to the Contract Management PIC if we have any inquiries?	Please clarify with the PIC using the Contract Discussion Forum for any inquiries.
How many dedicated PIC's will be handling the Discussion Forum?	Each contract will have an Author and Co-Author, in case the PIC is on leave.
What documents should we upload if we need to submit a hardcopy?	You may upload proof that you have submitted the hardcopy document e.g. courier slip, tracking status , etc.
Will we receive any notification if there is a new topic in the Discussion Forum?	Yes, the Primary Contact for the Contract will be notified through the system and there will be email reminders triggered for any new topic posted in the Discussion Forum.
Can we nominate different supplier PIC for each module (due to P&C matters)?	Access control is only available in RFX module. All contracts are able to be viewed within your company so long as the users have access to SMART.
What is the SLA for us to receive a reply in the Discussion Forum?	Please continue to follow up with the PIC in the Discussion Forum. If the PIC does not respond to the Discussion Forum, you may raise this issue by contacting our support team at supplier.servicedesk@petronas.com.
Will all users of the same company with access to SMART account receive the same contract updates?	Only the supplier contact that is maintained in the specific contract will receive the notifications.
How do we add additional supplier PIC for each module?	You may add in the users in the Contact Information section of the Supplier Profile module.
Are there more to the Contract Management module?	Contract module shall be the single repository for both supplier and PETRONAS. Currently, there are 2 key features available for Supplier (access to contract and responding to contract obligations). Any contract-related enhancements or additional features will be communicated accordingly.
Will all my active and past contracts be migrated from SUS Portal?	All active contracts will be migrated to SMART.
Does SMART only cater contract for certain amount?	All contracts established will be created in SMART, no matter the amount.
Once we submit our documents, will it be auto-saved?	Yes, your documents will be auto-saved
Are we able to delete a post in the discussion forum if it was wrongly sent?	No, at this moment you will not be able to delete your post.
If I'm not the Primary Contact of the Contract, can I change another contact to become Primary Contact?	Yes, please raise this request via the Contract Discussion Forum.
Are we allowed to upload documents in zipped file?	Please refer to the Upload pop up for the full list of supported document types that can be uploaded.
What do we do if we are recently awarded a contract via SMART and we have already submitted the stamped and signed contract back to PETRONAS, but the system does not show the created contract?	Awarded contract will be uploaded to SMART by our PIC. Alternatively, you may also upload the awarded contract in SMART under the Notes and Attachments section.
Who will be responsible to fill in all the contract details in SMART?	There will be a PIC assigned to complete the Contract details in SMART. You will be contacted if further information is required. Please refer to the user guide on how to update your Supplier Profile.
Are we required to scan the stamped contract and upload to SMART?	Stamping for hardcopy contract is still applicable unless advised differently by the Buyer. Final stamped contract will be uploaded by our PIC assigned to the specific contract. Alternatively, you may also upload the Contract document directly into SMART.
Will we still collect/ receive a hardcopy of the contract?	Current practice remains unless advised otherwise by the Buyer.
What do we do if we notice that there is an error in the contract after being awarded?	Please connect with the PIC using the Contract Discussion Forum on this matter.
If the contract receives a change in the middle of its execution, will the system reflect the updates accordingly?	Yes, all changes to contract will be updated in SMART.
Will contract extension and contract novation be done via SMART too?	There are no changes to the process for contract extension or contract novation. They will be conducted in SMART.
Our LOA is currently 2+3. Do we have to renew it in SMART?	Our PIC will initiate the contract extension with supplier via Contract Discussion Forum, if extension is required.
How do we trace back our inactive contracts?	You may refer back to your copy of the physical contracts.

Will expired contracts still be kept in SMART?	Contracts initiated in or migrated to SMART will be stored in SMART after expiry for reference. You may still use the Contract discussion forum to initiatie any discussion with regards to the Contract.
How are amendments to contracts managed?	You may initiate the discussion and agree on the amendment via the contract discussion forum. There will be an internal approval process for the amendments. Any changes will be communicated to you in the contract discussion forum.
We currently receive PO's for every cycle of our cleaning contract. Will this still be the case in SMART.	Please clarify with the PIC who manages your Contract or PO for further details as every contract has a different arrangement.
On the SMART homepage under "Manage", if a contract has already been awarded, will it be moved to "Order"?	The contract will appear under either "Order" or "Contract", depending on the requirement.
Will Contract documents issued through SMART require digital signatures?	Please liaise with the PIC using the Contract Discussion Forum for the requirements.
Do "Live" statuses on Contracts indicate that the Contract is ongoing?	The "Live" status for Contract indicates that Contract is still active.
If the contract is being extended, will it still use the same contract number?	The Contract number will remain the same, however the system Contract number may be different depending on contract requirement. Please liaise with the PIC using the Contract Discussion Forum for further details.
Why is our Contract status "Closed" even though it is expiring in 2022?	Please liaise with the PIC using the Contract Discussion Forum for further clarification.

GEP SMART Frequently Asked Questions (FAQ)
Contract Management

Contract Obligations

Query	Answer
Are we able to upload more than 1 file for attachment submission for contract obligations?	Yes, multiple files can be uploaded as attachment for contract obligations.
Will there be separate action plans for softcopy and hardcopy submission of BG?	Yes, separate action plans will be assigned for the required actions.
Do we need to submit the original copy of the BG and Insurance, or is a softcopy acceptable?	For BG, you are required to submit both hardcopy and softcopy. For insurance, softcopy submission is sufficient.
What will happen if we forgot to change the status of the contractual obligation after uploading the document?	You can always go back and change the status in the Obligation Management section. If you do not do so, Contract Management personnel will follow up with you via the Discussion Forum.
Do we need to resubmit our BG and Insurance for existing contracts that have been migrated to SMART?	You are not required to resubmit unless requested by our PIC for the contract.
How will we be informed if our BG and Insurance have expired?	The BG obligation action plan will be triggered for renewal if required.
Will we be able to obtain back the original copy of the BG once it has expired, and how will we know that our BG has been returned?	Yes, the original copy of BG will be returned to the supplier. Alternatively, you may communicate with our PIC via Contract Discussion Forum. There will also be an action plan assigned on this. matter.
Can I submit all related documents including Bank Guarantee, Insurance etc after receiving LOA?	Yes, you may submit these documents post receiving the contract obligation action plan notifications.
Most the contracts require us to submit Bank Guarantee within 14 Days. If we did not receive from the bank within this period, where can we highlight this issue?	Please clarify with the PIC using the Contract Discussion Forum for any deviation from the agreed terms
We received notification that our Bank Guarantee will expire this year. However upon checking the BG should be expiring only next year. How do we go about this?	Please liaise with the PIC using the Contract Discussion Forum for further details.
To which address should we send the Bank Guarantee if a hardcopy is needed?	Please liaise with the PIC using the Contract Discussion Forum for the address requirement.
Can we submit the softcopy of our Bank Guarantee first prior to sending over the hardcopy to avoid any rejection?	The respective Contract PIC will configure the actions needed from Suppliers in the system, thus please liaise with the PIC using the Contract Discussion Forum for further details or other arrangement.
Can we request for extension of time to submit the Bank Guarantee?	Please liaise with the PIC using the Contract Discussion Forum for this matter.
Will we only receive updates on the contract obligations via the Contract Discussion Forum?	Any actions required for the contract obligation will trigger a notification in the system as well as an email notification. Alternatively, Supplier can check the status in the system.
What is considered a softcopy submission?	A softcopy submission is when you scan the hardcopy document and submit the document through the system.

GEP SMART Frequently Asked Questions (FAQ)
PO Acknowledgement, Goods Acceptance & Service Confirmation, Invoice Management & Payment

General

Query	Answer
Does all this demo step by step will be available for vendors to learn (PDF/PowerPoint version) at SUS prior to SMART go live?	Please refer to our Licensing & Procurement in Malaysia page for the latest user guides, FAQ and videos on SMART at https://www.petronas.com/be-our-partner/licensing-and-procurement-in-malaysia under Unified Procurement Platform tab on the right side.
After SMART has fully gone live, will there be any engagements or clinics in the future? To-date we still have not used SMART and we might have queries after using it.	Please observe communication from LRS Vendor mailbox on any future sessions and refer to our Licensing & Procurement in Malaysia page for the latest user guides, FAQ and videos on SMART: https://www.petronas.com/be-our-partner/licensing-and-procurement-in-malaysia under Unified Procurement Platform tab on the right side.
Can we use email to communicate with Buyer?	No, the Discussion Forum is the sole channel of communication between Buyer and suppliers.
Do the different users who handle SC and PR have to register for their own accounts or can they use 1 person's account?	You can have your own login credentials. 1 Supplier can have multiple Order Contact. Order Contact is refering to Individual Supplier IDs
Does SMART support multiple access by 1 user at the same time?	Yes, SMART supports multiple access by 1 user.
Will there still be any transactions involving SUS when SMART goes live?	Yes. For OPU's that are not onboard SMART, they will continue to use SUS until their subsequent onboarding to SMART.
Will emails notification be sent to all emails registered in SMART or only selected focal?	Email will the sent mainly to the supplier contact
Can Purchase Order, Service Confirmation and Payment Request be printed or downloaded for reference?	There is a print preview functionality that you can use when you open the document.
Who should we contact for troubleshooting with SMART?	Please raise a ticket to our support team at supplier.servicedesk@petronas.com.
What should I do with my Purchase Orders which have been migrated to SMART?	- Do note that existing POs migrated from SUS Portal and new POs generated in GEP SMART™ will have a new PO number format (e.g. 34xxxxxxxx and 35xxxxxxxx). You may use the old PO number to search for your new PO in GEP SMART™. - Please validate all the details of the migrated POs in GEP SMART™. The PO value/ quantity reflected in GEP SMART™ could be in full or partial (because PO value/ quantity already consumed in SUS Portal will not be migrated into GEP SMART™). - PO acknowledged in SUS Portal needs to be re-acknowledged in GEP SMART™ once migrated. Ensure that you also acknowledge the impacted PO in SUS Portal so that their status is updated from “In Progress” to “Confirmed” (if any). - You may notice that your PO line items is “Cancelled” in SUS Portal. This only means that they have been migrated into GEP SMART™.

GEP SMART Frequently Asked Questions (FAQ)
PO Acknowledgement, Goods Acceptance & Service Confirmation, Invoice Management & Payment

PO Acknowledgment

Query	Answer
Where can we key in the supplier order reference number in SMART when acknowledging PO?	You may utilize the Comments section of the PO.
What do we do if we do not want to acknowlege the PO yet and would like to amend it first? E.g. inaccurate information in the PO	Please communicate with the PETRONAS user on the discrepancies for them to make the amendment.
How do we know if the PO has been amended?	There will be a notification from SMART on the PO change and you will also receive a PDF copy of the updated PO.
Are we allowed to rename the PO document?	No, the access to change PO name is not available to the supplier as issuance of the PO is done by PETRONAS
We have completed our job and have received payment; however we often receive PO Change notification. What do we do about this?	You may check in the email notifications on what changes are made to the PO.
Are we allowed to reject any PO received?	As of now you would not be able to reject the PO. Please communicate with the PETRONAS user on any amendments needed.
What is the difference between Amount-based and Rate-based Service Confirmation?	Currently we are only utilizing Rate-based Service Confirmation where suppliers claim based on the quantity.
What do we do if the PO amount is different than the actual job completion? E.g. actual job completed at lower rate than PO value	You would need to inform the PETRONAS user to amend the PO first to reflect the final value, then only acknowledge the amended PO.
How do we know which OPU the PO is from if we have the same contract for multiple OPU's?	The OPU is available in the PDF version of the PO (please click on "Print Preview") and in the system PO (under "Billing Information").
How do we communicate to the user if there are any changes required for the PO?	You may email the PETRONAS user.
Can we combine services and materials in 1 PO?	Yes, a PO can have both materials and services
Can more than 1 user view or make changes to the same PO at the same time?	Yes, depending on the role granted to the user.
I am not able to receive PO from SMART. What should I do?	We are currently onboarding PETRONAS OPU's into SMART in phases. For OPU's that have not onboarded into SMART, you will still receive the company's PO in SUS and not from SMART. If you are having a technical issue to view the PO in SMART, please raise a ticket to our support team at supplier.servicedesk@petronas.com.
Are we able to view all new PO in SMART?	Yes, if the PETRONAS OPU that the new PO is related to has been onboarded into SMART
Do we need to acknowledge the PO before we deliver to warehouse?	Yes, you would need to acknowledge the PO's before delivering the material or start performing the services
Is there any KPI imposed on the supplier to acknowledgment the PO in the system?	There is currently no KPI for the supplier to acknowledge the PO in SMART, however you would not be able to create a Service Confirmation or a Payment Request in the system.
We are still getting PO in SUS instead of SMART. Does this mean that there are PETRONAS users still not using SMART?	Yes, for the PETRONAS OPU that have not been onboarded into SMART, you will still receive the company's documents via SUS.
What should we do if the PO value is insufficient after acknowledging the PO?	You must ensure that you check all the PO details prior to acknowledging the PO. In the event that you realise the errors after acknowledging the PO, please use the Comment section in the PO to communicate with Buyer/User, or raise a ticket to supplier.servicedesk@petronas.com
Can we still claim any currently outstanding PO in SMART?	If your PO is already available in SMART, and your SC has been approved, then you may proceed to create a Payment Request in SMART.
Upon acknowledging the PO in system, can the delivery date be changed, and is there a remarks section where the supplier can insert their comments?	No, you would not be able to change the delivery date once you have acknowledged the PO. Please contact the Buyer/User to discuss next steps via the Comments section of the PO.
Will all PO be migrated into SMART, including partial claim? Will we still use our old PO number in SMART?	Open PO's in SUS will be migrated to SMART. The old PO number will not be applicable in SMART but you can still search for your new PO's using the old PO number.
How to view contract in SMART through the PO?	You may view the contract details in the PO Line Details section itself. There are a few columns there that is dedicated to Contract e.g. contract name and contract number. You may also click on the "Manage" icon at the top right of the Line Details section to manage which fields are visible to you.
Where can we download the PO after acknowledgement?	You are able to print the PO into a PDF by going to the PO and click on "Print Preview" at the bottom left of the screen then save it.
Do we need to reacknowledge the PO if we want to change the delivery date?	Yes, you would need to reacknowledge the PO if you want to change any of the PO details.
Is there an SLA for us to acknowledge the PO?	As of now there is no timeframe for PO acknowledgement, we recommend that you acknowledge your PO as soon as possible once you receive it
Is there any dashboard where we can view all pending items?	At the moment there is no dashboard in SMART for suppliers. However you would be able to see the pending items via the PO card and go to Item History to see what items are pending e.g. have not performed Service Confirmation

GEP SMART Frequently Asked Questions (FAQ)
PO Acknowledgement, Goods Acceptance & Service Confirmation, Invoice Management & Payment

Goods Acceptance and Service Confirmation

Query	Answer
Is Service Confirmation the same as Goods Acceptance?	In the system, submission of service completion for a service PO is conducted via a Service Confirmation. Goods Acceptance is the process where the supplier delivers the material to the designated personnel or location (as per PO).
Is Service Confirmation the same as Delivery Order?	Service Confirmation is the system document created when supplier wants to submit completion of work/ PO. Delivery Order is the document created when supplier delivers the material to PETRONAS.
How do we know once the Service Confirmation has been approved or rejected?	The status will change to Approved or Rejected, and you will receive a notification.
How do we know that we have received a new GRN?	There will be an email notification for each Goods Acceptance conducted.
Can we check or generate a list of Service Confirmations that have been approved in the system but have yet to create any Payment Requests?	Each SC will have a status that shows whether an invoice has been created for the SC.
Is supplier's Service Confirmation Number the same as the job number/ supplier reference number?	Yes, Service Confirmation Number and Supplier Reference Number are both the same.
What are the percentages for each line item in the Service Confirmation for?	Submission of the Service Confirmation is based on the quantity (with decimal). You can submit more than 1 Service Confirmation per PO based on the service completed.
What is the SLA for the approval of the Service Confirmation?	The approval time is based on the complexity and completion of the document submitted.
Can suppliers see the Acceptance Date of the Service Confirmation?	You will receive a notification on the day the document has been approved.
Who will be able to view and verify the Service Confirmation and the JCT?	The Field Supervisor will have access to view the document submitted in the Service Confirmation.
Are we able to change the Field Supervisor name? The person has already left the company and is now replaced by a new person.	Please communicate with the new person on this for their further action. Once it has been updated, the new person's credentials are selectable.
How do we know whether the approved Service Confirmation is still pending Payment Request?	You may check under Manage Service Confirmation, there is a status indicating whether it has been invoiced.
What do we do if the GRN created by the user is incorrect?	Please communicate with the PETRONAS user for them to make the amendment.
Are we allowed to upload 2 confirmations under 1 PO? One for materials without tax, another for services with tax.	You are able to submit 2 (or more) Service Confirmations under 1 PO.
Will we be able to view the reasons for Service Confirmation rejection?	Yes, you can view the reasons in the Comments section.
For Goods Receipt, do we need to upload documents e.g. signed Delivery Order or courier slip as evidence?	You will need to submit this document upon material delivery. A copy of the document can also be uploaded in the Comments section of the PO.
Are we able to track if there are any Service Confirmations that have yet to approved by the Buyer?	You can check in the Manage bubble on the Homepage and filter by status.
Are we allowed to create Service Confirmation for only partial line items of the Purchase Order? E.g. 1 PO has 6 line items but create SC for only 3 line items.	Yes, you may proceed as such. The system will auto select all the line items, but you may delete the ones that you do not want to create a Service Confirmation for.
Are we only allowed to create Service Confirmation once the Purchase Order value has been amended?	Yes, you may proceed to create the SC.
What do we do if we need to upload more than 5 documents for the Service Confirmation?	Close the upload window and click on "Upload" again for the next 5 documents.
How long does it take to accept goods in SMART (GRN)?	Once Goods is received and accepted, the document will usually be reflected in SMART within 1 hour.
Can more than 1 user create a Service Confirmation for the same PO?	Yes, this is possible depending on the role of the supplier
Will there be any error during the Service Confirmation submission if completion date exceed the Purchase Order date?	No, there will only be an error if the SC Start Date is before the PO Start Date.
Do we need to split the Service Confirmation for taxable and non-taxable items?	Yes, you would need to split the SC. When you create a Payment Request, you would need to select the tax amount based on line item document. You would need to split it so that the payment process is smooth.
Do we need to change the invoice date and reupload the revised invoice if our Service Confirmation needs to be revised and resubmitted?	You can only create Payment Request once the Service Confirmation has been Approved. If there are any changes to the Service Confirmation, you will need to amend the documents and resubmit SC for Approval.
For GRN that has been performed in SUS, where will we need to submit the invoice?	If the GRN has already been accepted in SUS, then the Invoice would also be in SUS.
Are we able to view the open quantities for each line item when we are creating a Service Confirmation?	Supplier can make reference to the Purchase Order.

If the PO receives only 1 line item, can we submit Service Confirmation by percentage i.e. 30%.?	Service Confirmation is created based on the quantity entered.
Can JCT approval status be monitored on this platform? What is the process for amending approved JCT?	JCT is a supporting document for the Service Confirmation. The Service Confirmation approval status can be viewed in SMART. You will also receive an email notification on the approval.
There was a significant delay in receiving the Service Confirmation Supplier Number and this affects when we can provide our invoice. Is there any way for the Service Confirmation process to be sped up? How many days will it take for the Service Confirmation to be approved?	The acceptance of the Service Confirmation is based on the complexity and nature of the service performed. Please liaise with the PETRONAS user on the delay of the acceptance of SC
How do we know whether the item has been accepted and is ready to be invoiced?	You will receive a notification stating that your delivered material or performed service has been accepted by PETRONAS, and you may proceed to create an invoice
Is it compulsory to fill in the duration for every line item of the Service Confirmation?	Yes, it is compulsory to fill in the Start and End Date for every line item of the SC as they are mandatory fields
Is there a way to automatically fill in the amount on each line item like SUS instead of having to manually key in the amount one-by-one during SC and Invoicing?	At the moment we do not have this feature. However we do take note of this and will be working towards improving the system.
Under SC name, can we put the name of the person who raises the SC?	The SC name is to indicate the nature of the SC. Thus please do not put the name of the person as his/her name has been captured under supplier contact.
Is the person who performs SC same as the person who acknowledges PO?	This depends on how you would like to segregate the roles of your supplier contacts. The person who perform the SC can also be the person who acknowledges the PO.
Would we be able to create a SC for a deleted item?	No, you would not be able to create a SC for the deleted line item.
Can we put the same description for SC name and SC number?	No, because the SC name should be the description of the Service and the Supplier SC number needs to be the reference number for Supplier
What do we do if there was no notification received for SC that has been approved?	You would need to check whether your name is maintained as a supplier contact. If your name is there, please raise a ticket to our support team at supplier.servicedesk@petronas.com on this matter.
How do I delete the SC draft?	Go to "More Actions" on the SC and choose the delete option
What do we do if we have delivered our Goods to PETRONAS but have not received any Goods Acceptance, hence our Finance team could not proceed to issue the invoice?	You would need to contact the PETRONAS user to find out the status and why there is no acceptance in SMART. You may contact the PETRONAS user via the Comments section to inquire on the status or email the user.
Who is the Field Supervisor in the SC?	The Field Supervisor refers to the PETRONAS user who will verify the SC.
Is partial delivery still allowed?	This would depend on the nature of the contract or the agreement with the PETRONAS user. Please check with them whether partial delivery is still allowed.
Are we allowed to submit Service Confirmation without attaching JCT?	No, JCT is a mandatory supporting document thus PETRONAS would reject your submitted SC.
Will we be notified of Goods Acceptance, and do we need to wait for PETRONAS to accept the goods before we create the Invoice?	Yes, you will be notified of Goods Acceptance, and yes you would need to wait for the Goods Acceptance prior to creating an Invoice.

GEP SMART Frequently Asked Questions (FAQ)
PO Acknowledgement, Goods Acceptance & Service Confirmation, Invoice Management & Payment

Invoice Management and Payment Request

Query	Answer
How do we know which tax code to choose from?	Please communicate with your internal tax team (e.g. SST registration etc) on the type of tax that you are allowed to charge.
Are we allowed to create partial invoices?	Invoice submitted is based on the approved Goods Acceptance and Service Confirmation. If you created a partial Service Confirmation, then yes you can create a partial Invoice.
If our Payment Request is rejected, are we able to simply edit it and resubmit?	No, you would need to create a new Payment Request altogether. Go to your PO and click on Create Invoice.
Can we create the Payment Request once we have delivered the item but before receiving GRN?	The invoice needs to be submitted once you receive the notification for Goods Acceptance. You can also check the Goods Acceptance status in the PO (at line item level).
Where can we key in the invoice number during invoice creation?	Yes, you may key the invoice number in the Supplier Invoice Number field.
Is it acceptable if the date of the invoice is not the same as the date of the invoice creation?	We do not encourage this as ideally the invoice should be generated only after confirmation of work/ delivery of item. If there is a rejection, supplier will be notified as it is subject to other factors as well.
What is the difference between "Create Invoice for Receipt" and "Create Invoice for Service Confirmation"?	Receipt = Material/ Goods Acceptance Service Confirmation = Service Acceptance
For Payment Request, can we combine taxable and non-taxable line items in 1 invoice?	If it is a different line item in the PO and it was submitted together in the SC, then yes, you may combine them
Are we allowed to create 1 invoice for multiple line items?	Yes you may, depending on the approved Service Confirmation or accepted materials delivered
What does Order Number refer to in Payment Request?	Order Number refers to the PO number
When creating Payment Request in SMART, shall I exclude the taxes?	"Invoice amount" field is based on total invoice inclusive of tax. The demarcation of the value (without tax) and tax are at the line item level. You will need to click on the tax column to identify the tax for the particular line item
When is the due date for submitting our invoice?	Submission of Payment Request can be done right after the approval of the Service Confirmation or material acceptance
What do we do if we do not need to apply any tax?	Please still choose based on the rate that you wish to apply (e.g. 0).
Will we receive an error message if we forgot to tick the Tax Check checkbox under Additional Information column in Line Details section?	Yes, you will receive an error message.
How do we resubmit our invoice if our Payment Request is rejected?	You may create a new Payment Request using the same method.
Can we do multiple invoices for 1 PO?	The number of invoices is based on the number of approved Goods Acceptance or Service Confirmation.
How do we know when PETRONAS has made payment to our invoice?	The Payment Request status will change to "Invoice Paid with Remittance".
Are the tax codes fixed and decided upfront?	Tax codes are keyed in by the Supplier. You can view the tax codes in the system. Tax Codes are based on codes by Royal Malaysian Customs
Are we allowed to submit more than 1 invoice for each line item?	Payment Request (Invoice) submission is based on the approved Service Confirmation or the accepted material delivery.
Do we need to separate the invoices for materials and services even though they are in 1 PO?	Yes you will need to separate them.
Are we able to submit our Credit Note through SMART?	Please consult with PETRONAS user on the way forward as it varies on a case-to-case basis.
What is the payment terms for SMART? For example, currently PCSB payment term is 14 days, but we do not see this 14 days payment term in SMART.	Payment term is based on the submitted PO. Please contact your PETRONAS user for clarification.
Is the Invoice value the same as the Service Confirmation value in SMART?	The Invoice value in Payment Request is inclusive of tax.
Will SMART be able to produce reports for Service Confirmations and Invoices issued by suppliers?	Currently suppliers will not be able to generate a report in SMART
If we receive 1 payment for several invoices, how do we know which invoice it is related to?	You can search by the PO number or filter for the related Invoice documents.
Are we allowed to create bulk invoices?	No, each invoice has to be based on a particular Service Confirmation or Receipt.
If the Payment Request has been approved, can we receive the payment on the same day?	This will depend on the Payment Term that has been set e.g. 30 days, 60 days, etc.
Where can we see the credit terms once we submit our invoice?	The credit terms will be under Payment and Delivery Details section.
Is there a date stated anywhere for invoice acceptance and payment made?	Invoice acceptance will be reflected in the Payment Request Status i.e. Sent for Payment or Invoice Paid with Remittance.
For Payment Requests, how do we go about if the document is more than 20MB (especially claim document)?	You may opt to utilize a compression tool to minimize the size or alternatively split the document accordingly and upload them.
Can our invoice date be based on delivery date?	Invoice date should ideally be after the delivery has been accepted.