GROUP PROCUREMENT

DGP

GEP SMART™ SUPPLIER USER GUIDE

TABLE OF CONTENT

GROUP PROCUREMENT

DGP

OBJECTIVES & INTRODUCTION

Objectives

The purpose of this document is to provide an overview and step-by-step training to system navigation as well as the capability to perform procurement functions using the system.

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 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.

Introduction to GEP SMART™

We are going digital to transform the procurement process into a streamlined experience on a single platform for both internal and external users of the system.

A unified cloud-based end-to-end Source-to-Pay (S2P) procurement platform

- Centralised bid submission
- Seamless tender clarification
- Quick view of contractual documents
- Streamlined invoice submission
- Improved processing of purchase orders

GEP SMART™ at a glance

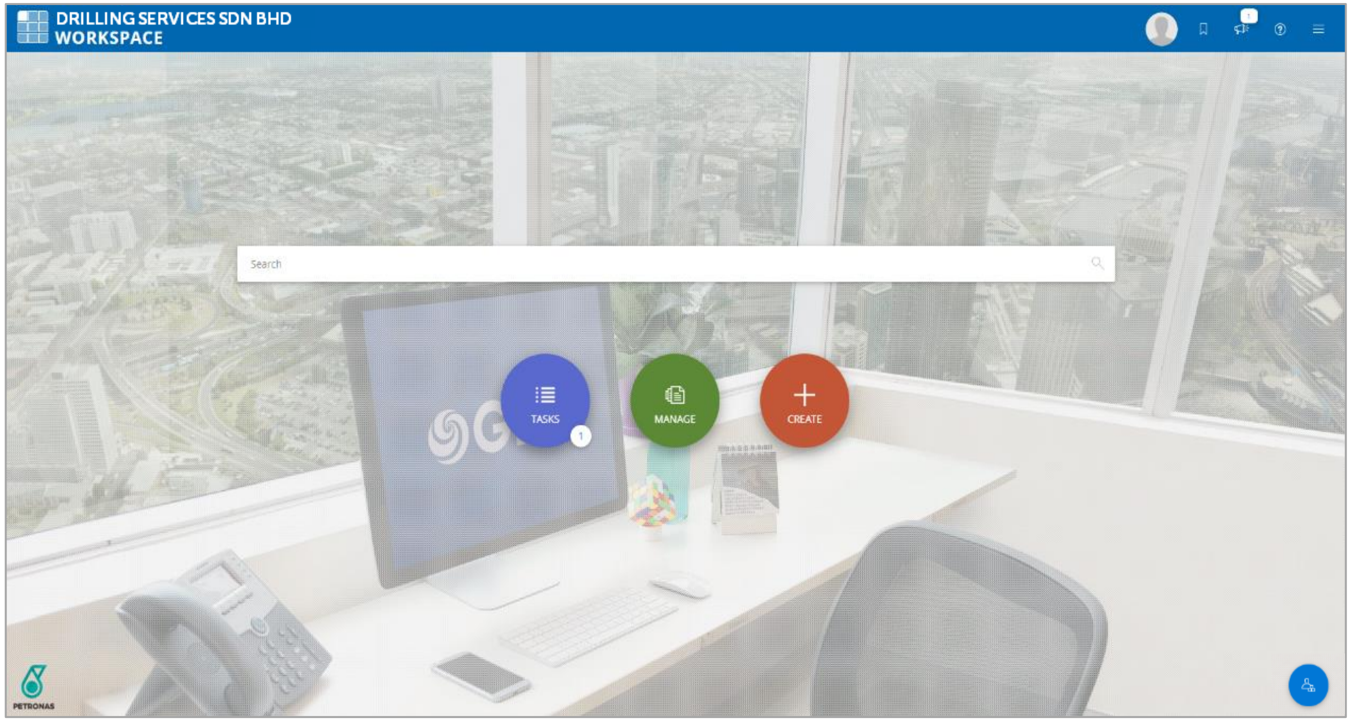
New simplified and compact Home Page.

BEFORE

SUS system requires familiarisation and multiple navigation to its different sections.

AFTER

The system look and feel is simplified, intuitive and elevates user experience.



GEP SMART™ at a glance

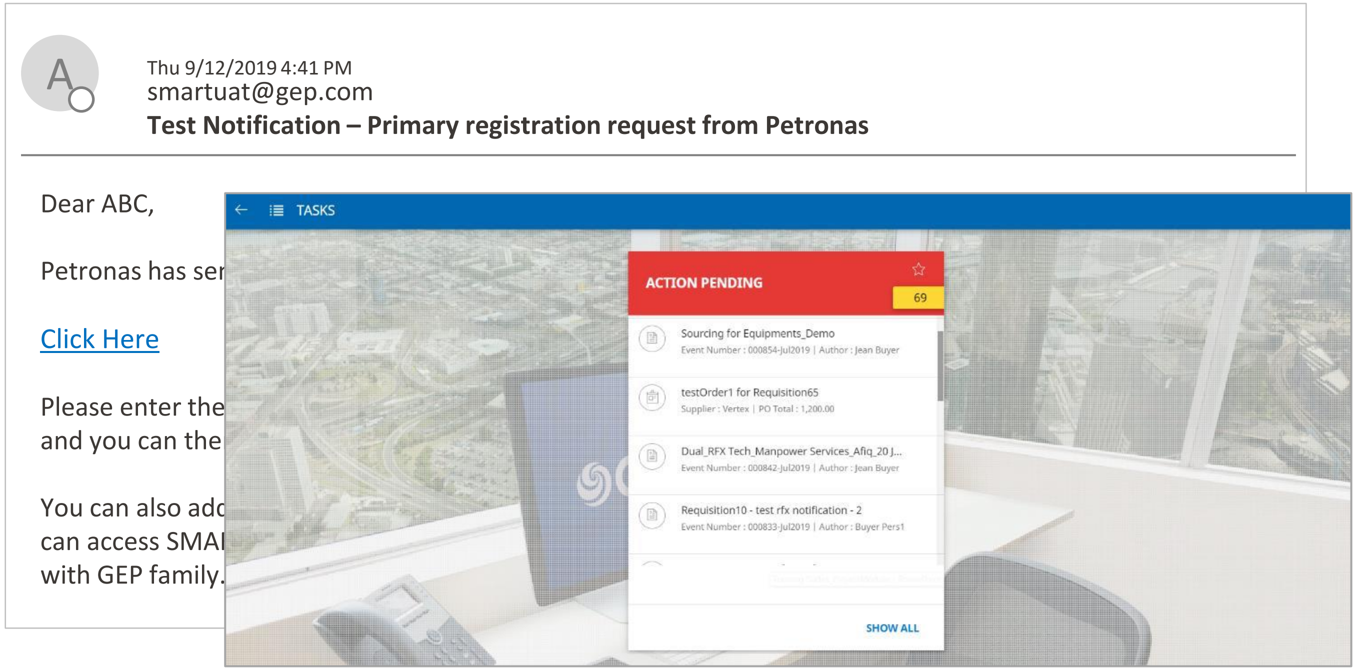
A central, secure archive for RFX.

BEFORE

Invitation-to-Bid and RFX is sent manually or online, and there is no archive to quickly view ITB.

AFTER

RFX is available for viewing online and helps to reduce manual efforts and costs whilst increasing process efficiency.



GEP SMART™ at a glance

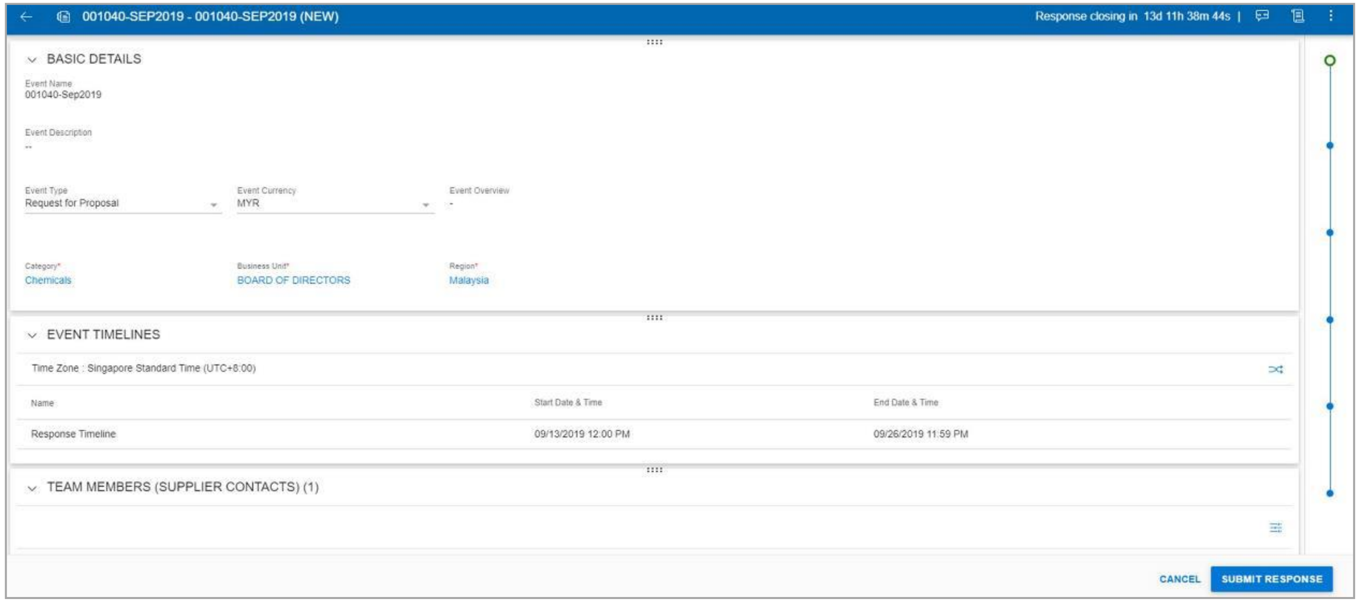
Online bid submissions reduces administrative efforts.

BEFORE

Bid submissions are done physically over the counter and requires lengthy administration efforts from suppliers.

AFTER

Bid submissions are done online in the system and only softcopy submissions are required.



GEP SMART™ at a glance

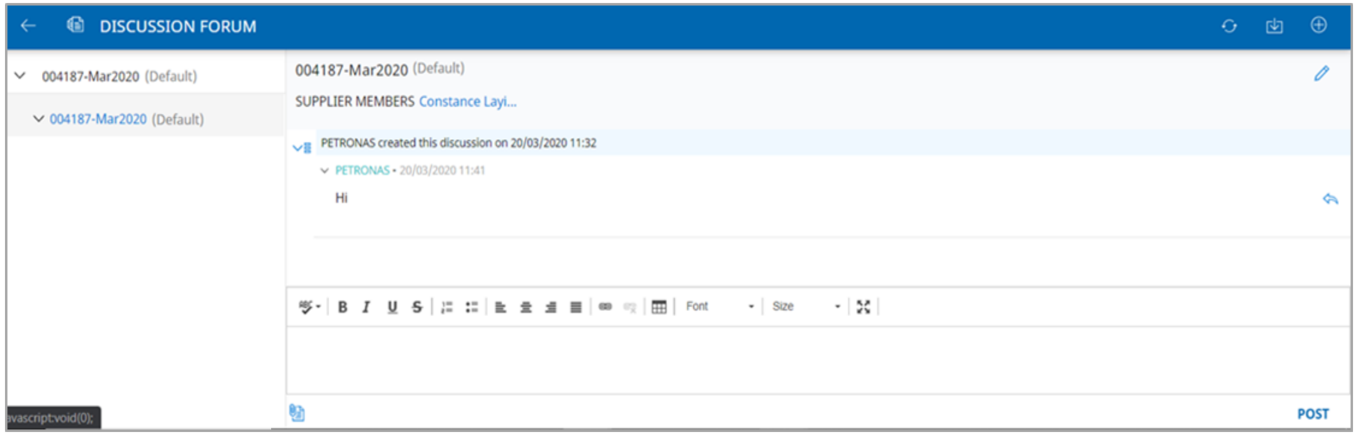
A consolidated channel for tender clarification and negotiation.

BEFORE

Multiple communication channels used during tendering process (i.e. email, fax or face-to-face).

AFTER

A dedicated discussion forum and repository are embedded for clarification purposes.



GEP SMART™ at a glance

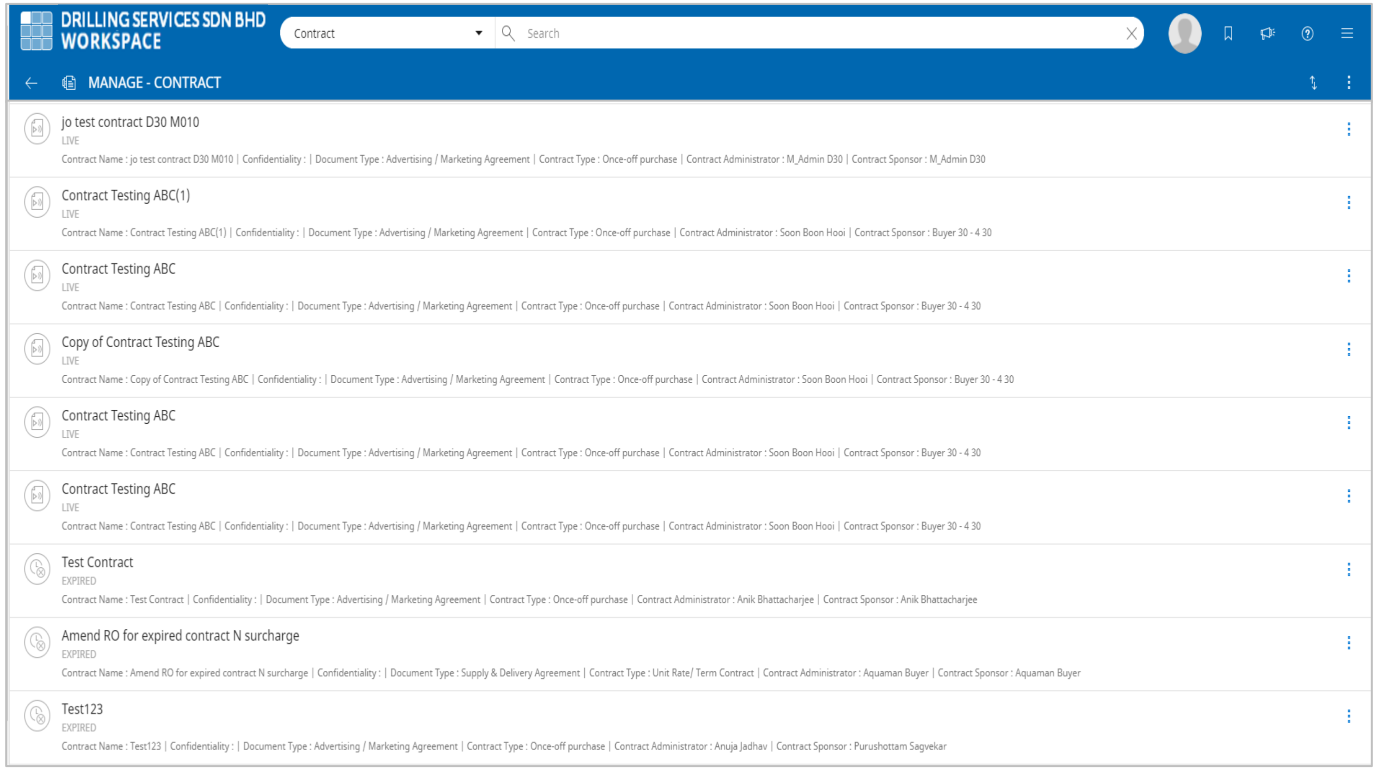
An accessible central repository to view awarded contracts.

BEFORE

Each party keeps their contractual documents locally for their reference.

AFTER

Single source-of-truth repository for contract document quick view.



GEP SMART™ at a glance

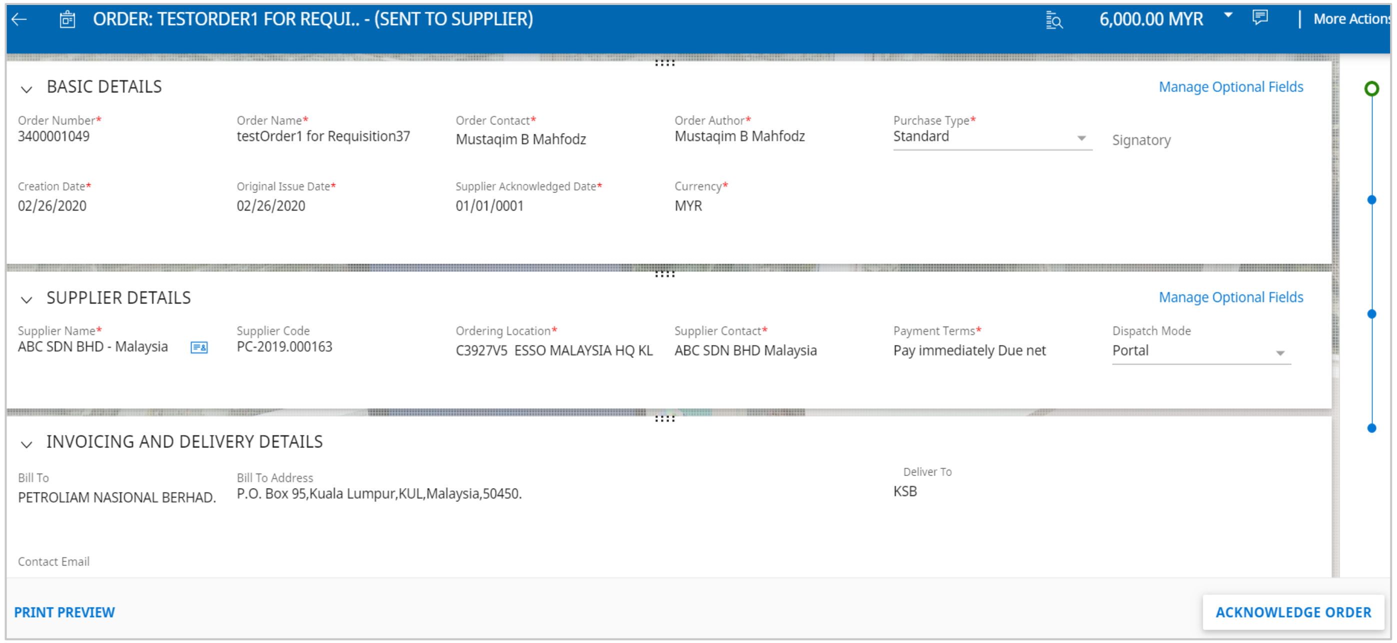
Online issuance of Purchase Orders via GEP SMART™.

BEFORE

Purchase order is sent via multiple communication channels *(i.e. SUS, email and courier)*

AFTER

Improved processing speed as all purchase orders are accessible and can be acknowledged via GEP SMART™ .



GEP SMART™ at a glance

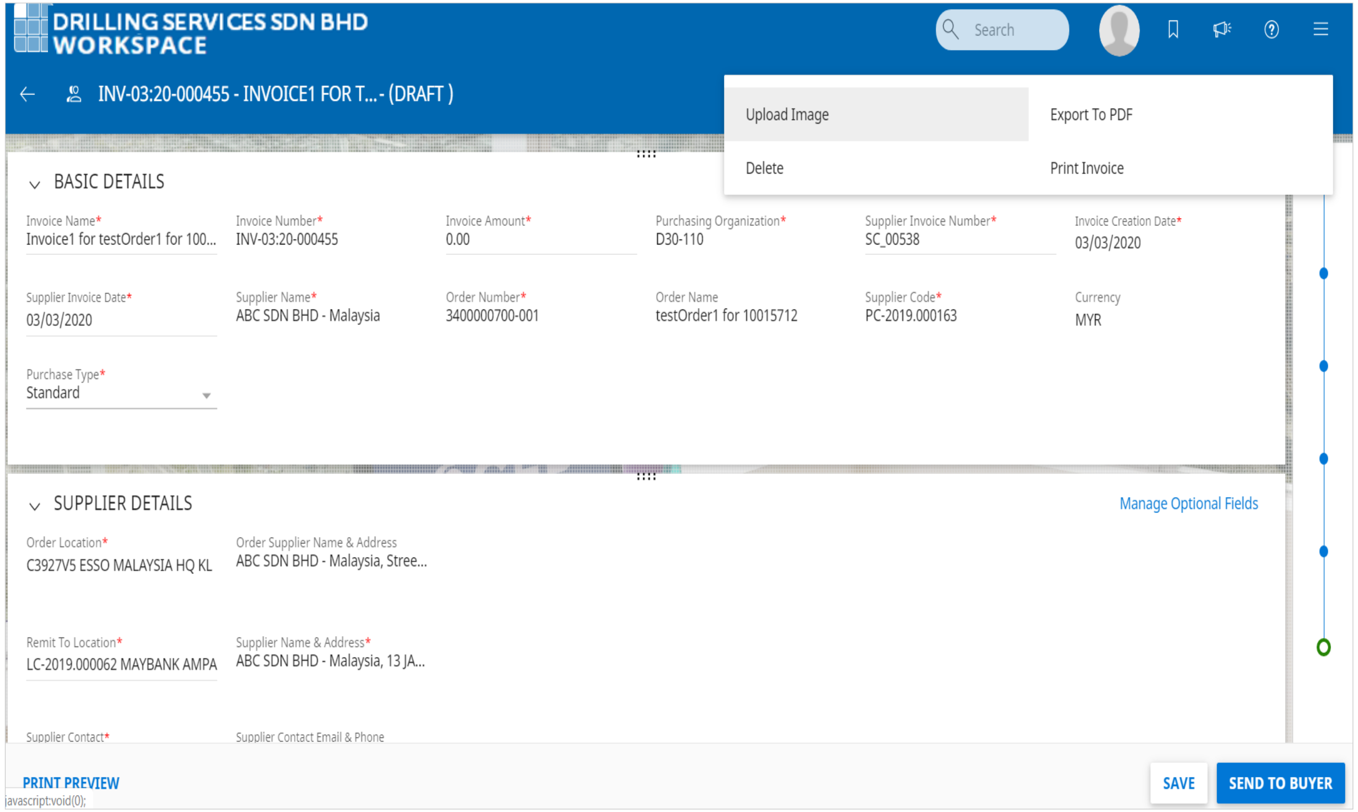
Streamlined invoice submission through GEP SMART™.

BEFORE

Multiple channel of submitting invoice either via online or offline *(i.e. over-the-counter)*

AFTER

Online invoice submission for all GEP SMART™ **generated PO's,** eliminating dispute & enables better payment tracking



Open

GROUP PROCUREMENT DGP

APPLICATION DEEP DIVE

Procurement in GEP SMART™

For all tenders initiated in GEP SMART™, suppliers will begin to use some of the functions in the new platform until the full Go-Live in Q3-Q4 2020.

Procurement in GEP SMART™ (Pre-Award)

For all tenders initiated in GEP SMART™, suppliers will begin to use some of the functions in the new platform until the full Go-Live in Q3-Q4 2020.

General Functions

1 Account Activation	2 Supplier Profile Approval & Update	3 RFX Response	4 Tender Clarification	5 Commercial Resubmission
• Prior to the tender process, suppliers are expected to register and activate their account in the system, which will be enabled through the receipt of RFX link via email.	• After account activation, suppliers need to complete and submit their supplier profile for approval to be eligible for RFX Award and to receive Purchase Order. • Suppliers are also able to update their company profile and contact information.	• To initiate the tendering process, suppliers need to accept the general guidelines or terms & conditions to express intent for participation. • Suppliers will be able to submit their responses or bid submission through the system.	• Any clarifications required regarding the tender and/or bid submissions can be raised through the online Discussion Forum in the system. • All queries will be documented.	• During the tendering process, buyers or • execs have the discretion to conduct auction or negotiation activities. • Post auction and/or negotiation events, suppliers will be required to revise their price sheet, where applicable.
Account Creation & Self-Activation	Supplier Profile Approval from PETRONAS	Submission of Technical & Commercial Requirements	Online Discussion Forum	Auction or Negotiation

Procurement in GEP SMART™ (Post-Award)

For all tenders initiated in GEP SMART™, suppliers will begin to use some of the functions in the new platform until the full Go-Live in Q3-Q4 2020.

General Functions

6 LOA Acceptance	7 Contract Management	8 Purchase Order Acknowledgement	9 Goods Acceptance / Service Confirmation	10 Invoice Management & Payment
• LOA Acceptance will be initiated in the system via the Discussion Forum where successful suppliers are required to acknowledge accordingly.	• Supplier will be able to access the central contract repository to view all the contracts made accessible to them. • It is supplier's responsibility to fulfil the contract obligations as and when required.	• Purchase Orders are sent to suppliers in the system. • Suppliers will be able to view and create PO Acknowledgment. • This is required to confirm the PO details prior to delivery of item or initiation of services.	• Acceptance process for goods will be done by PETRONAS upon receipt of item. Service confirmation however will be created by supplier in the system after service completion. • Suppliers will be able to view Goods Receipt Quantity in Purchase Order and create Service Confirmation.	• Payment Requests can be initiated by supplier upon Service Confirmation and Good Acceptance by PETRONAS. • Suppliers to create the necessary Payment Request in SMART by GEP®. • Where needed Suppliers can create a Credit Memo in SMART by GEP®
Letter of Award	Consolidated View of Contractual Documents	Confirmation of Purchase Orders	Confirmation of Delivered Goods/Completed Service	Submission of Payment Request

General Functions

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

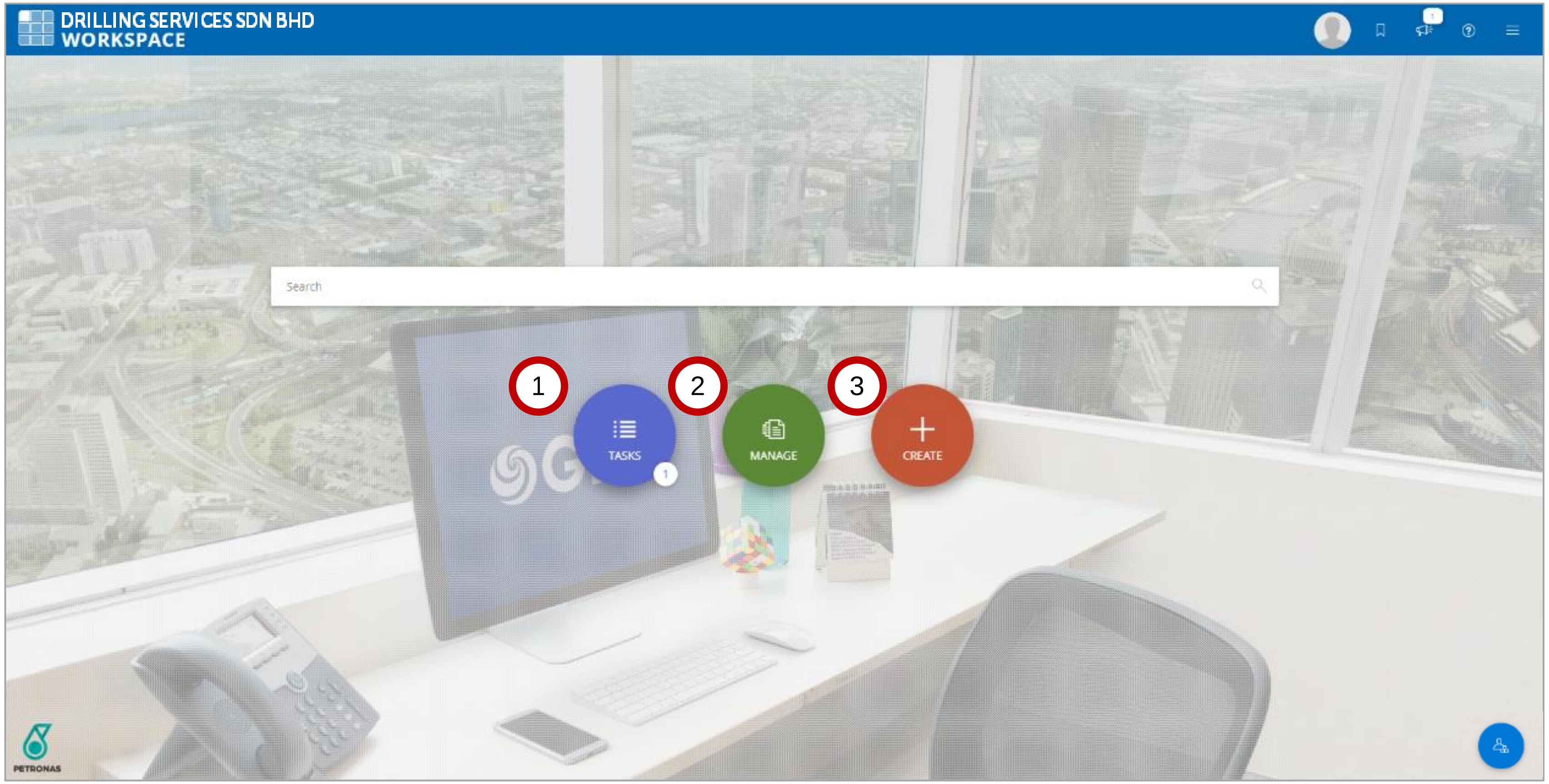
LEARNING OBJECTIVES

Suppliers will be able to learn basic system features and familiarise themselves with the interface to capably navigate the system.

1. Home Page
2. Update Contact

Home Page

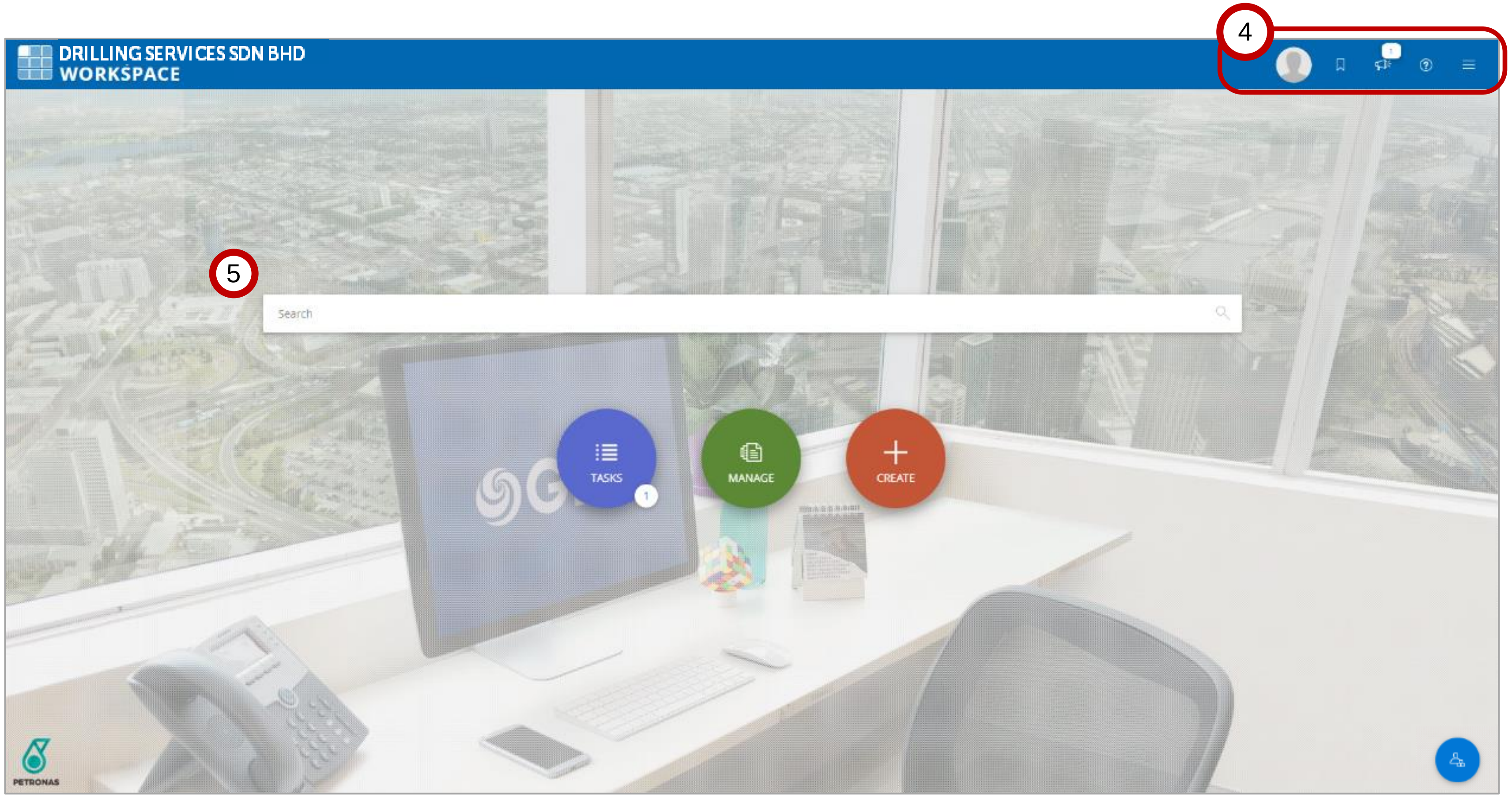
1 Home Page — 2 Update Contact



1	Under 'Tasks', the documents displayed are the documents that are awaiting action. Additionally, these documents are organised based on the different action types required.
2	Under 'Manage', the documents displayed are those that are currently accessible to you. These are organised by document type.
3	Using 'Create', you can create new documents in your Workspace e.g. create new invoice and credit memo.

Home Page

1 Home Page
2 Update Contact



4	The 'User Profile' section brings you to the general settings of your account. The 'My Bookmarks' section enables you to add and view your bookmarks, for quick access to pages that you frequently visit. The 'Announcements' functionality helps you to view all your latest announcements and notifications. The 'Support' icon shows the support numbers you can contact if you have any queries. The 'Menu' icon shows additional options and shortcuts to the page.
5	When you search for keyword(s) in the 'Search' field, the collated displayed results are documents from the entire Workspace domain containing the searched keyword(s).

Update Supplier Contact Number

There are 3 different ways to update the Supplier contact number in GEP SMART™ .

1

Via Primary Registration Form

Done when first registering on GEP SMART™ as a new user or as a user with an existing account other than PETRONAS.

2

After receiving published RFX

Done on the RFX page itself at the Team Member section.

3

In the Supplier Profile itself

Done from the homepage via the Supplier Profile button.

APPLICATION DEEP DIVE

Account Activation

The activation of GEP SMART account will be initiated through the PRF link sent via email to the identified suppliers to kick start the tendering process.

LEARNING OBJECTIVES

Suppliers will be able to create and perform account activation in the system.

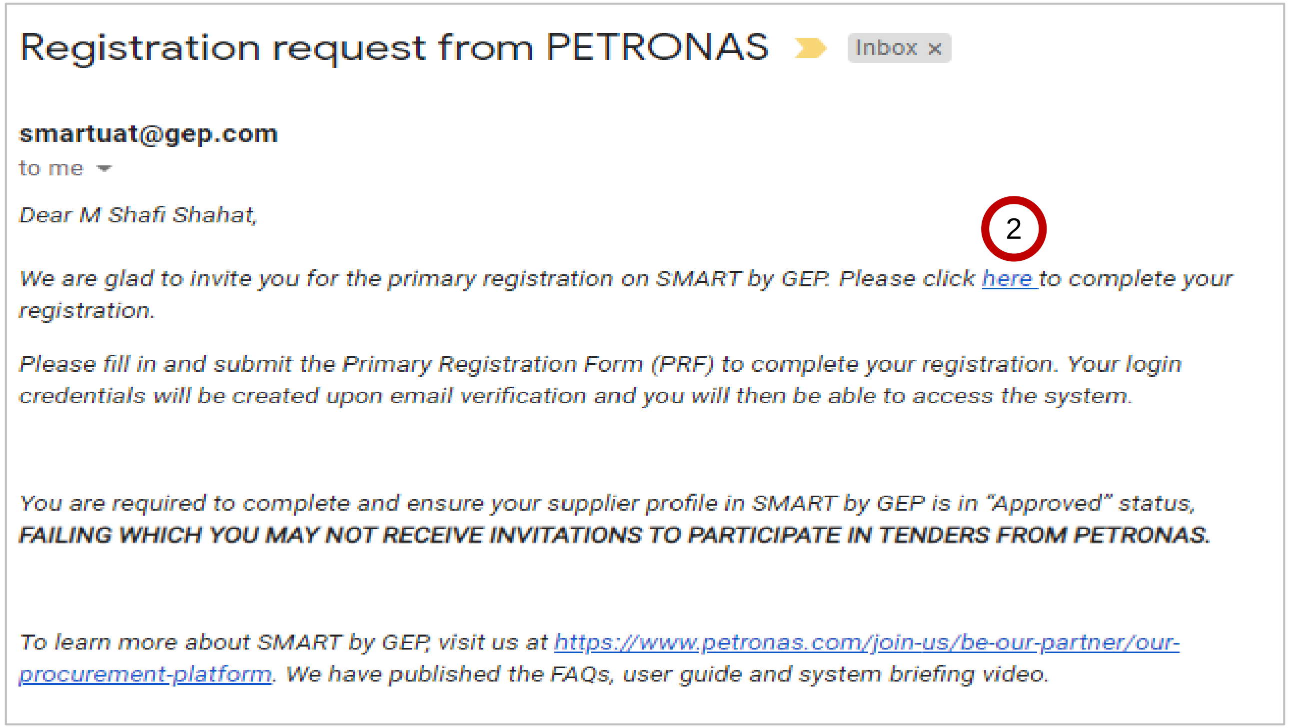
1. Receive PRF
2. Create Account
3. Activate Account

Receive PRF

1 Receive PRF — 2 Create Account — 3 Activate Account

A system generated email containing the PRF link will be sent to the identified suppliers.

1


Registration request from PETRONAS Inbox ×

smartuat@gep.com
to me

Dear M Shafi Shahat,

We are glad to invite you for the primary registration on SMART by GEP. Please click here to complete your registration. (2)

Please fill in and submit the Primary Registration Form (PRF) to complete your registration. Your login credentials will be created upon email verification and you will then be able to access the system.

You are required to complete and ensure your supplier profile in SMART by GEP is in "Approved" status, ***FAILING WHICH YOU MAY NOT RECEIVE INVITATIONS TO PARTICIPATE IN TENDERS FROM PETRONAS.***

To learn more about SMART by GEP, visit us at https://www.petronas.com/join-us/be-our-partner/our-procurement-platform. We have published the FAQs, user guide and system briefing video.

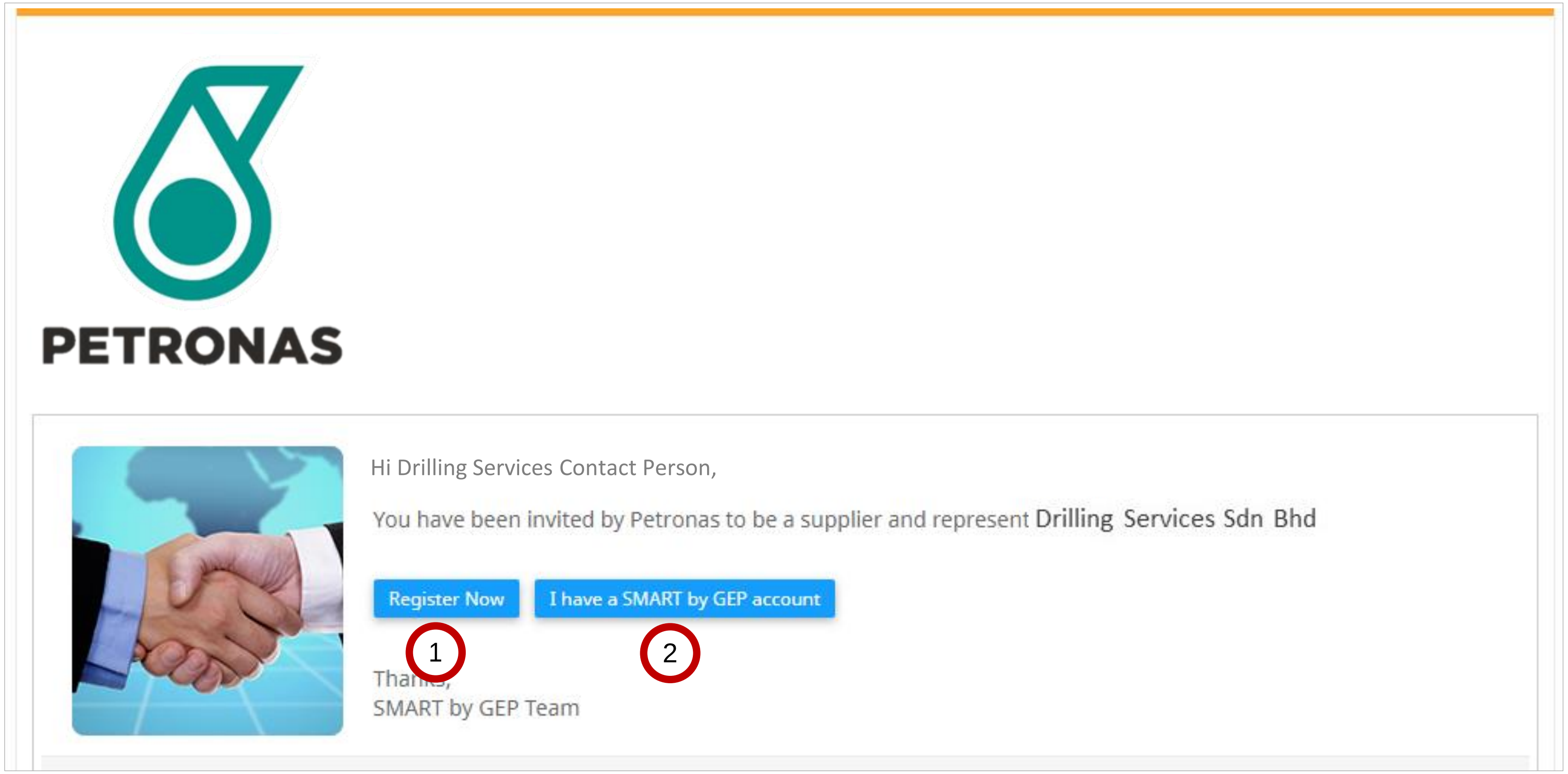
It is imperative to update your current contact details and ensure the correct email address is provided to minimize the risk of not receiving RFX.

1	Once the supplier is created in GEP SMART™, suppliers will receive a system generated email containing the Primary Registration Form (PRF) and registration instructions.
2	Suppliers with no GEP SMART™, account with PETRONAS need to click on this link to validate and activate their profile for access and responding to bid. Note: Supplier Account Activation applies for first-time registration only. Supplier with an existing GEP SMART™ account with PETRONAS may skip this process.

1 Receive PRF — 2 Create Account — 3 Activate Account

Create Account

For account creation in GEP SMART, suppliers are advised to use the same email address used to receive the PRF in the previous step.

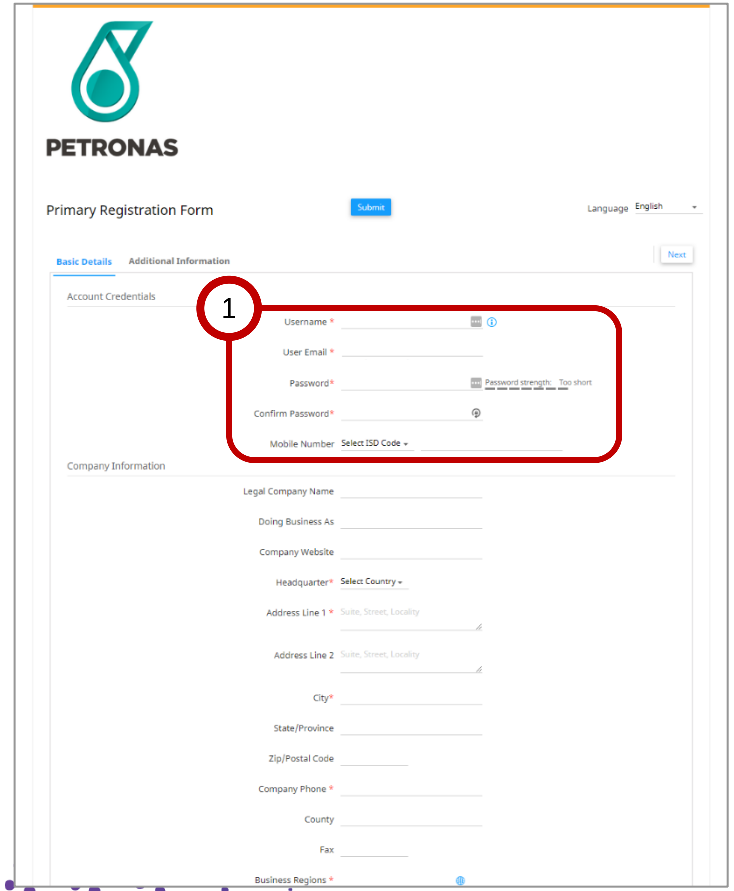


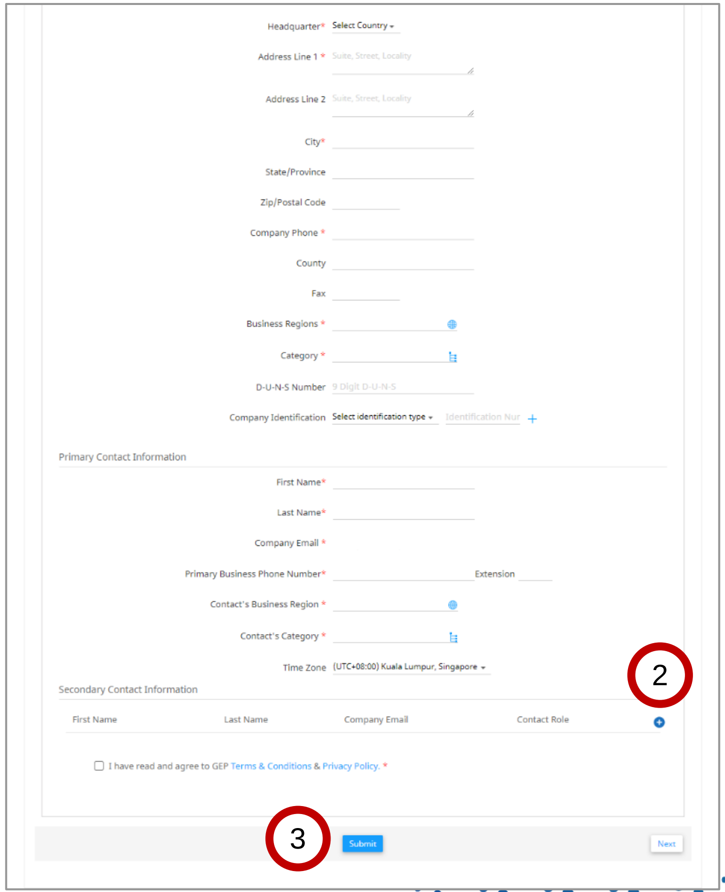
1	Click 'Register Now' to sign up as a new user and create a new GEP SMART™ account. Note: Please use the same email address used to receive PRF from PETRONAS.
2	If you already have an existing GEP SMART™ account for another company, click on 'I have a GEP SMART™ account' to use the same credential for access. Note: The email used for registration must be the same email used to receive PRF for both PETRONAS and the other company.

Create Account

1 Receive PRF — 2 Create Account — 3 Activate Account

Creating new user account with PETRONAS using the same email used to receive the PRF.





1 To create a new GEP SMART™ account, you are required to provide and/or validate the company's registration details.

Some company information has been populated as part of the migration exercise from SRM ROS to GEP SMART™ prior to go-live or input by buyer.

Note: The fields marked with asterisk (*) are mandatory.

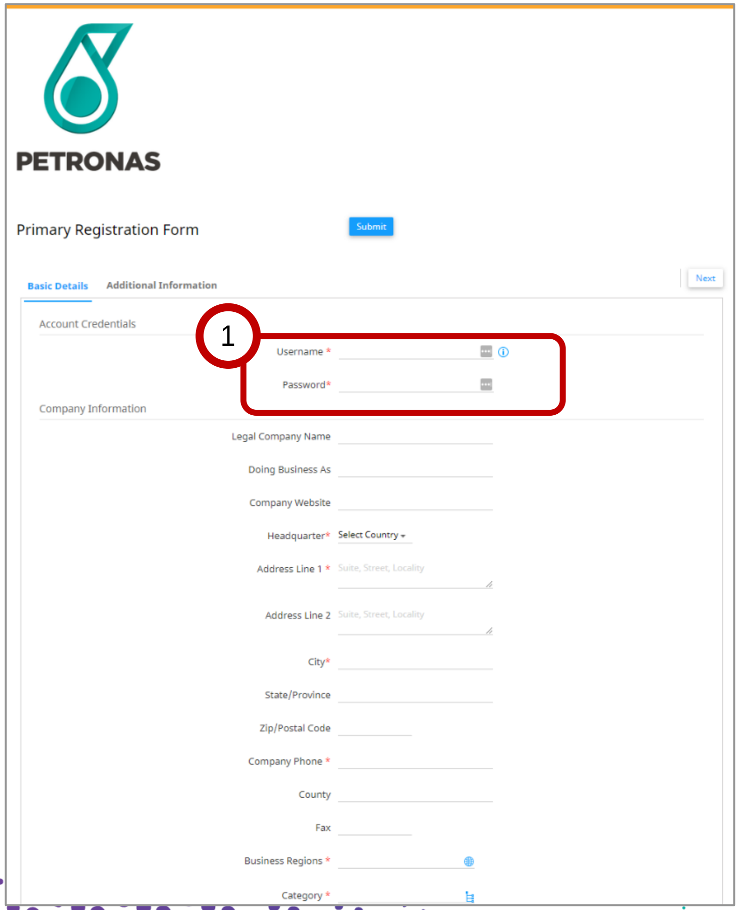
2 You can grant account access to more users by adding secondary contact information.

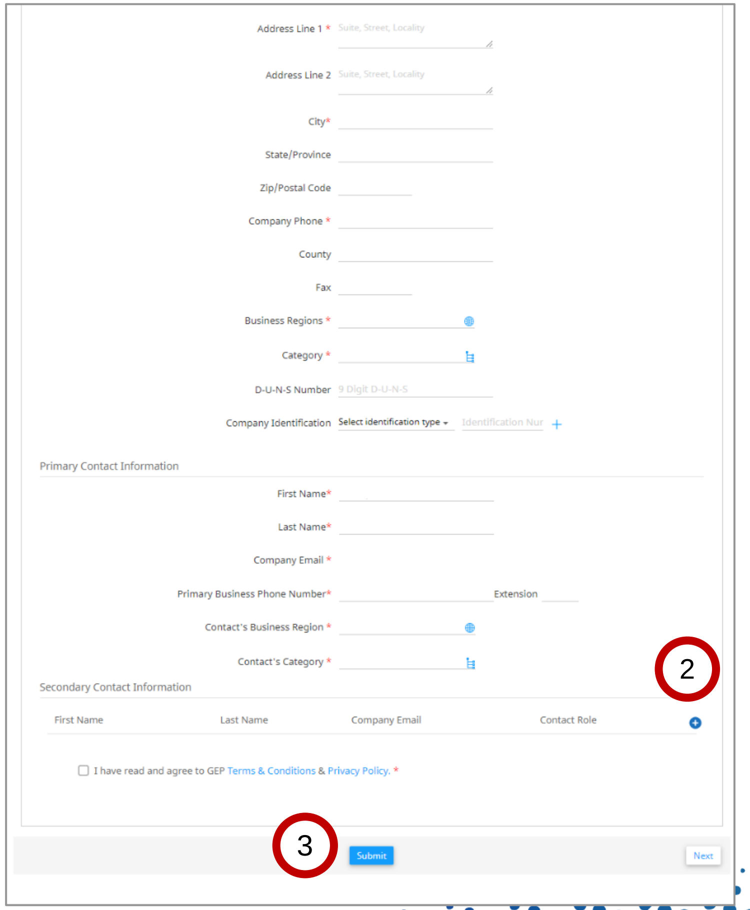
3 After clicking 'Submit', your new GEP SMART™ account will be validated and the registration process is complete.

Create Account

1 Receive PRF — 2 Create Account — 3 Activate Account

For suppliers with existing GEP SMART account from other companies, they may use the same credential for access.



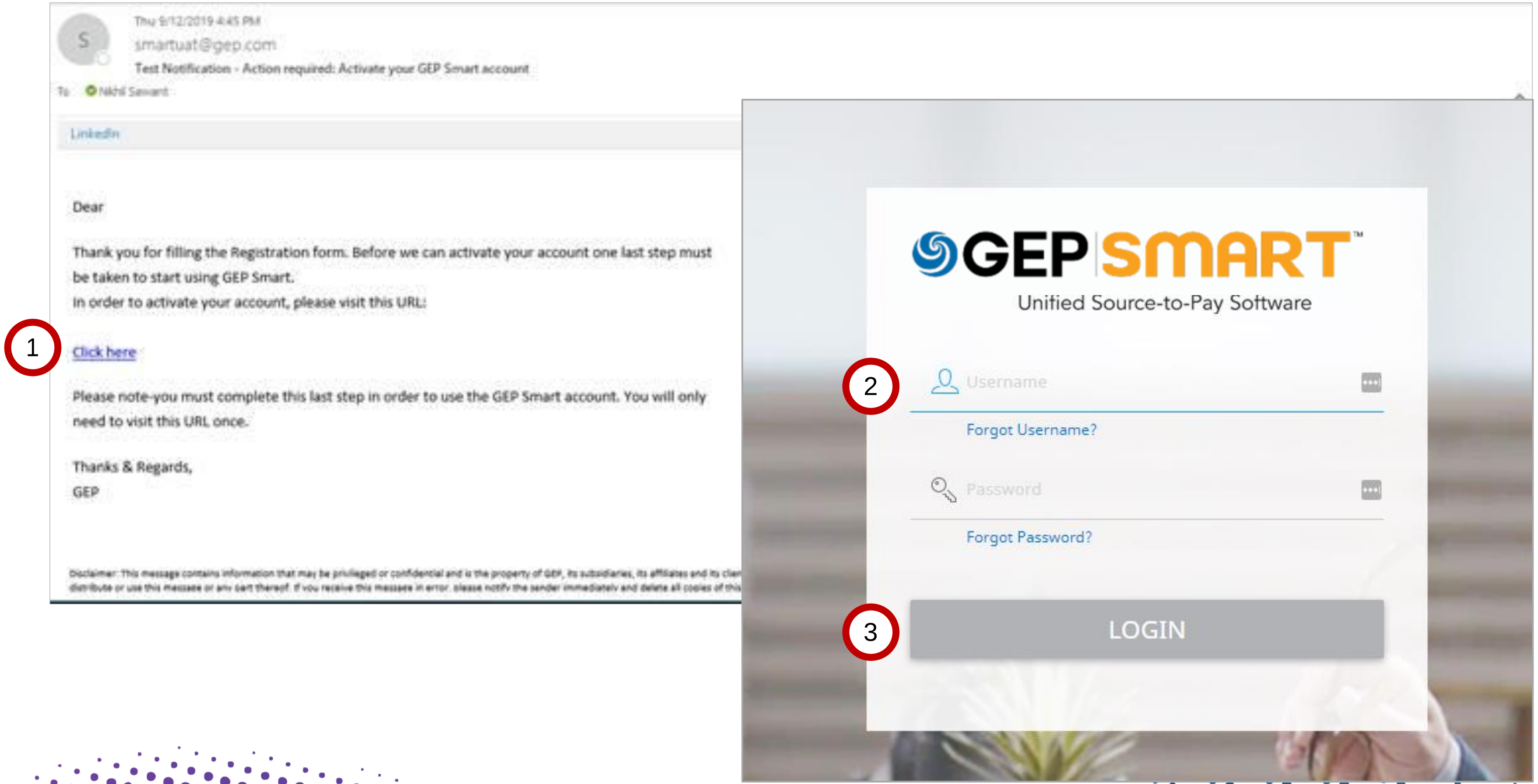


1	To use an existing GEP SMART™ account, suppliers are required to: • provide existing account credentials • provide and/or validate the company's registration details Some company information has been populated as part of the migration exercise from SRM ROS to GEP SMART™ prior to go-live or input by buyers. Note: The fields marked with asterisk (*) are mandatory.
2	You can grant account access to more users by adding secondary contact information.
3	After clicking 'Submit', your new GEP SMART™ account will be validated and the registration process is completed.

Activate Account

1 Receive PRF — 2 Create Account — 3 Activate Account

Upon completing the creation and registration process, your GEP SMART account is ready to be activated.



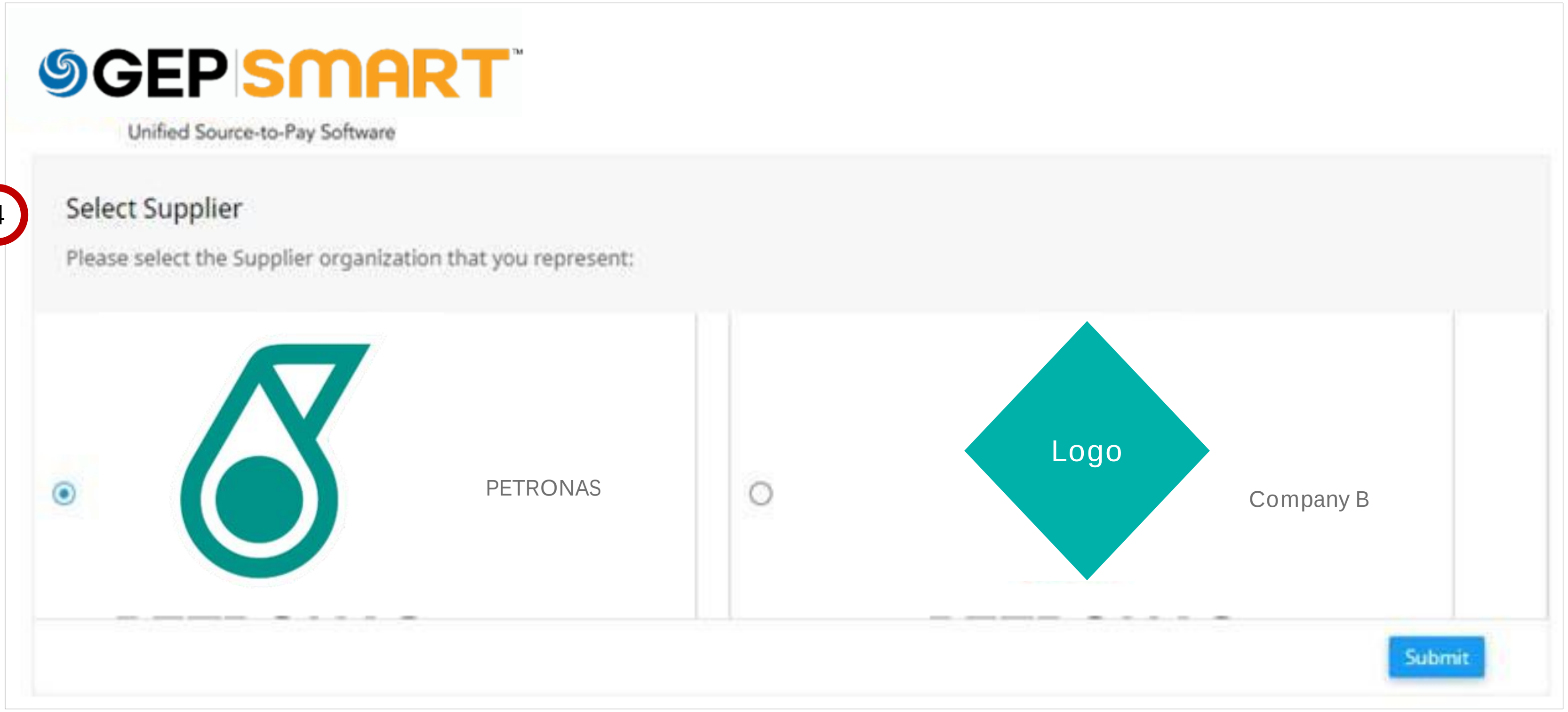
1	After account registration, you will receive an account activation email. Click on the link to be directed to the GEP SMART™ login page.
2	Use the Username and Password created, or existing credential used during the account registration with PETRONAS earlier. Should you forget your username and/or password, click the 'Forgot Username/ Password' link. A link to reset the password will be sent to your registered email address.
3	Click 'Login' to start using the GEP SMART™ system.

1 Receive PRF — 2 Create Account — 3 Activate Account

Activate Account

Suppliers with an existing GEP SMART account with another company needs to select PETRONAS to initiate the process.

4



4 If your GEP SMART™ account has access to other companies as well, you will be prompted to select which company you would like to view into.

Select PETRONAS.

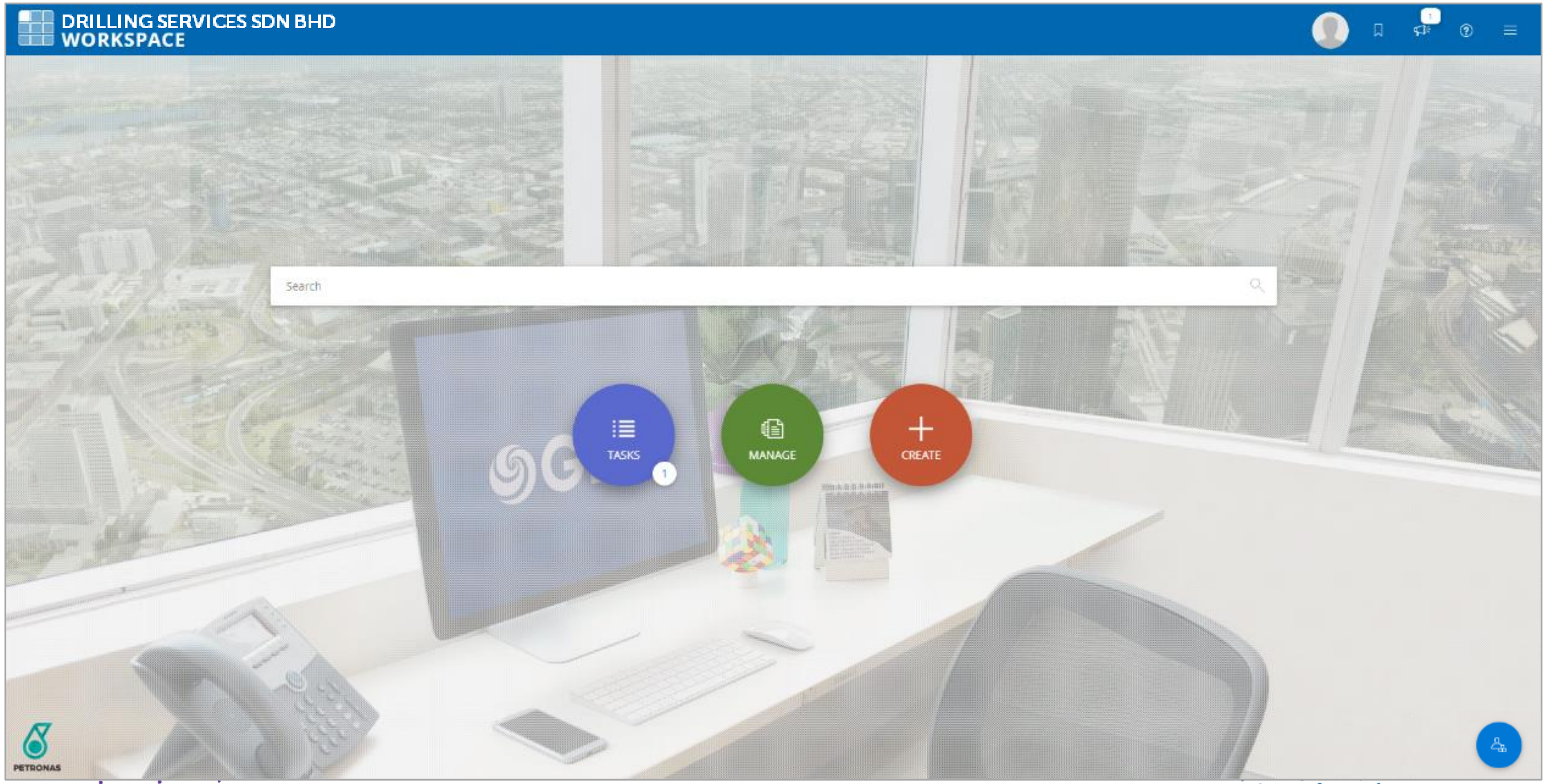
For PETRONAS only account access, you will be directed to the GEP SMART™ landing page upon login.

Open

Activate Account

1 Receive PRF — 2 Create Account — 3 Activate Account

Upon successful login, the GEP SMART™ user homepage will appear.



APPLICATION DEEP DIVE

Supplier Profile Approval & Update

Upon login into GEP SMART™, new suppliers are required to complete and submit their Supplier Profile for approval to be eligible for RFX Award and to receive Purchase Order.

For existing PETRONAS suppliers, their Supplier Profile will be migrated into GEP SMART™ and will be marked as approved.

LEARNING OBJECTIVES

Suppliers will be able to complete and submit their Supplier Profile for approval as well as update their Supplier Profile.

1. Complete Supplier Profile
2. Submit For Approval
3. Update Supplier Profile

Mandatory Requirements for Supplier Profile Approval or Change Request

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

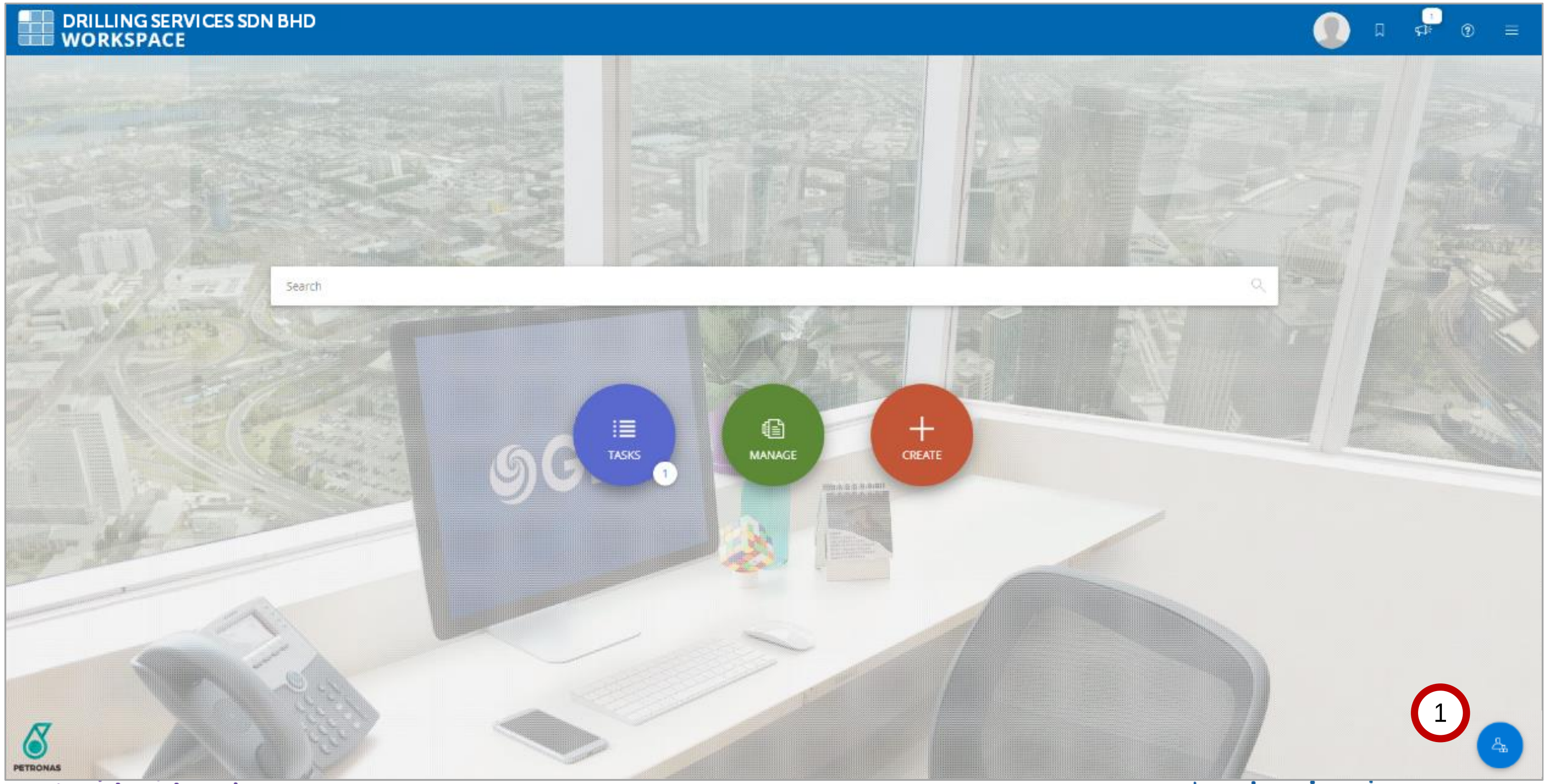
Mandatory Sections	PETRONAS Licensed or Registered Suppliers	Non-PETRONAS Licensed or Registered Suppliers
Basic Details	No action required. Mandatory fields are Supplier's Legal Name and Region which will be auto populated.	
Identification Information	No action required. Mandatory field is ROC Number (i.e. company registration number) which will be auto populated.	
Location Information	1. Headquarter Address 2. At least (1) Ordering Location Address	
Certificates	Not Applicable (N/A)	Company Incorporation Certificate
Marketing Information	Supported Currencies	

The above information mentioned above are the mandatory information required for the submission of supplier profile or change request update. Suppliers are still allowed to maintain the remaining information in supplier profile.

Complete Supplier Profile

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

For new suppliers, the Supplier profile can be completed at anytime, but it is required to be updated in order to be eligible for RFX award and to receive Purchase Orders.



1 To complete your profile, click on the 'Supplier Profile' button.

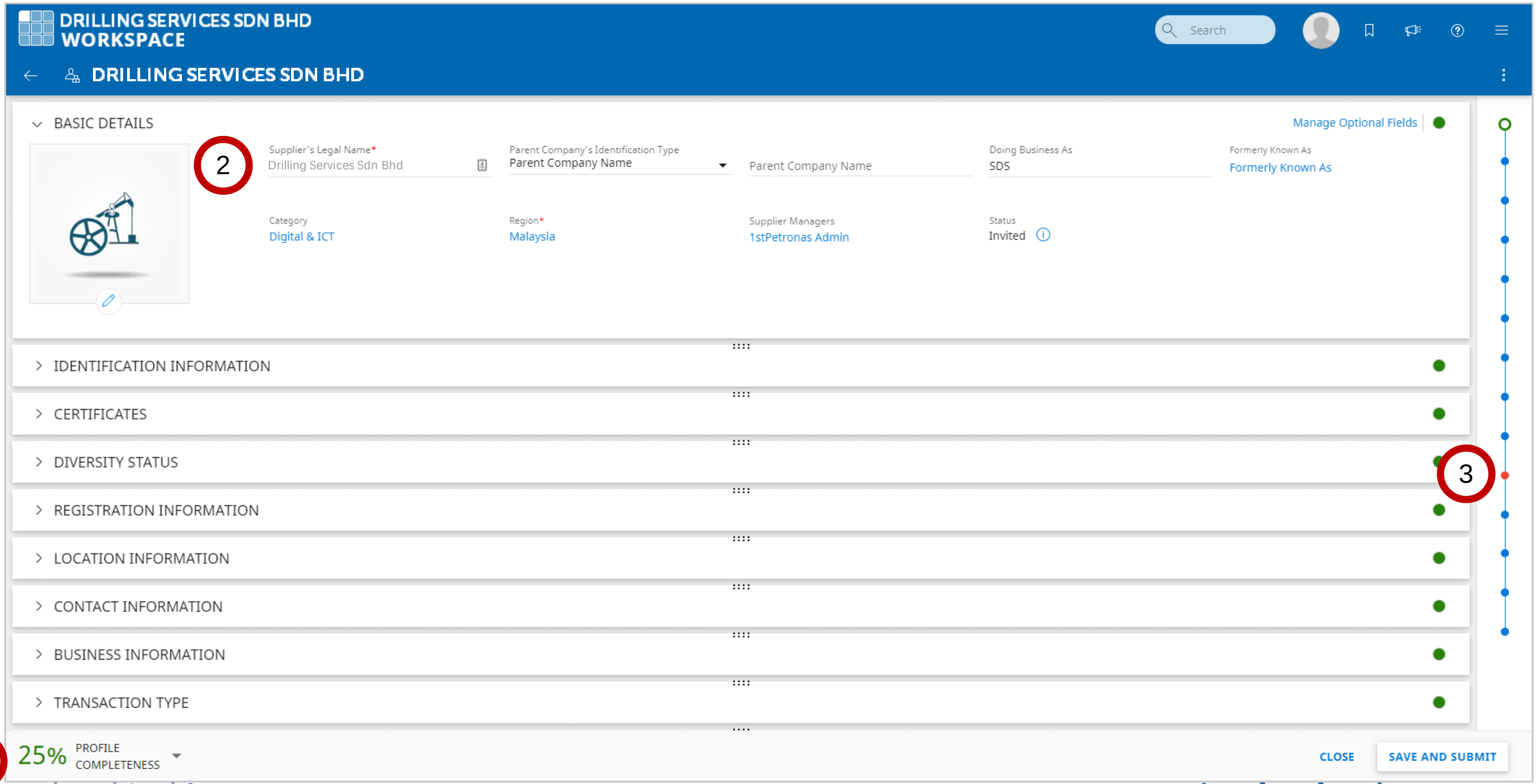
Note:

- Some information in the supplier profile have been pre-populated prior to go-live.
- Mandatory fields have been populated during account creation/ registration.

Complete Supplier Profile

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

The Supplier Profile is separated by sections and supplier is required to ensure all section has been marked as green before submitting for approval.



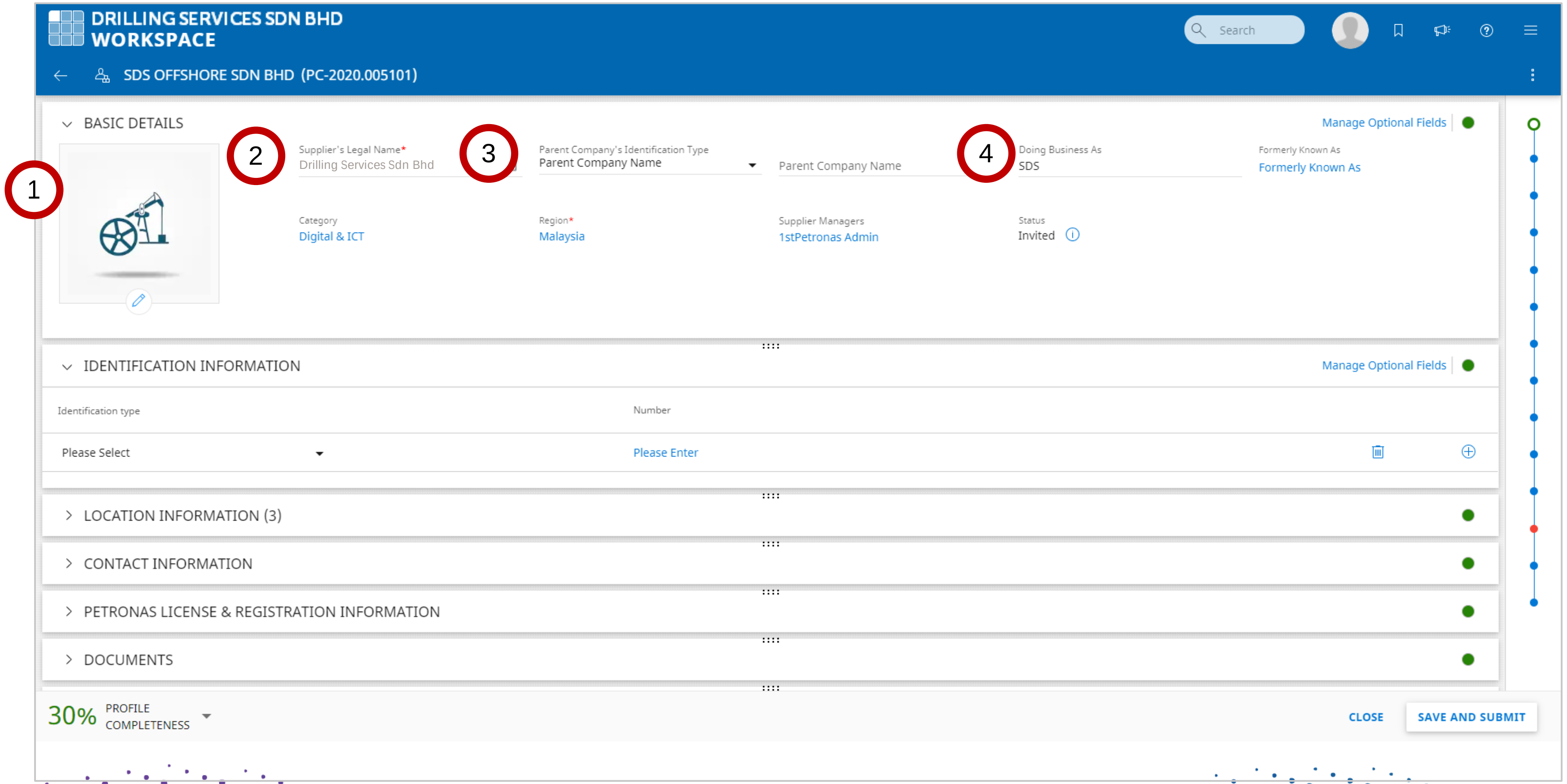
2	For PETRONAS Licensed or Registered supplier, some fields are locked and no changes are allowed. Any changes to the following need to be made in PETRONAS License Management System (PLMS): • Supplier's Legal Name • Category • PETRONAS License & Registration (Section)
3	Red at the progress bar indicates the section requires further input or amendment. You may click on the progress bar to quickly jump to the respective sections.
4	The completion rate to the supplier profile can be tracked here.

For existing PETRONAS suppliers, your Supplier Profile will automatically be migrated into GEP SMART™. You only need to confirm that your Supplier Profile is approved, and you are good to go!

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

Basic Details

Supplier is required to provide the <u>Basic Details</u> of your company such as company name, category, region etc.

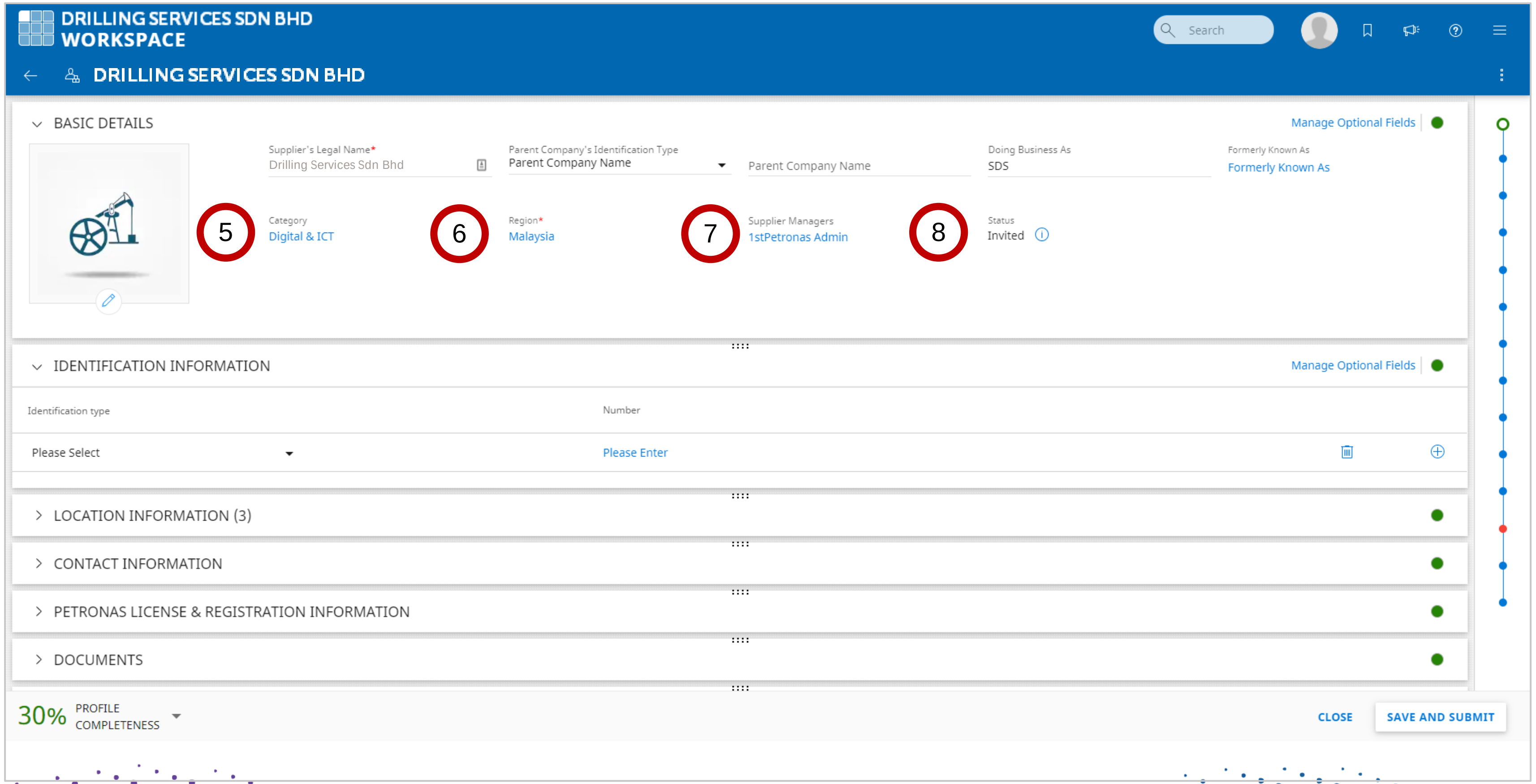


1. Click here to upload your company logo.
2. '**Supplier's Legal Name**' is referring to your company name as per registered with respective country registration bodies/agencies. e.g. Suruhanjaya Syarikat Malaysia.

   The Supplier's Legal Name will be referred to across contract documents in SMART e.g. RFX, Contract, PO, Invoice.
3. '**Parent Company's Identification**' type and Parent Company Name can be used if your parent company is available in SMART and to be used to link both these profiles for PETRONAS reference.
4. 'Doing Business As' is referred to your famously known as name.

Basic Details

Supplier is required to provide the <u>Basic Details</u> of your company such as company name, category, region etc.



5	'Category' is referred to your products/services offerings. This information is only editable by the Buyer. For PETRONAS License/Registered Suppliers, the category will be mapped against your active SWEC from PLMS.
6	'Region' is referred to where supplier can provide their service. E.g. if Malaysia & Indonesia is selected, supplier can provide service in Malaysia & Indonesia.
7	'Supplier Manager' refers to the PETRONAS internal team that is responsible in managing the supplier profile.
8	'Status' refers to your supplier profile status. Kindly refer to next page for the detail of each of the statuses.

Supplier Profile Status Definitions

1 — Complete Supplier Profile
2 — Submit For Approval
3 — Update Supplier Profile

1. Invited: This status denotes that the supplier has been invited to register with GEP SMART™ by the buyer user. In case the status of the supplier was set as Identified, it will be changed to Invited when a buyer invites the supplier contacts by sending them the Primary Registration Form (PRF) or by inviting them to participate in RFX.

2. Registered: This status denotes that the supplier contact has registered with GEP SMART™. Status of the supplier profile will change automatically once all the supplier mandatory fields have been filled by the Supplier.

3. Approved: This status denotes that the supplier profile has been approved by the approvers and it is now available for consumption. Status will be changed by the system from Registered to Approved upon approval from the approver.

4. Rejected: This status denotes that the supplier profile was rejected by the approver. Status will be changed by the system Registered to Rejected upon rejection from the approver.

5. Non-Compliant: System can change the status to "Non-Compliant" if it identifies that a certain type of certificate has expired or the PETRONAS License/Registration in PLMS is non-compliant. This is a configurable feature. Upon uploading a new certificate with the new valid dates, the system can revert the status back to the previous status.

7. Inactive: This is a status that needs to be manually selected by the Supplier Manager to make the supplier Inactive or the PETRONAS License/Registration in PLMS has expired i.e. Inactive.

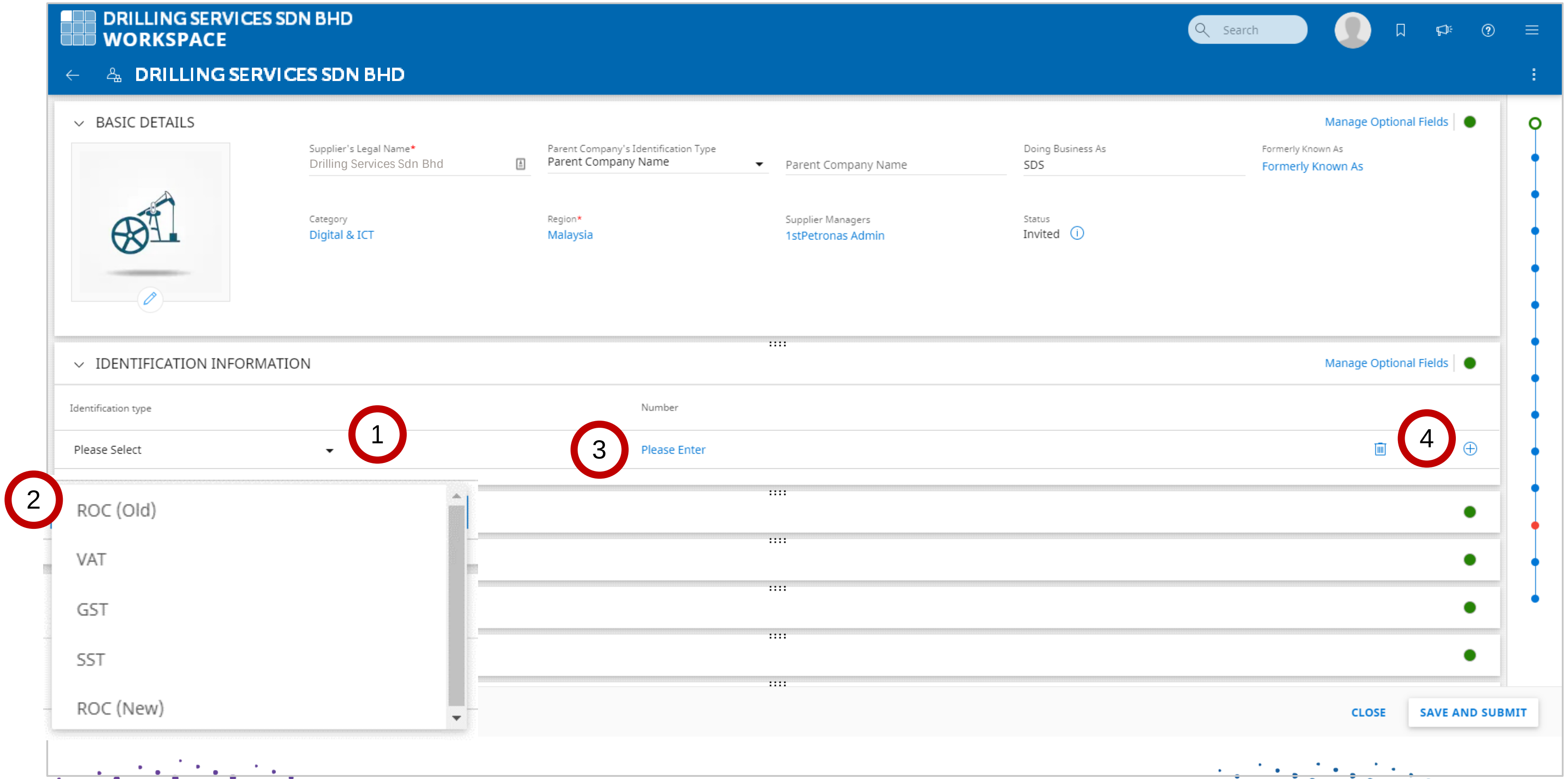
8. Suspended: This is a status that needs to be manually selected by the Supplier Manager to make the supplier Inactive.

9. Blacklisted: This is a status that needs to be manually selected by the Supplier Manager to make the supplier Inactive.

1 Complete Supplier Profile
2 Submit For Approval
3 Update Supplier Profile

Identification Information

Supplier is required to provide Identification Information of your company such as company registration number and tax number.

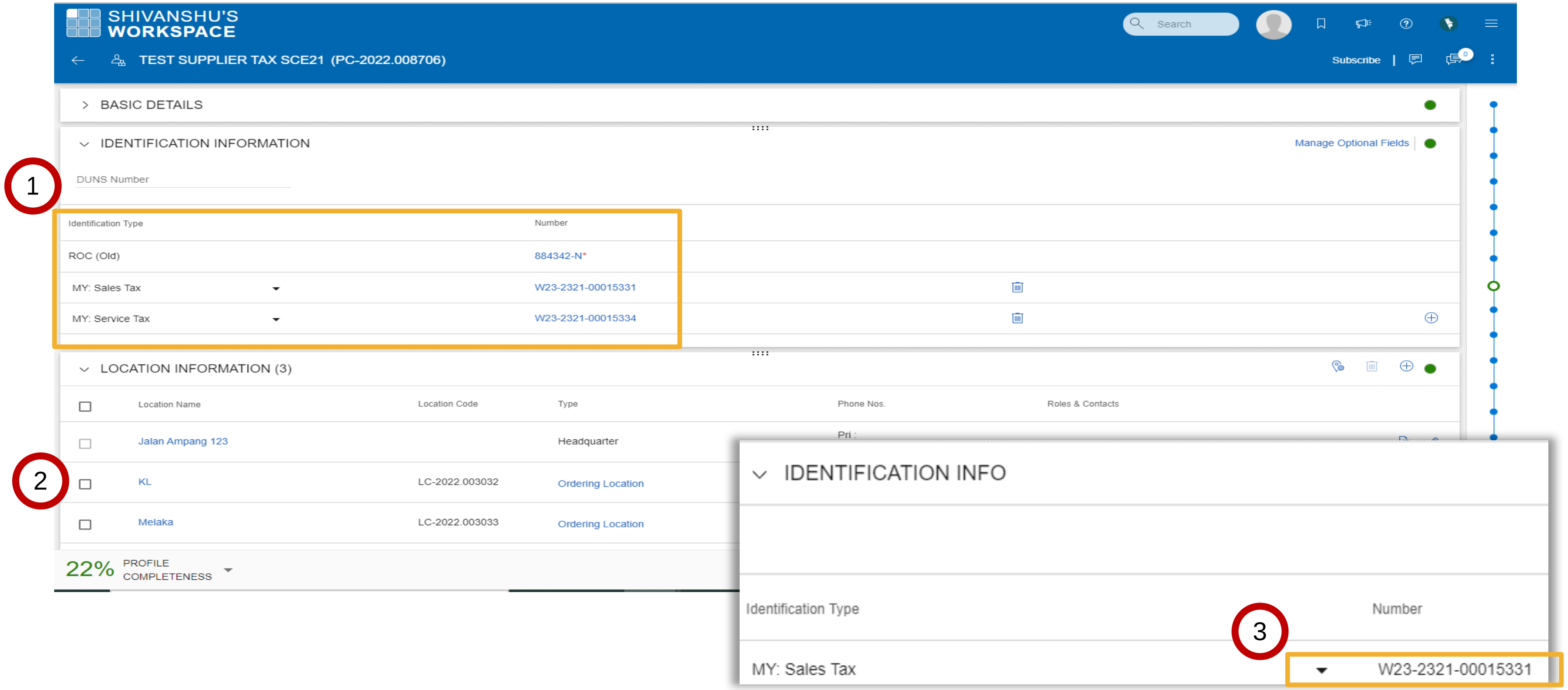


1	Click the drop down to select the relevant identification type.
2	Select the identification type from the drop-down list. For Malaysia incorporated companies, kindly select ROC (Old)
3	Enter the identification number.
4	You may add new identification as required.

Identification Information

1 Complete Supplier Profile
2 Submit For Approval
3 Update Supplier Profile

Optional where applicable: Sales Tax, Service Tax, or Digital Service Tax



1	You may add the Sales Tax, Service Tax, or Digital Service Tax in <u>Identification Information</u> section.
2	Once added, Salex Tax, Service Tax and Digital Service Tax needs to be extended in Location Information for Ordering Locations.
3	Supplier to select the relevant Sales Tax, Service Tax or Digital Service Tax from the dropdown option

SAMPLE

WEHAYA SDN BHD
B1-1, 1ST FLOOR LOT 9 BLOK B, BDR BARU
SEPANGGAR
88450 KOTA KINABALU

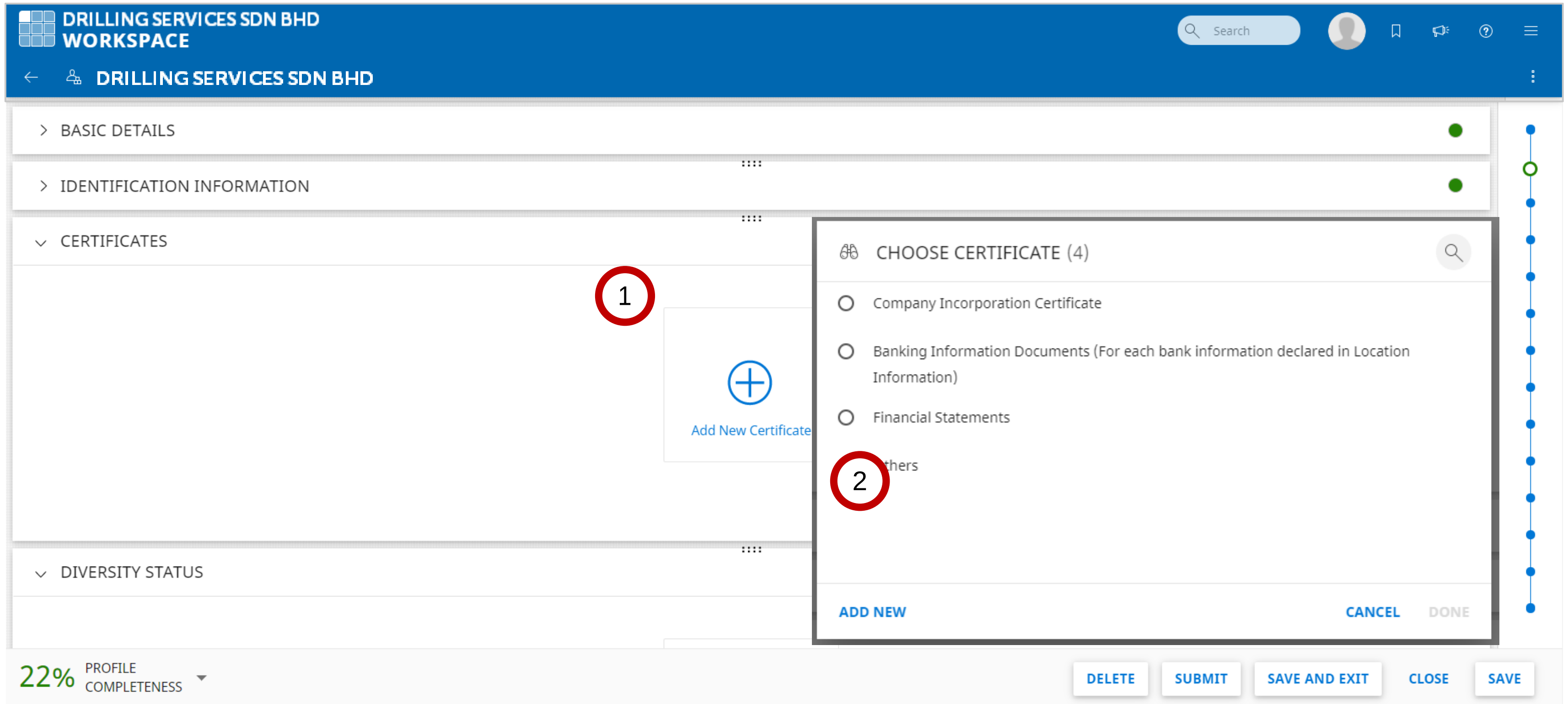
Rujukan Kami	:	S10-1909-39001098
Tarikh	:	12/08/2022
No. Daftar CP	:	S10-1909-31001098
Stesen Mengawal	:	Kota Kinabalu

No. Daftar CP in the "SURAT KELULUSAN PENDAFTARAN" from Royal Malaysian Customs Department represents your Tax registration number

Certificates

1 Complete Supplier Profile
2 Submit For Approval
3 Update Supplier Profile

Supplier can attach the supporting documents for company incorporation certificate, banking information documents, financial statements.



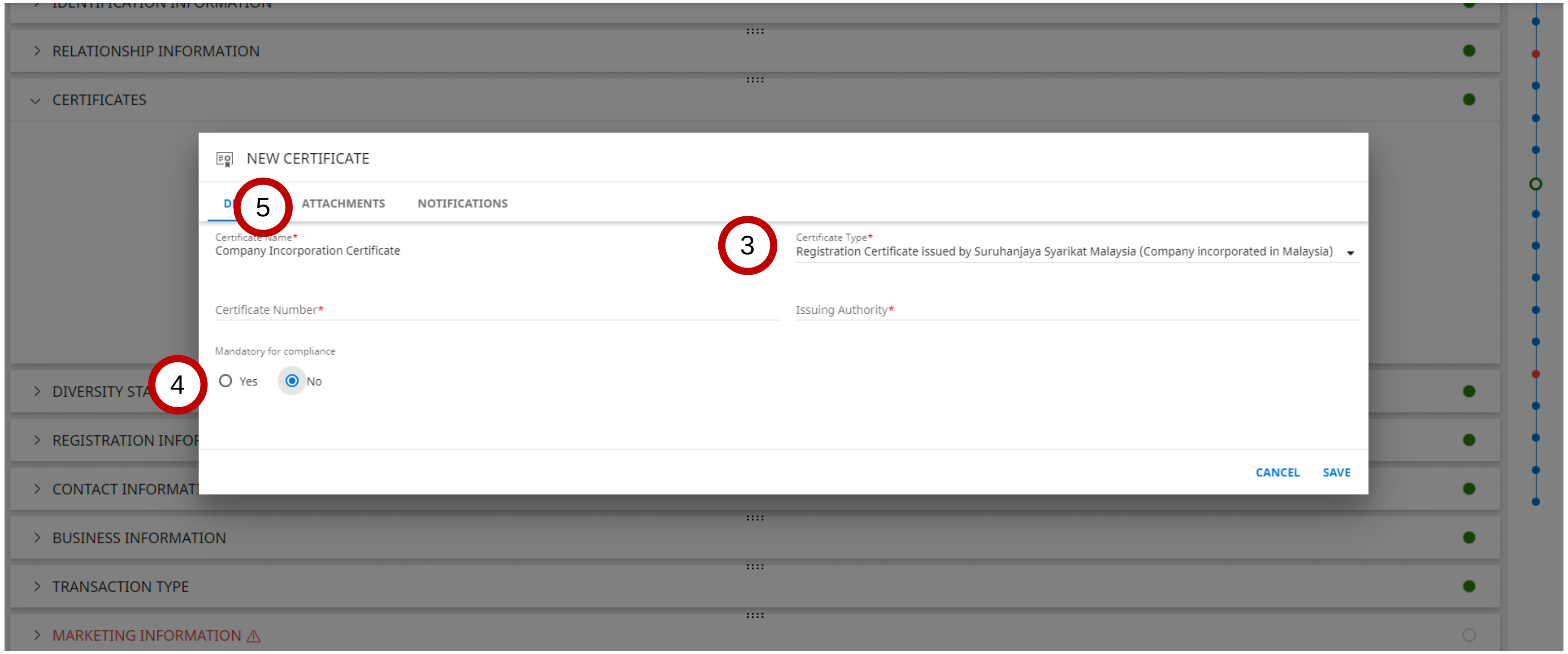
1	For companies without PETRONAS License/Registration companies, you are required to attached the company incorporation certificate. To attach the document, click on the 'Add New Certificate' button.
2	A popup will appear. Select the relevant supporting document type and click **'Done'**.

Open

Certificates

1 Complete Supplier Profile
2 Submit For Approval
3 Update Supplier Profile

Supplier can attach the supporting documents for company incorporation certificate, banking information documents, financial statements.

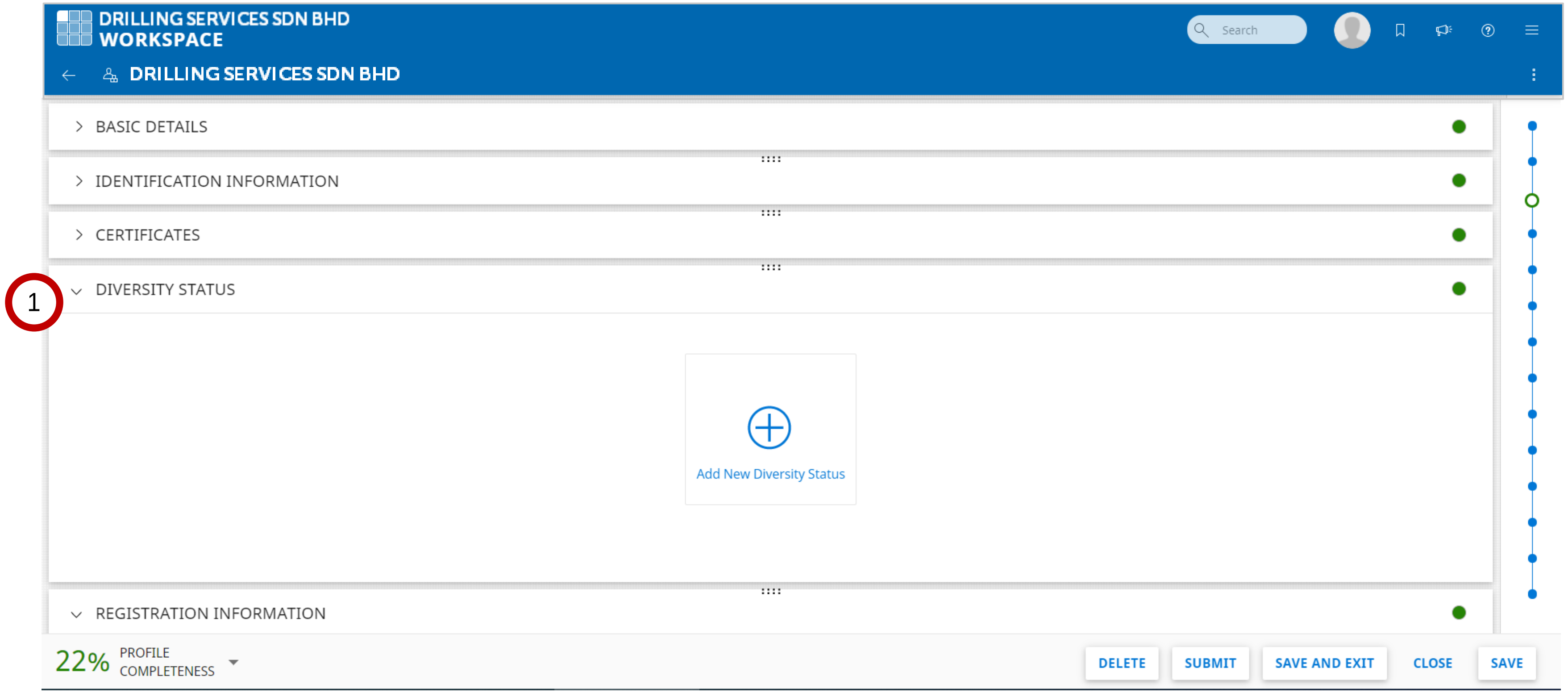


3	Under 'Certificate Type', select the similar certificate type as per selected earlier. Enter the 'Certificate Number' and 'Issuing Authority'.
4	Ensure to set the 'Mandatory for Compliance' as No.
5	Under Attachments tab, kindly attach the supporting document and click on 'Save'.

Diversity Status

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

This section is not required to be filled by supplier.



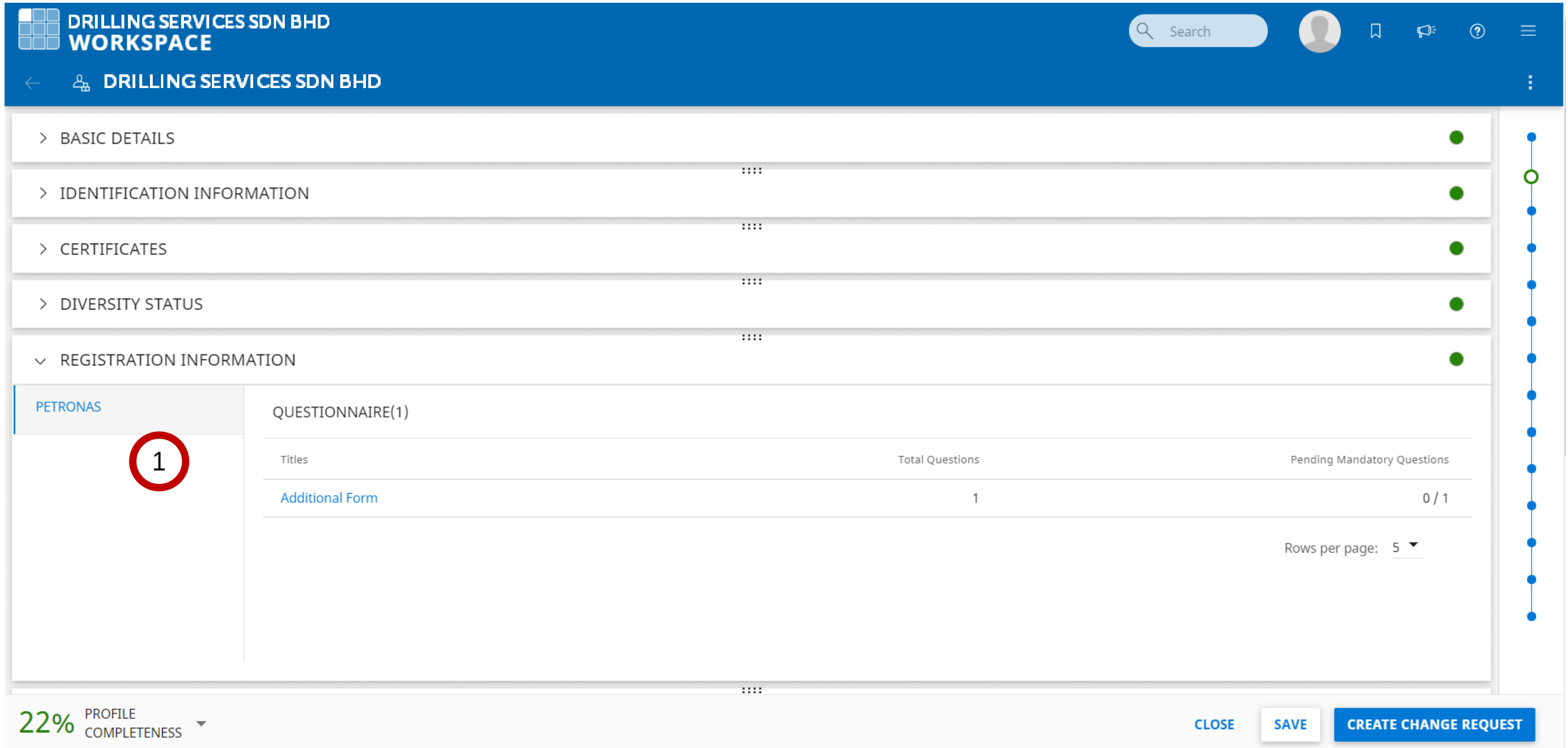
1 Kindly DO NOT make any changes to this section.

Open

Registration Information

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

Supplier may view the Primary Registration Form (PRF) that was submitted during the account creation process.

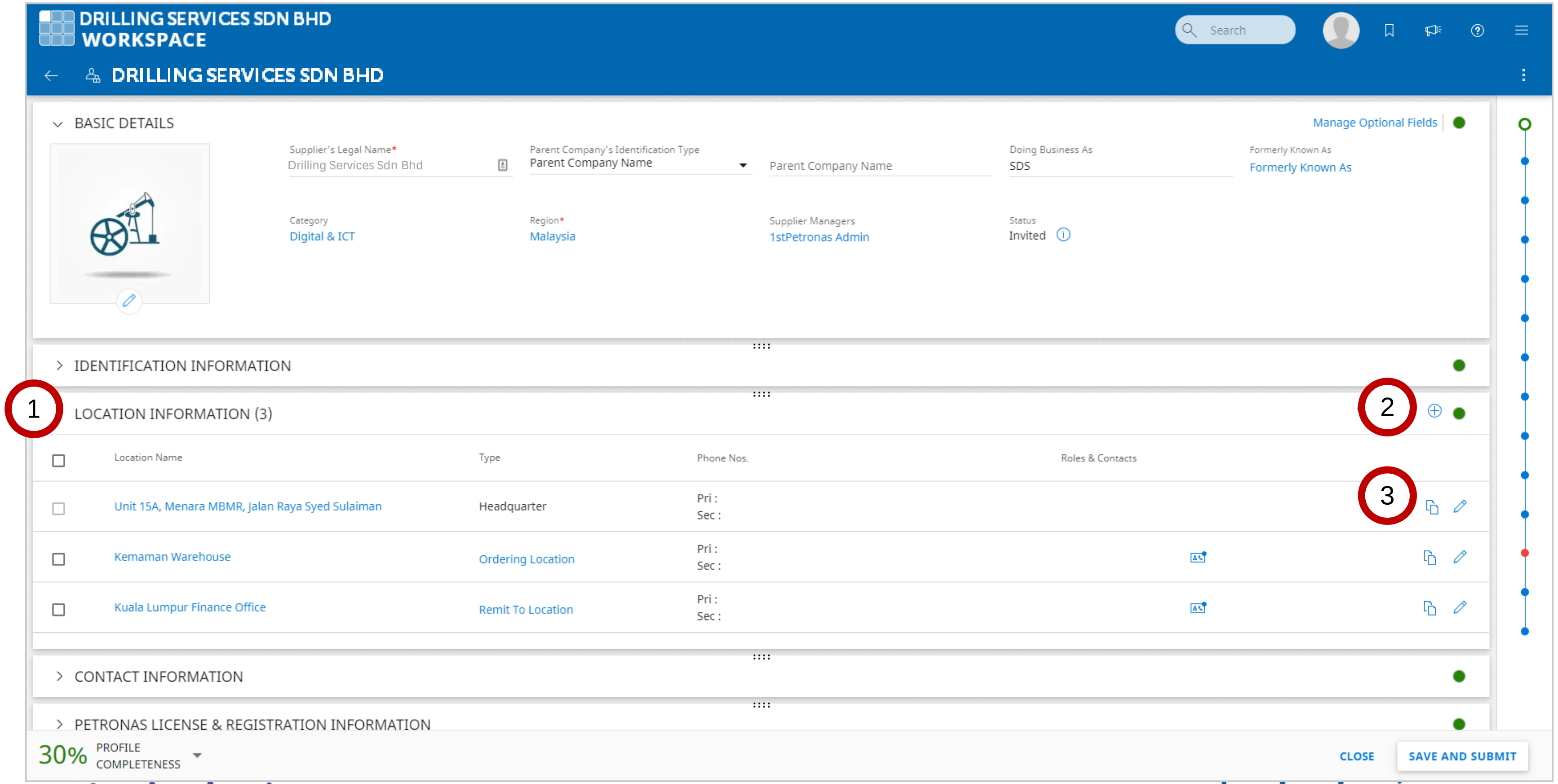


1 Click on 'Additional Form' to view the Primary Registration Form that was submitted during the account creation process.

Location Information

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

Location Information records your Headquarter, Ordering Location and Remit to Location. This information is required to receive PO and payment in GEP SMART™ .



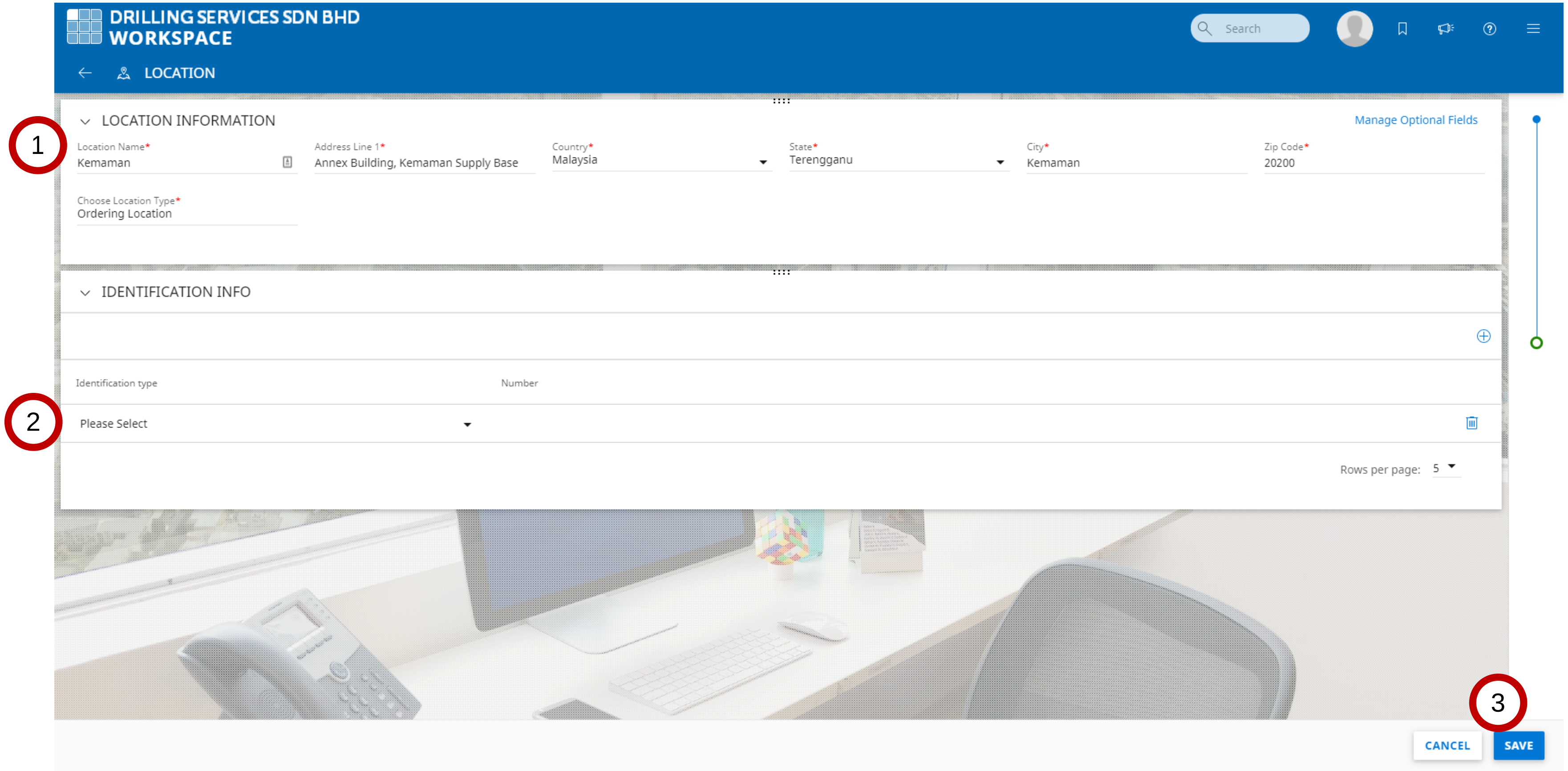
1	There are 3 different location types with 'Headquarter' appearing as default. However, you are required to have at least one (1) 'Ordering Location' and 'Remit to Location'. • Ordering Location – the address where PETRONAS will send the PO. If Headquarter is the intended address, kindly proceed to copy the Headquarter's address as a separate Ordering Location. • Remit to Location – the address and bank account where PETRONAS will send the invoice payment.
2	You may also add multiple Ordering Location or Remit to Location as required. Click the (+) icon to add new location.
3	Click the edit icon to edit location.

All current Location Information in SUS will be migrated to GEP SMART™ upon Go-Live.

Location Information

1 — Complete Supplier Profile
2 — Submit For Approval
3 — Update Supplier Profile

Ordering Location is the location for PETRONAS to address any POs. Supplier may have multiple ordering locations depending on their business organisation.

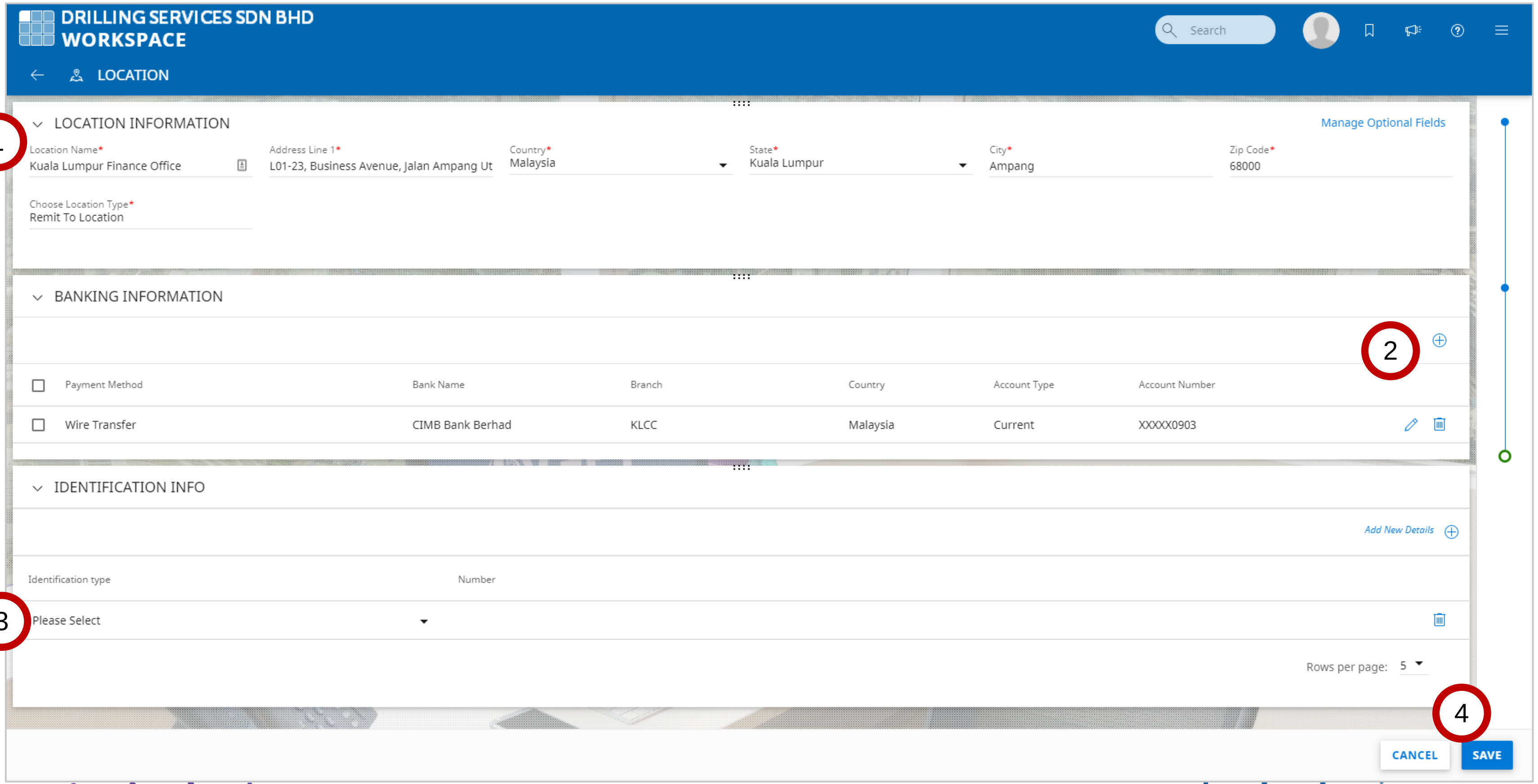


1	Fill up the mandatory fields and select the 'Location Type' as 'Ordering Location'. Note: The Location Name is for supplier's ease of reference (e.g. Kemaman Warehouse).
2	You may also link relevant Identification Info for the location.
3	Once completed, click 'Save'.

Location Information

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

Remit to Location is the location for PETRONAS to process any invoice payment. Supplier may have multiple Remit to Locations for each bank account.

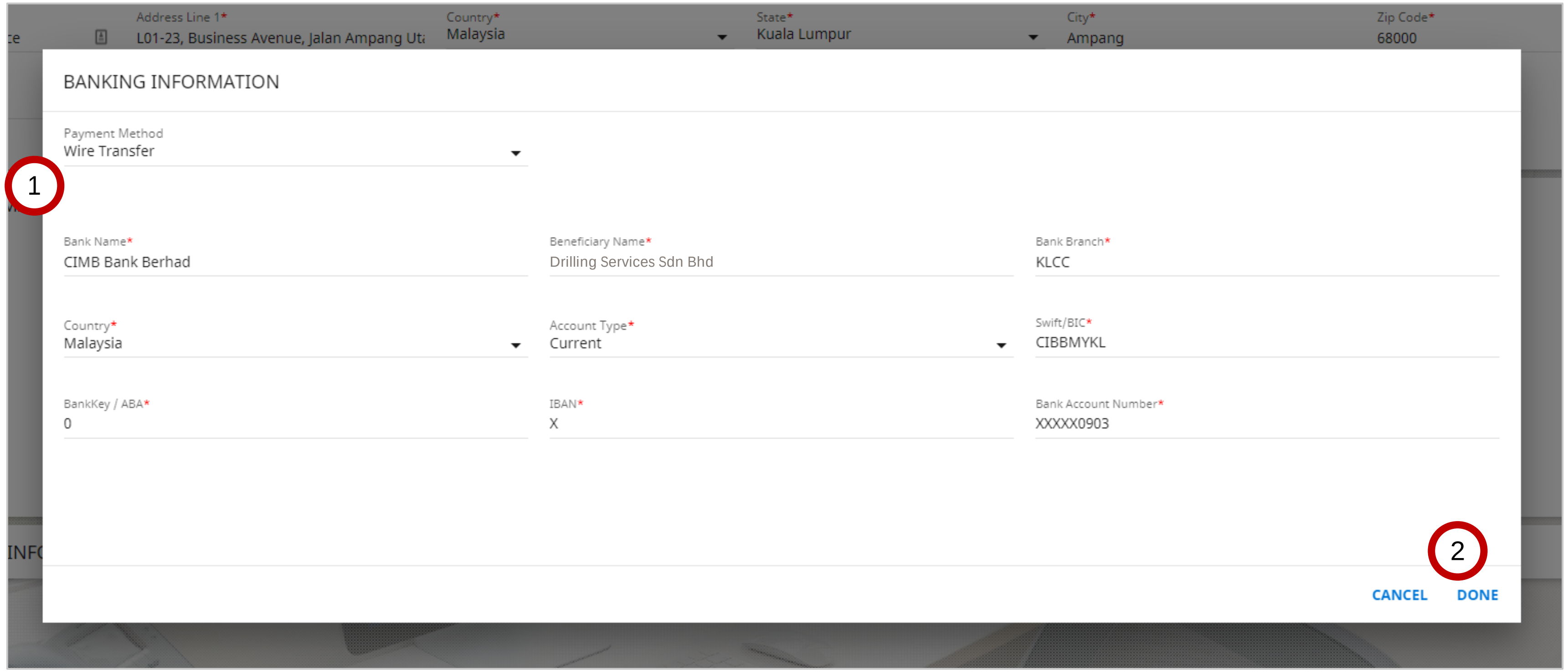


1	Fill up the mandatory fields and select the 'Location Type' as 'Remit to Location'. Note: The Location Name is for supplier's ease of reference (e.g. Kuala Lumpur Finance Office).
2	Enter only one (1) bank account's information. Simply click on the (+) or edit icon to update the banking information. Important: If supplier has multiple bank accounts, please proceed to create new 'Remit to Location' for each bank account.
3	You may also link relevant identification info for the location.
4	Once completed, click 'Save'.

Location Information

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

In the Banking Information section, supplier should select wire transfer as the payment method and complete the mandatory fields.



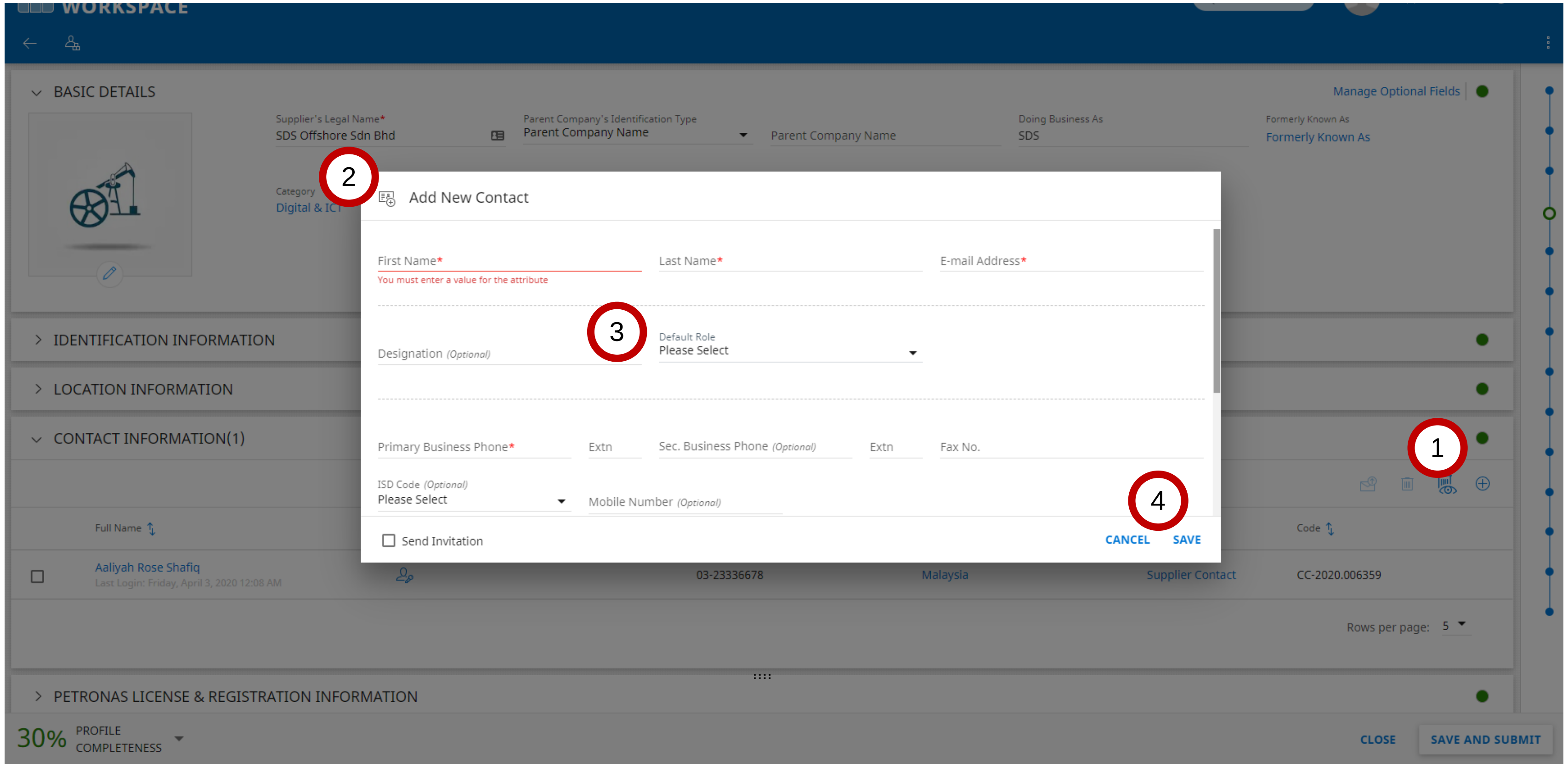
1	Important Guidelines • Bank Name – registered Bank Name based on SWIFT code entered. • Beneficiary Name – registered bank account name. • SWIFT/BIC – set of 8 or 11 digits that represents a bank branch. • Bank Key/ABA – routing number for international bank account (e.g. Australia, India, Russia, South Africa, United Kingdom, USA). If not applicable, enter 0. • IBAN – international bank account number. If not applicable, enter 0. • Bank Account Number – should consist of 10, 12, 15 or 16 characters. • Verify Bank Account Number: must be the same as Bank Account Number entered.
2	Once completed, click 'Done'.

Important: Please ensure to attach the supporting document (e.g. Bank Statement Header or Bank Confirmation Letter) under Certificates section for each of the newly added banking information.

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

Contact Information

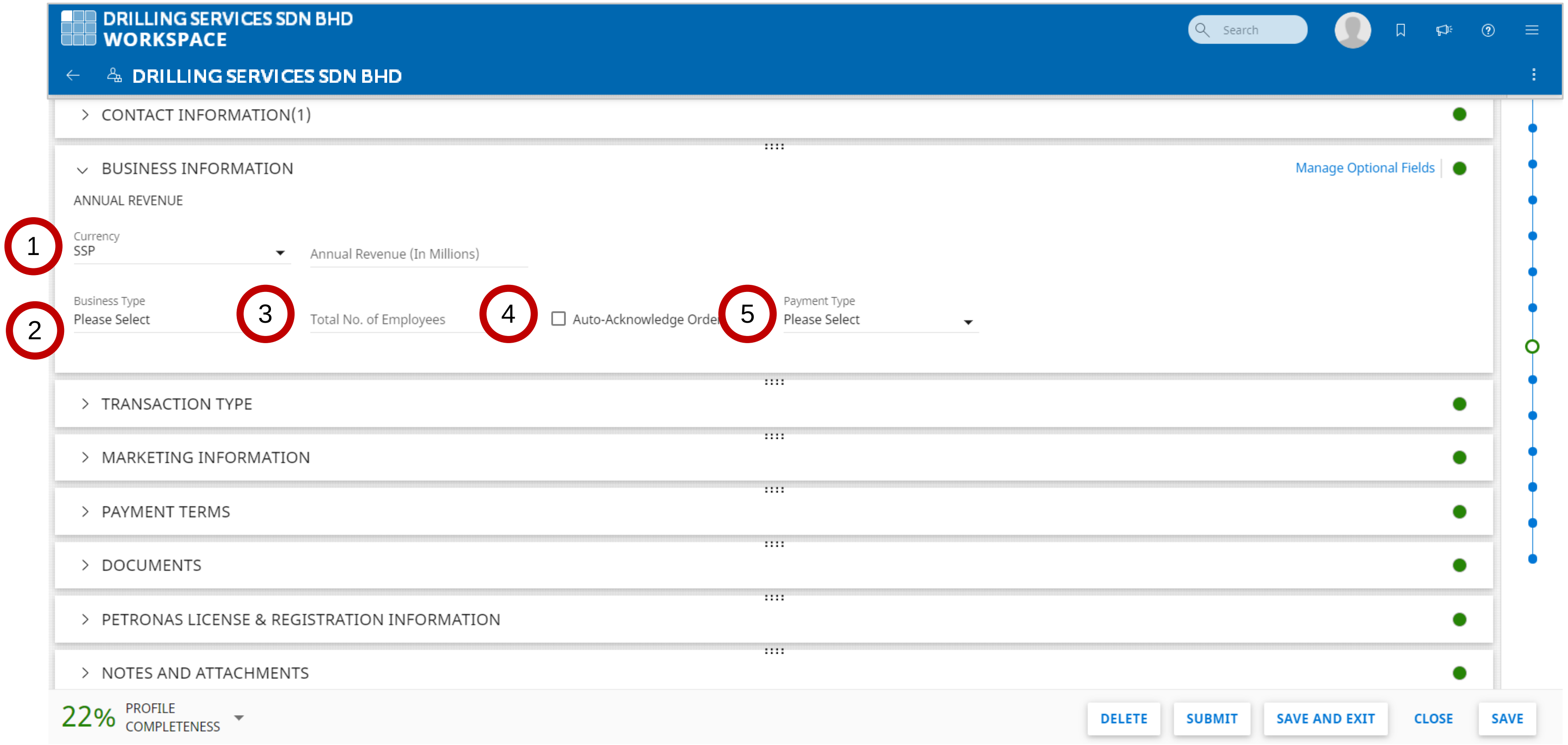
In the Contact Information section, supplier may add additional contacts and assign their level of access in the system.



1	Scroll to the 'Contact Information' section. Click on the (+) icon to add additional contacts.
2	Enter the required information in each of the fields. The fields marked with asterisk (*) are mandatory.
3	Select the default role for the contact. • Supplier Administrator – able to perform all activities. • Sales Manager – able to view contract and participate in RFX. • Legal Advisor – able to view contract and participate in RFX. • Ordering Manager – able to view, acknowledge PO and submit SES. • Accounts & Finance Manager – able to view, create Invoice and Credit Note.
4	Click 'Save' to save the information entered.

Business Information

Supplier may provide additional information on business information.



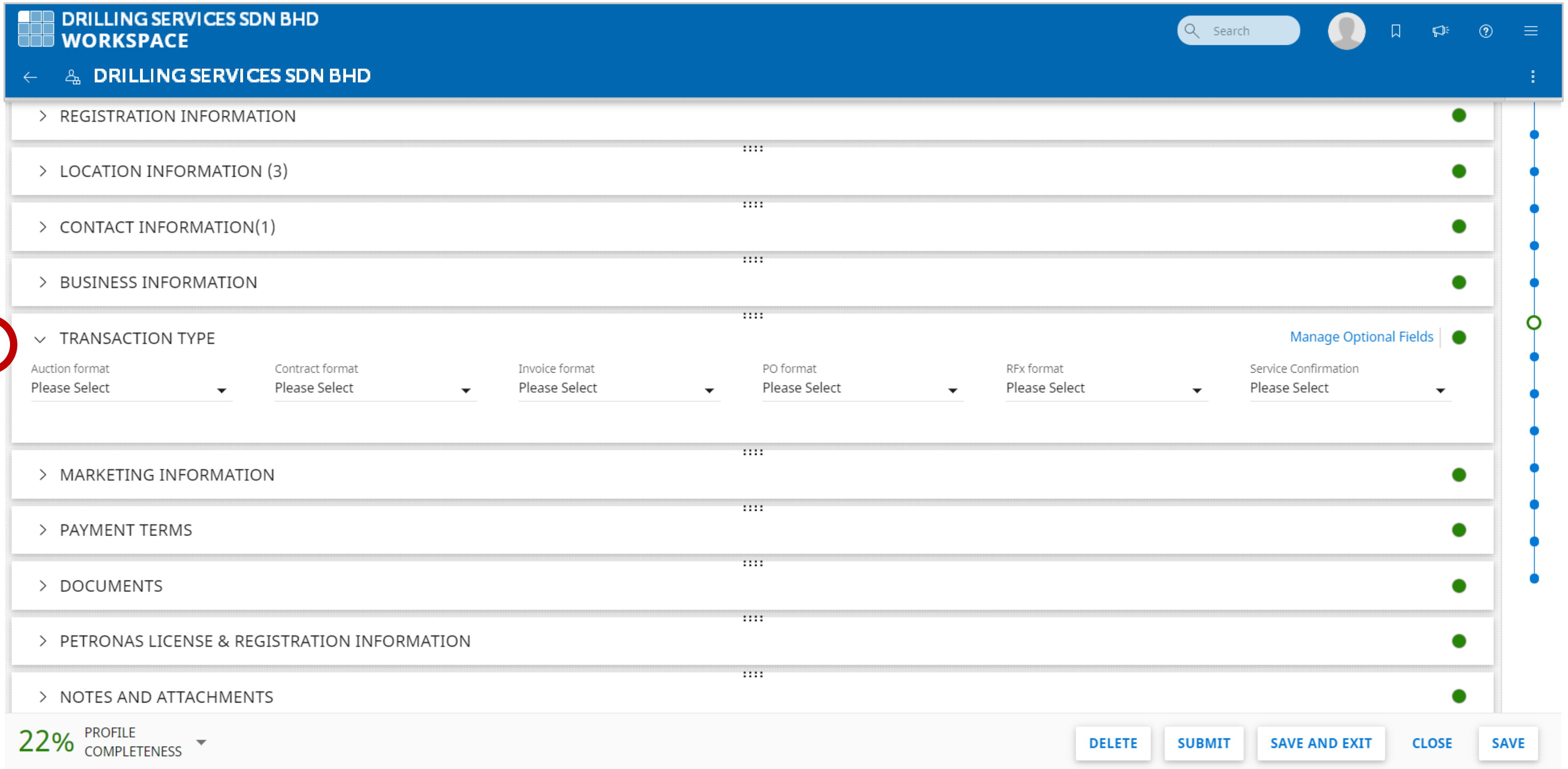
1	Kindly select the currency and enter the annual revenue in the 'Annual Revenue (In Millions)' field.
2	'Business type' is refers to the business incorporation type i.e. Private Limited, Government Agencies, etc. Select the relevant business type.
3	'Total No. of Employees' refers to the total number of employees actively hired by the supplier.
4	'Auto-Acknowledge Order' refers to the method of accepting the Purchase Order. Kindly leave it unticked. This will allow supplier to manually acknowledge each PO issued by PETRONAS.
5	'Payment Type' is referred to the default payment remittance method issued by PETRONAS. Kindly leave this field empty.

If 'Auto-Acknowledge Order' is ticked, each PO issued by PETRONAS will be automatically acknowledge/accepted and supplier are obliged to render services/products as per the PO.

Transaction Type

1 Complete Supplier Profile
2 Submit For Approval
3 Update Supplier Profile

This section is not required to be filled by supplier.

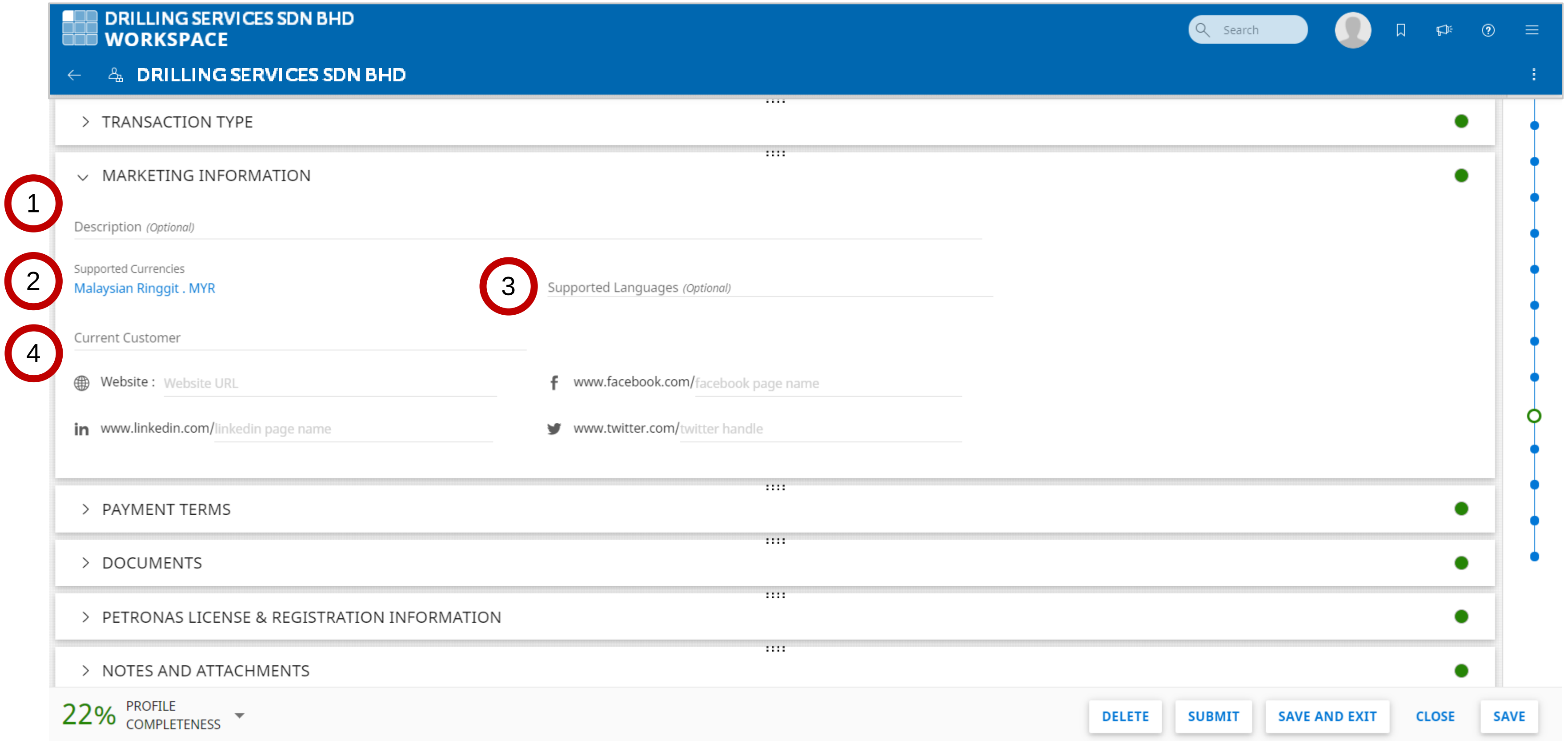


1 Kindly DO NOT make any changes to this section.

Marketing Information

1 Complete Supplier Profile
2 Submit For Approval
3 Update Supplier Profile

Supplier is required to select the supported currencies and can maintain the marketing information e.g. company summary, website and social media accounts.



1	Under 'Description', you may provide further information on your company summary of offerings.
2	'Supported Currencies' refers to all the currencies supported for payment purposes. Supplier is required to select at least one supported currency.
3	'Supported Languages' refers to supported languages by the supplier in conducting business with PETRONAS.
4	'Current Customer' refers to the current customer that the supplier is currently conducting business with.

Payment Terms

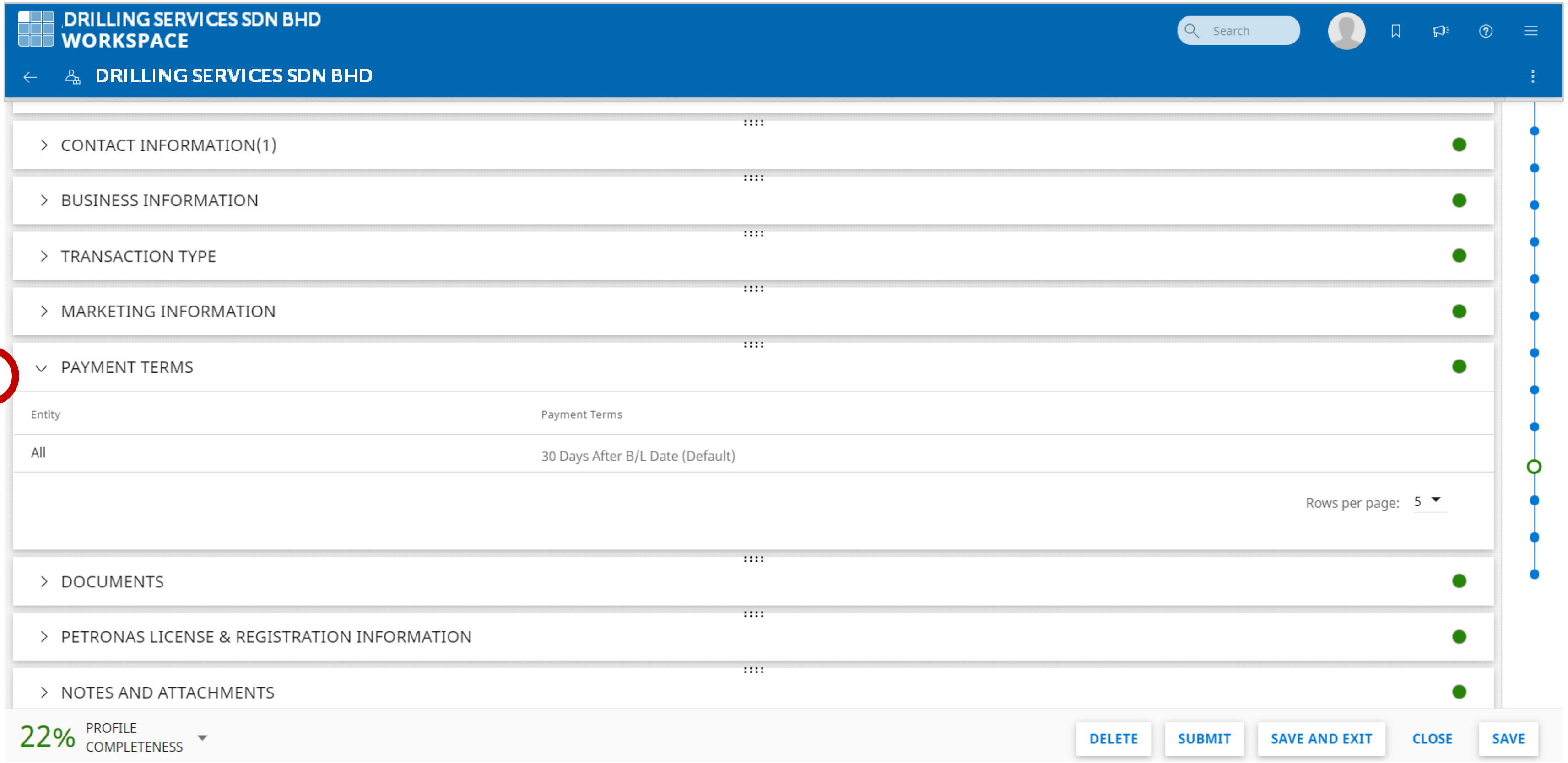
1 Complete Supplier Profile

2 Submit For Approval

3 Update Supplier Profile

This section is not required to be filled by supplier.

1



1 Supplier will not be able to make any changes to the payment terms.

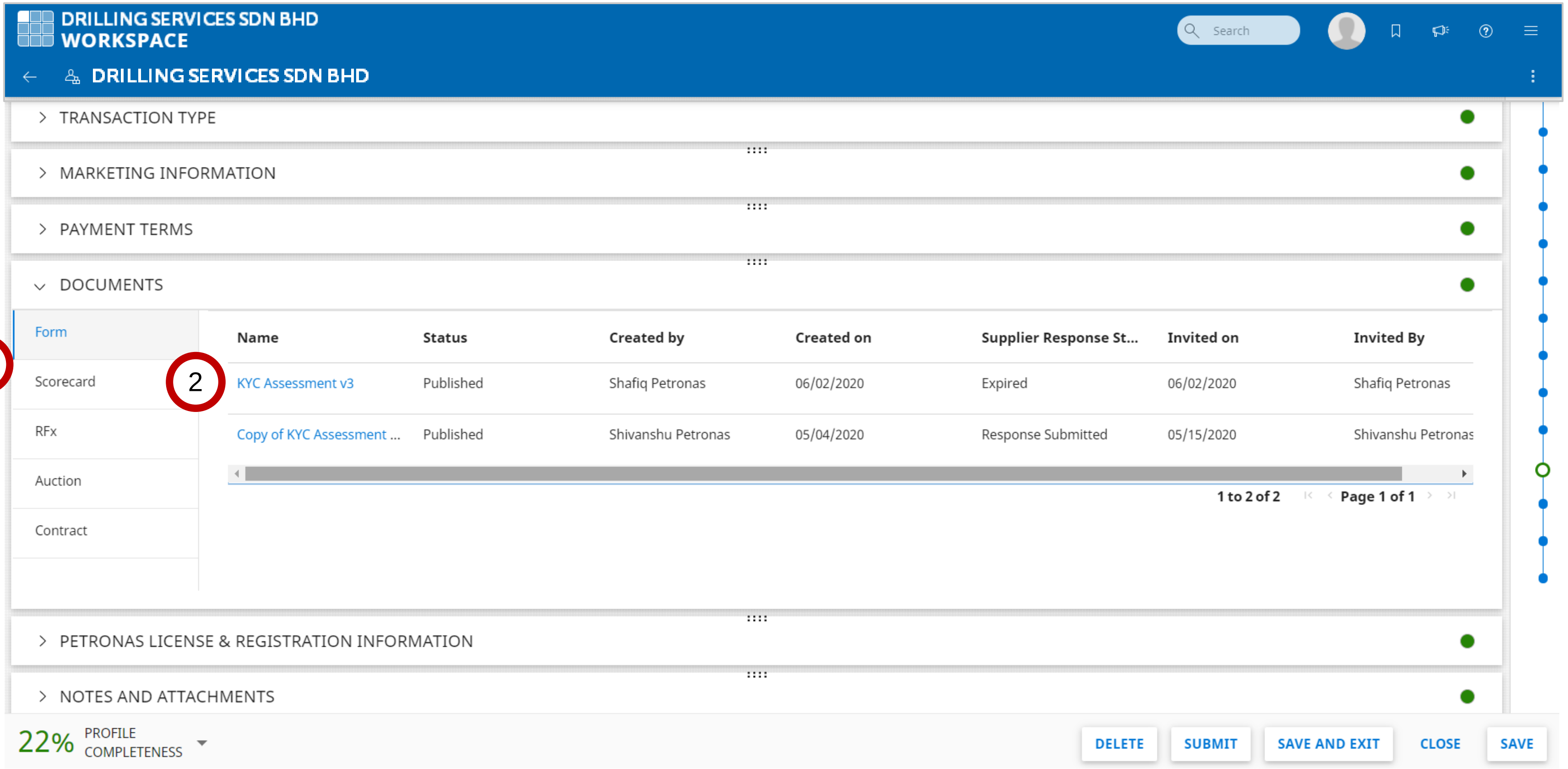
Documents

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

Supplier may find all documents that has been created or issued before e.g. RFX, Contract, PO, etc.

1

2



1. Each document is segregated by the document type.

   Kindly select the relevant document type on the left.

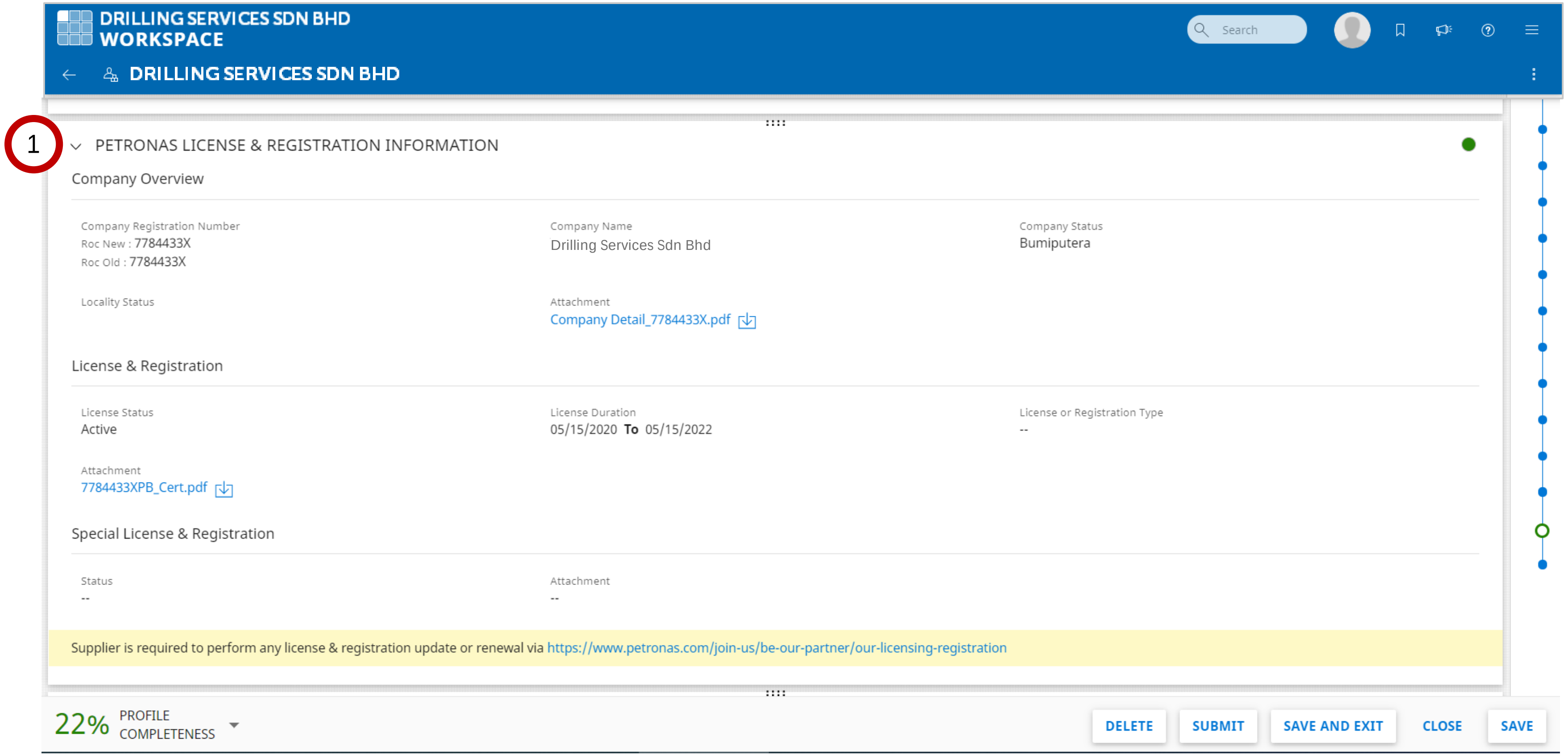
2. Once selected, system will display all the documents that are available.

   To open, simply click on the document name.

PETRONAS License & Registration Information

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

PETRONAS License & Registration information will be automatically populated in the Supplier Profile for ease of reference.



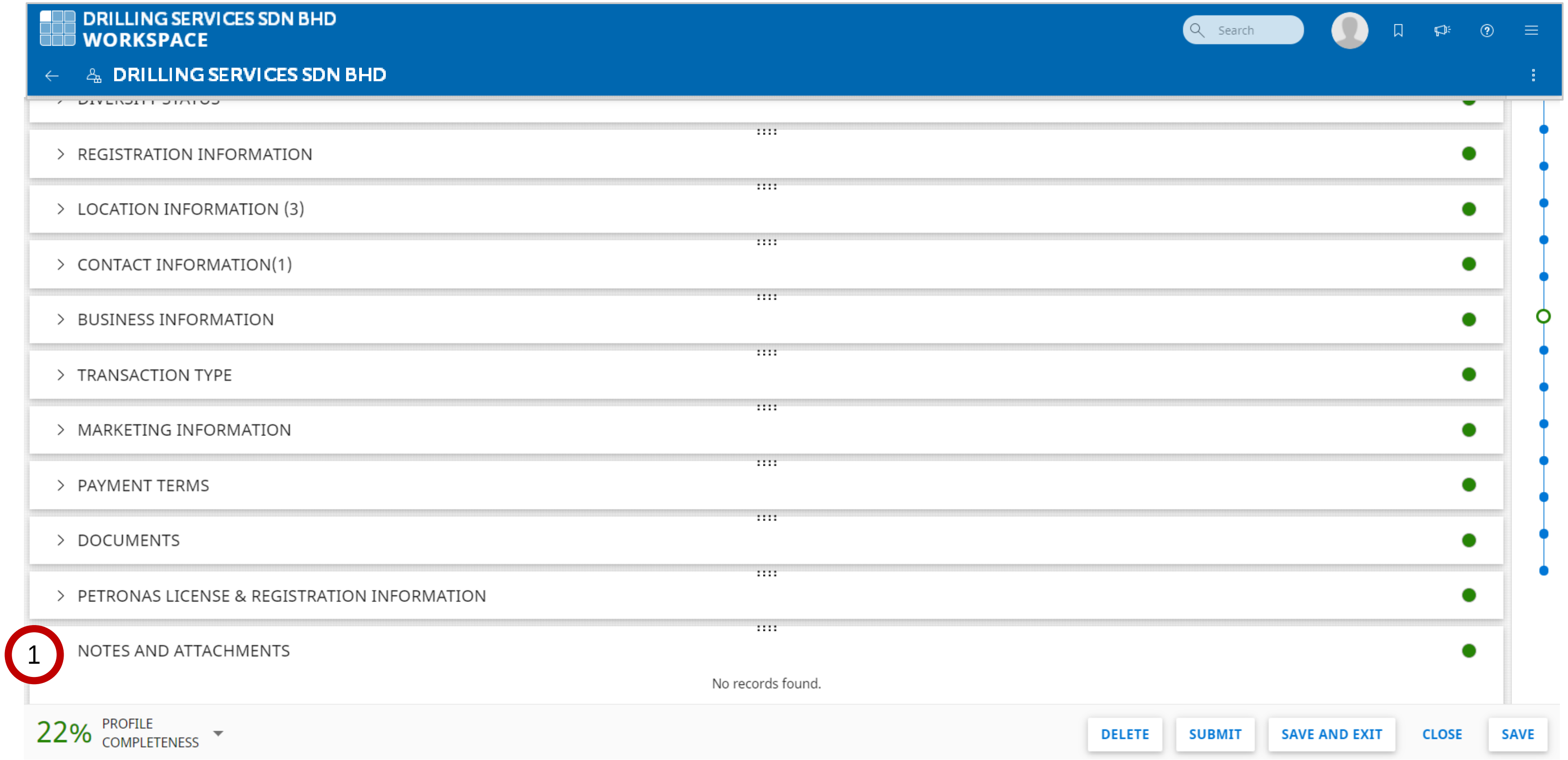
1 This section is not editable and only relevant for PETRONAS Licensed and Registered suppliers. Their license and registration information will be populated here.

Any changes to the information in this section will need to be performed in the PETRONAS Licensing Management System (PLMS).

Notes & Attachments

1 Complete Supplier Profile
2 Submit For Approval
3 Update Supplier Profile

Supplier may find all notes and attachments that has been created for the supplier by PETRONAS.



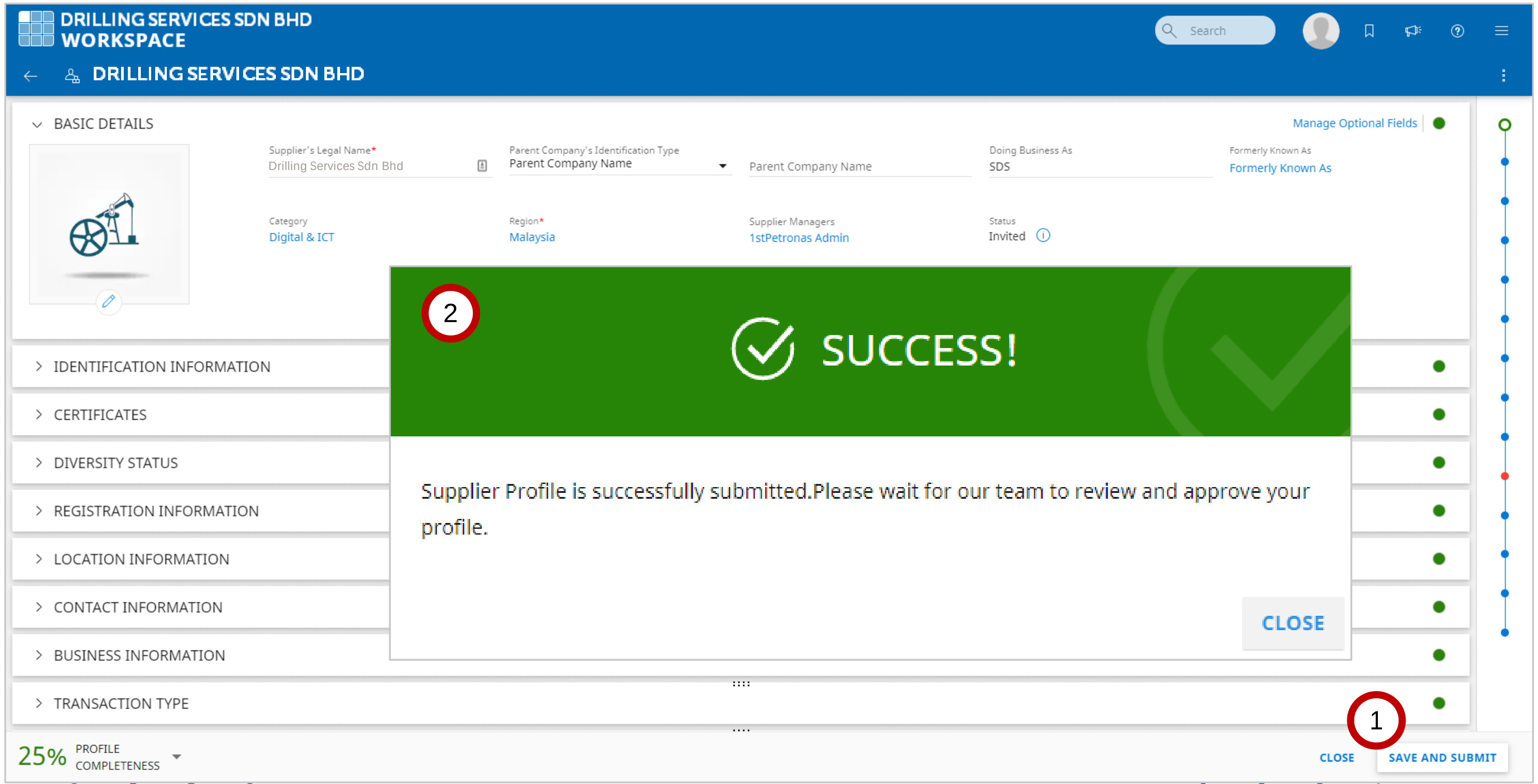
1 Supplier will not be able to make any changes to the payment terms.

By default, this section is blank.

Submit for Approval

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

Supplier to ensure that all necessary information has been provided before submitting their Supplier Profile for PETRONAS approval.



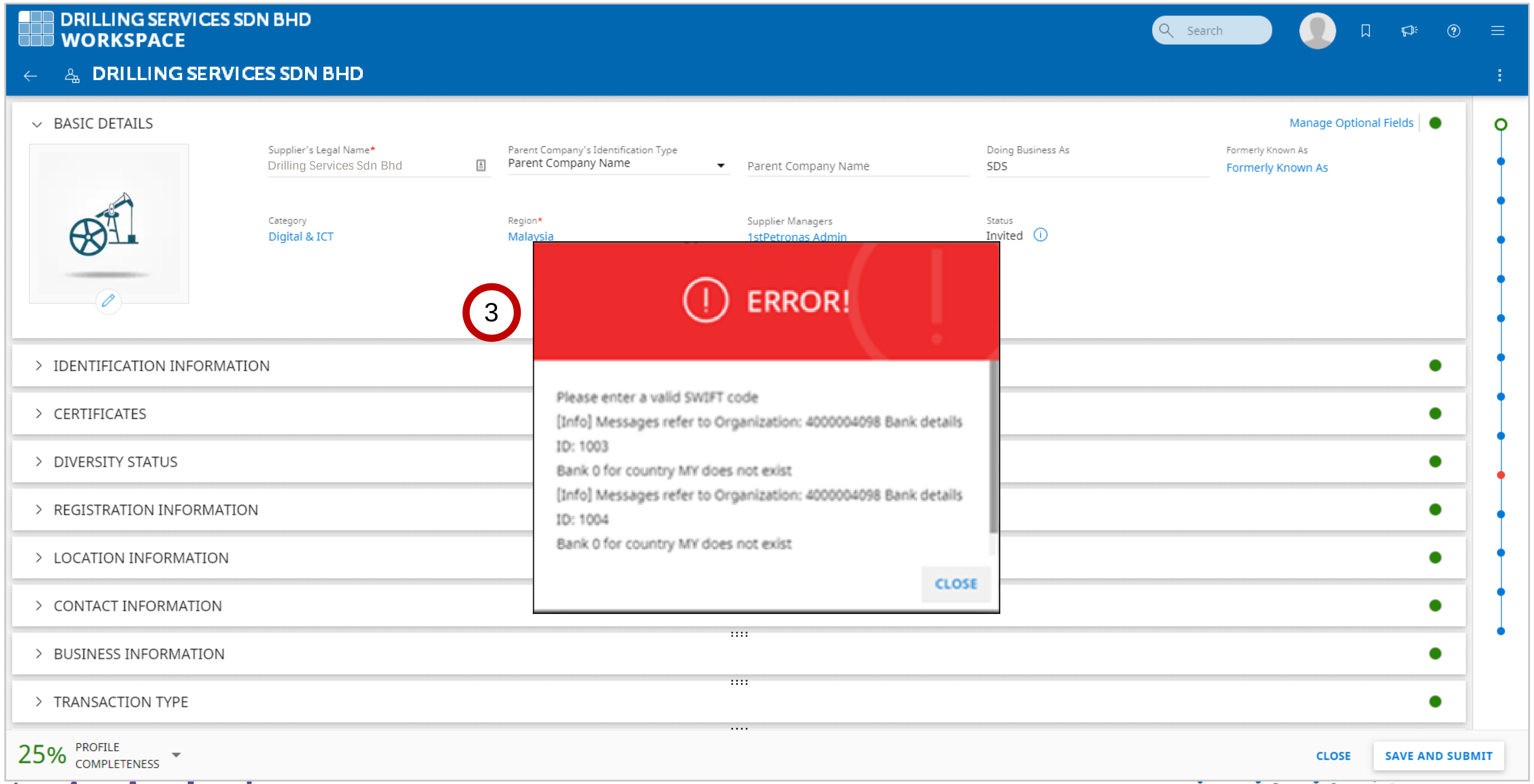
1	Click 'Save and Submit' to submit the supplier profile to PETRONAS for approval. Note: To ensure data quality, the system will perform a background data quality check automatically. Kindly amend the relevant field as required (when prompted) and re-submit for approval.
2	You will be prompted with a notification on successful submission of your Supplier Profile. PETRONAS shall review and process your submission accordingly. You will receive a notification from PETRONAS regarding the evaluation results.

For existing PETRONAS suppliers, your Supplier Profile will automatically be migrated into GEP SMART™. You only need to confirm that your Supplier Profile is Approved and you are good to go!

Submit for Approval

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

Supplier to ensure that all necessary information has been provided before submitting their Supplier Profile for PETRONAS approval.



3 During submission, if you are prompted with an Error Message, it means that the submitted supplier profile contains incorrect information or does not follow PETRONAS data governance rules.

Please read through the message and click on 'Close'. You may refer the full list of data quality error messages and suggested rectifications in the next page.

Kindly amend the relevant field as required (when prompted) and re-submit for approval.

Data Quality Error Rectifications

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

Supplier should amend the relevant field as required (when prompted) and re-submit for approval.

Error Message in Data Quality	Rectification	Affected Section
There is an error in performing data quality checks for the submitted profile. Kindly retry.	Supplier is required to retry the submission by clicking on the Submit button. If unable to proceed after few tries, please screenshot the error and send and email to supplier.servicedesk@petronas.com for further checking.	All
Legal Company Name is longer than the allowed maximum value: 70.	Under Basic Details section, Supplier is required to maintain Legal Company Name that is up to 70 characters only.	Basic Details
Missing required fields: [\DivisionandOrgEntities\"]."	Please screenshot the error and send and email to supplier.servicedesk@petronas.com for further checking.	Basic Details
State is longer than the allowed maximum value: 3.	Please screenshot the error and send and email to supplier.servicedesk@petronas.com for further checking.	Basic Details
Missing required fields: [\IdenfiticationInfo\"]."	Under Identification Information section, Supplier is required to maintain the company registration number by selecting identification type "ROC (Old)" and maintain your company registration number	Identification Information
Address line - [ISC.0164.0008] Specified string: \Binjai 54\\nLorong BinjaiUnit 89-N, Binjai 54\\nLorong Binjai\" does not match the ECMA 242 pattern: \"^(.*)$\"."	User to remove any newline or special characters included in Address field.	Location Information
Missing required fields: [\LocationInfo\"]."	Under Location Information section, Supplier is required to maintain at least one Ordering Location.	Location Information
One Ordering Location is Mandatory.	Under Location Information section, Supplier is required to maintain at least one Ordering Location.	Location Information

Data Quality Error Rectifications

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

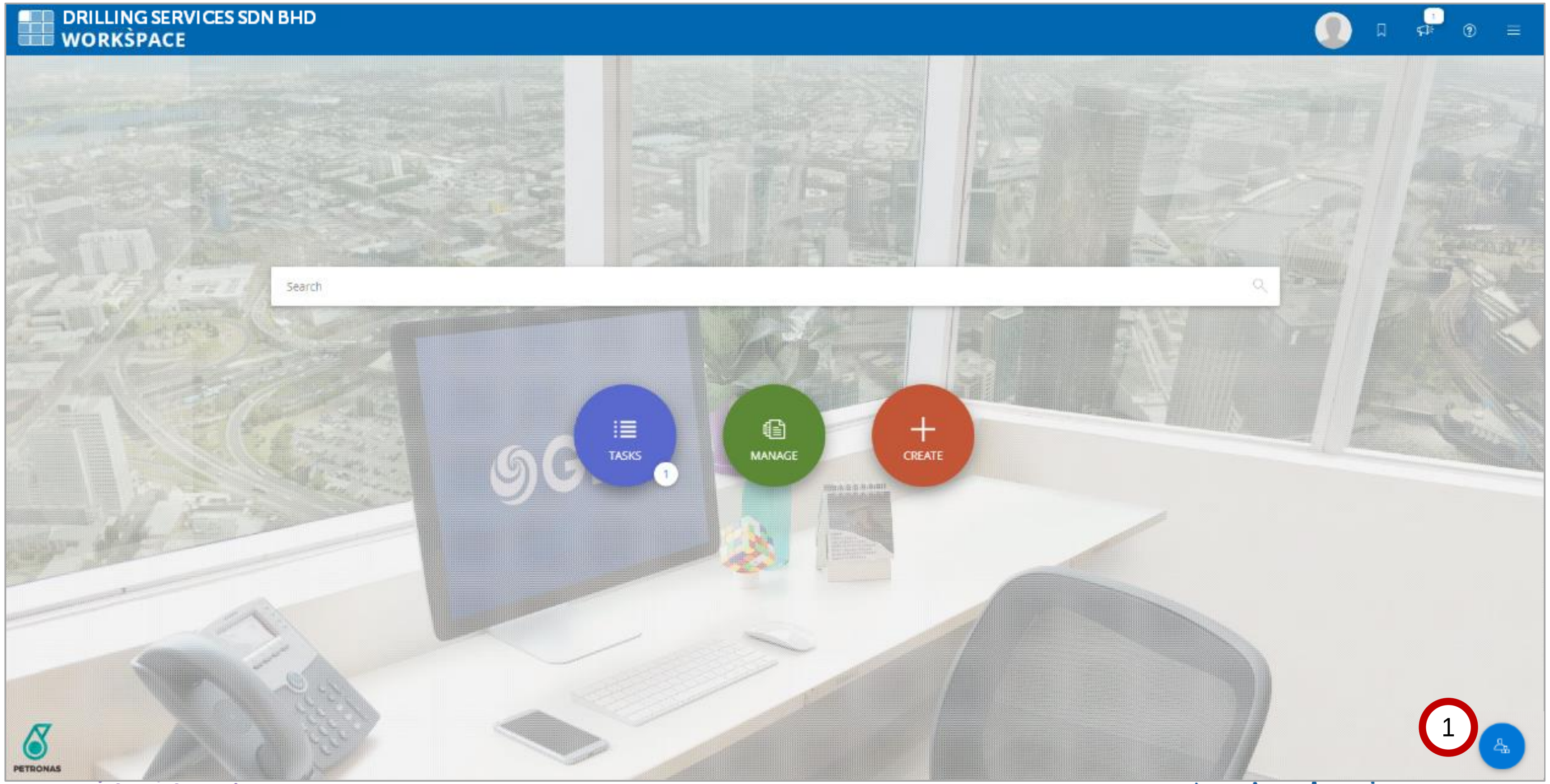
Supplier should amend the relevant field as required (when prompted) and re-submit for approval.

Error Message in Data Quality	Rectification	Affected Section
Only one Remit to Location is allowed.	Under relevant Location (Remit to Location) section> Banking Information. Supplier to remove additional Banking Information from the Remit to Location. Only one Banking Information is allowed to be maintained for each Remit to Location. For additional Banking Information, please maintain a new Remit to Location.	Location Information
Primary Business Phone Number is longer than the allowed maximum value: 16.	Under relevant Location (Headquarters or Ordering Location) section> Primary Business Phone, Supplier to maintain the Primary Business Phone number up to 16 characters only.	Location Information
Invalid Bank Name for Swift/BIC HBMBMYKL. Possible Value is HSBC BANK MALAYSIA BERHAD.	Under relevant Location (Remit to Location) section > Banking Information, please amend the Bank Name with the possible value as stated from the data quality message.	Location Information
[Info] Messages refer to Organization: $129 Bank details ID: 1001 Bank 022000020 for country MY does not exist	Under relevant Location (Remit to Location) section > Banking Information. For Malaysia bank account, please ensure to default the “BankKey/ABA” to 0. For Foreign bank account, if applicable, please ensure to maintain the correct routing number in "BankKey/ABA". If not application, please maintain "BankKey/ABA' to 0.	Location Information
Bank Account Number cannot be empty.	Under relevant Location (Remit to Location) section > Banking Information, Supplier is required to maintain the Bank Account number	Location Information
IBAN cannot be empty.	Under relevant Location (Remit to Location) section > Banking Information, Supplier is required to maintain the IBAN number.	Location Information
Missing required fields: [\PaymentTerms\"]."	Please screenshot the error and send and email to supplier.servicedesk@petronas.com for further checking.	Payment Terms

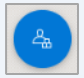
Update Supplier Profile

1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

Supplier Profile information can be updated as and when required and it is always essential to keep their information updated .



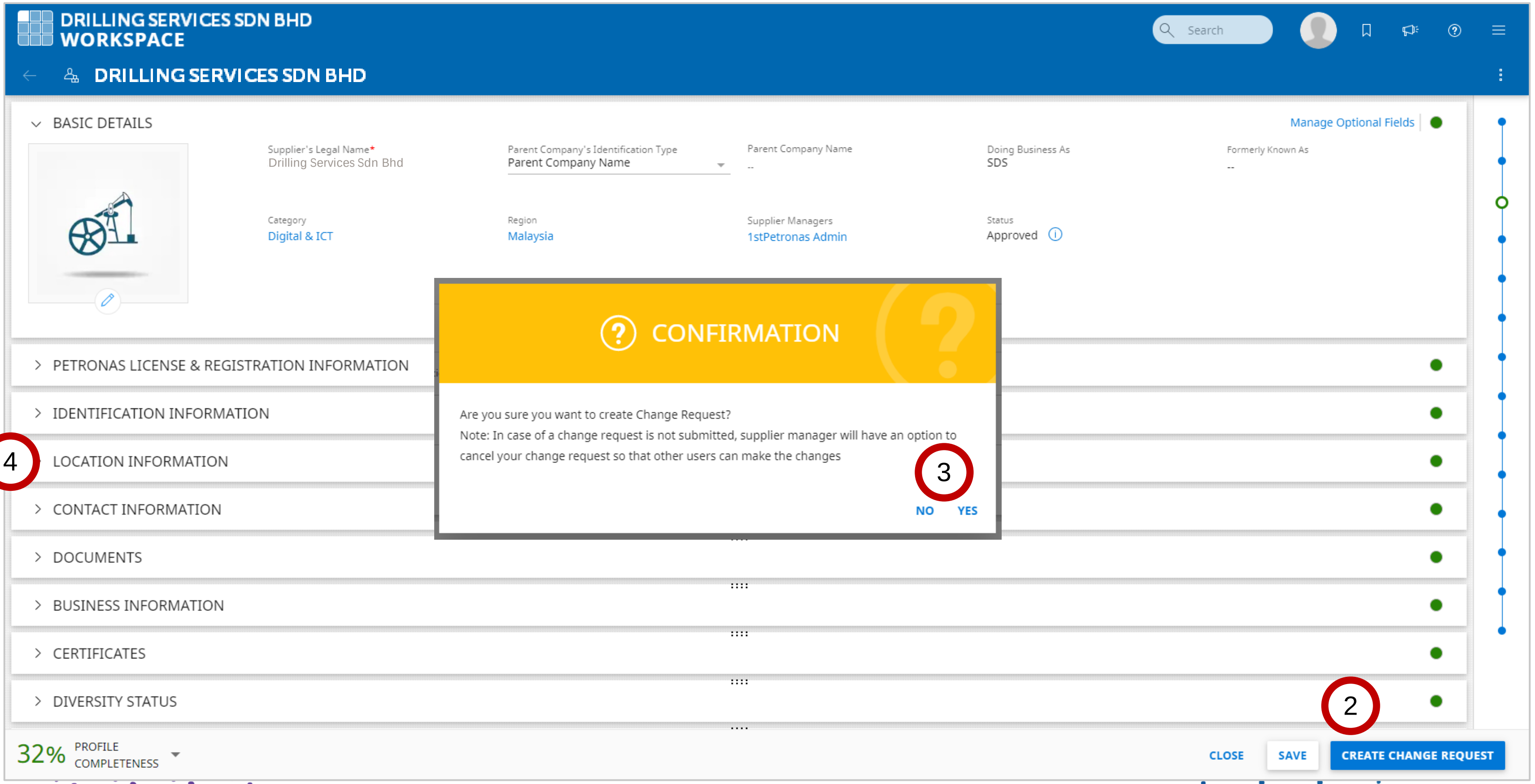
1 To update your profile, click on the 'Supplier Profile' button.



1 Complete Supplier Profile — 2 Submit For Approval — 3 Update Supplier Profile

Update Supplier Profile

Approved suppliers are required to create a Change Request prior to amendment of information in GEP SMART.

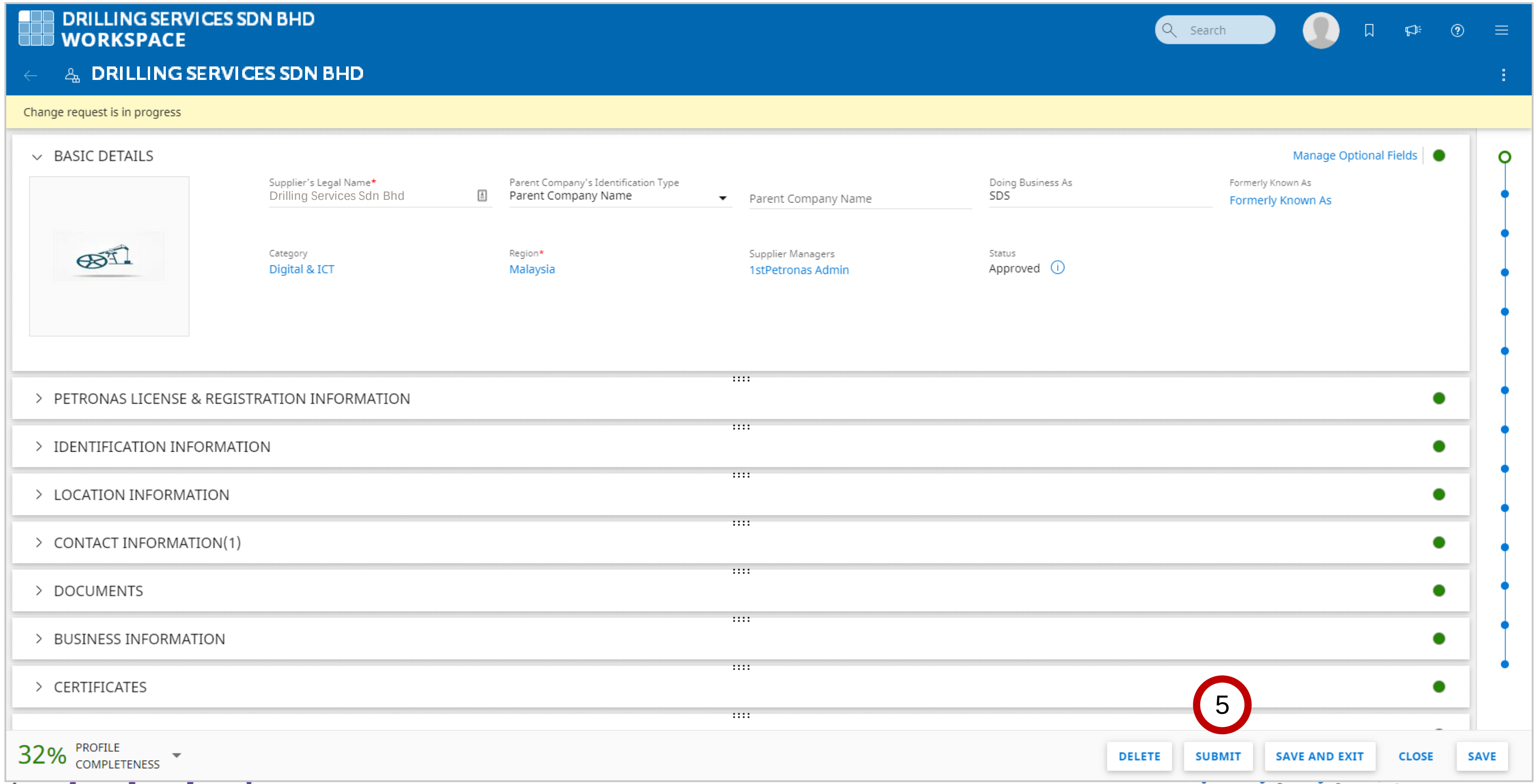


2	To begin, click 'Create Change Request'.
3	Click 'Yes' to proceed with creation of the Change Request.
4	Once Change Request has been created, you are now able to amend fields in the Supplier Profile (e.g. adding new Location, new Bank Information, new contacts etc.). For PETRONAS Licensed and Registered suppliers, some fields are locked and no changes are allowed. Any changes to the following need to be made in PETRONAS License Management System (PLMS): • Supplier's Legal Name • Category • PETRONAS License & Registration (Section)

Update Supplier Profile

1 Complete Supplier Profile
2 Submit For Approval
3 Update Supplier Profile

Changes made to Supplier Profile will be verified by PETRONAS prior to approval.



5

Click 'Submit' to submit the supplier profile to PETRONAS for approval.

You will receive a notification from PETRONAS regarding the evaluation results.

Note: To ensure data quality, the system will perform a background data quality check automatically.

Kindly amend the relevant field as required (when prompted) and re-submit for approval.

APPLICATION DEEP DIVE

RFX Response

GEP SMART™ enables online RFX submissions and provide a secure environment in responding and complying to the tender requirements.

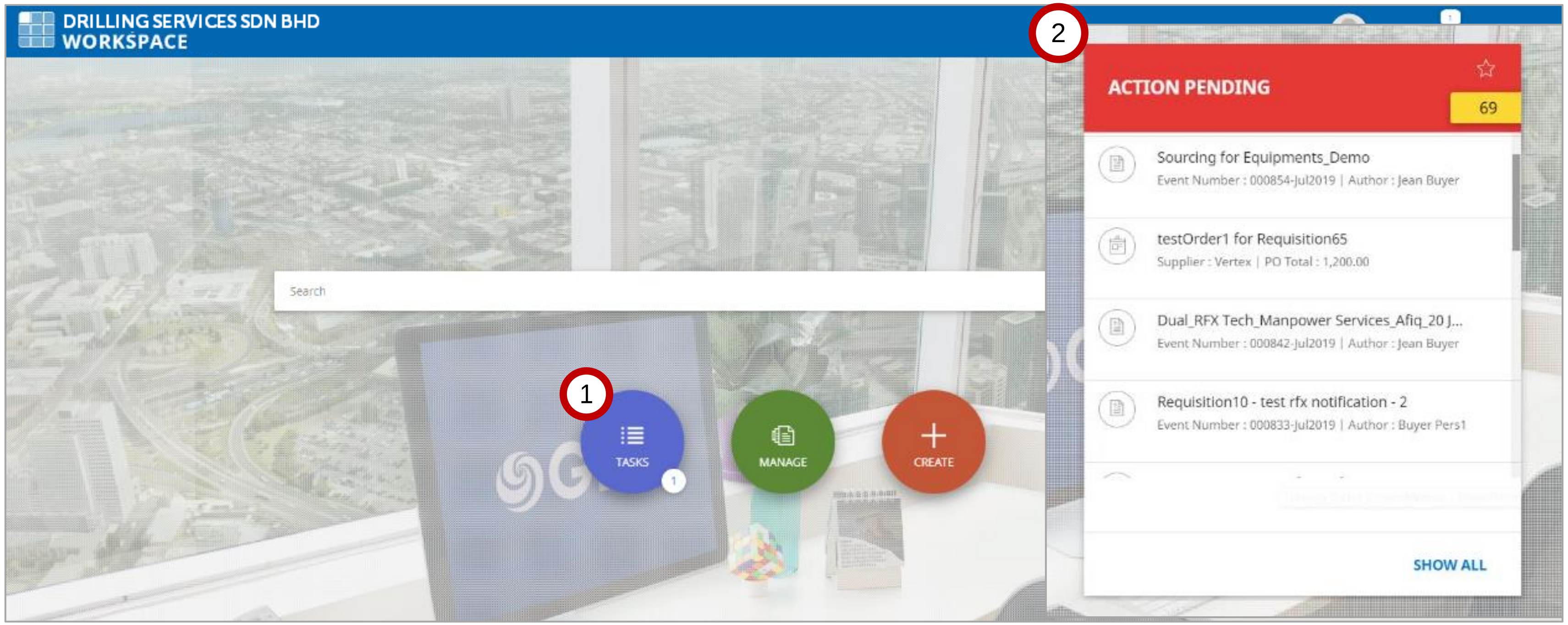
LEARNING OBJECTIVES

Suppliers will be able to respond to the commercial and technical requirements as deemed by the tender and submit them successfully via system.

1. Accept Guidelines
2. Submit Responses
3. RFX Status

Accept Guidelines

In the event guidelines acceptance is not performed, supplier will not be able to participate in the bid.



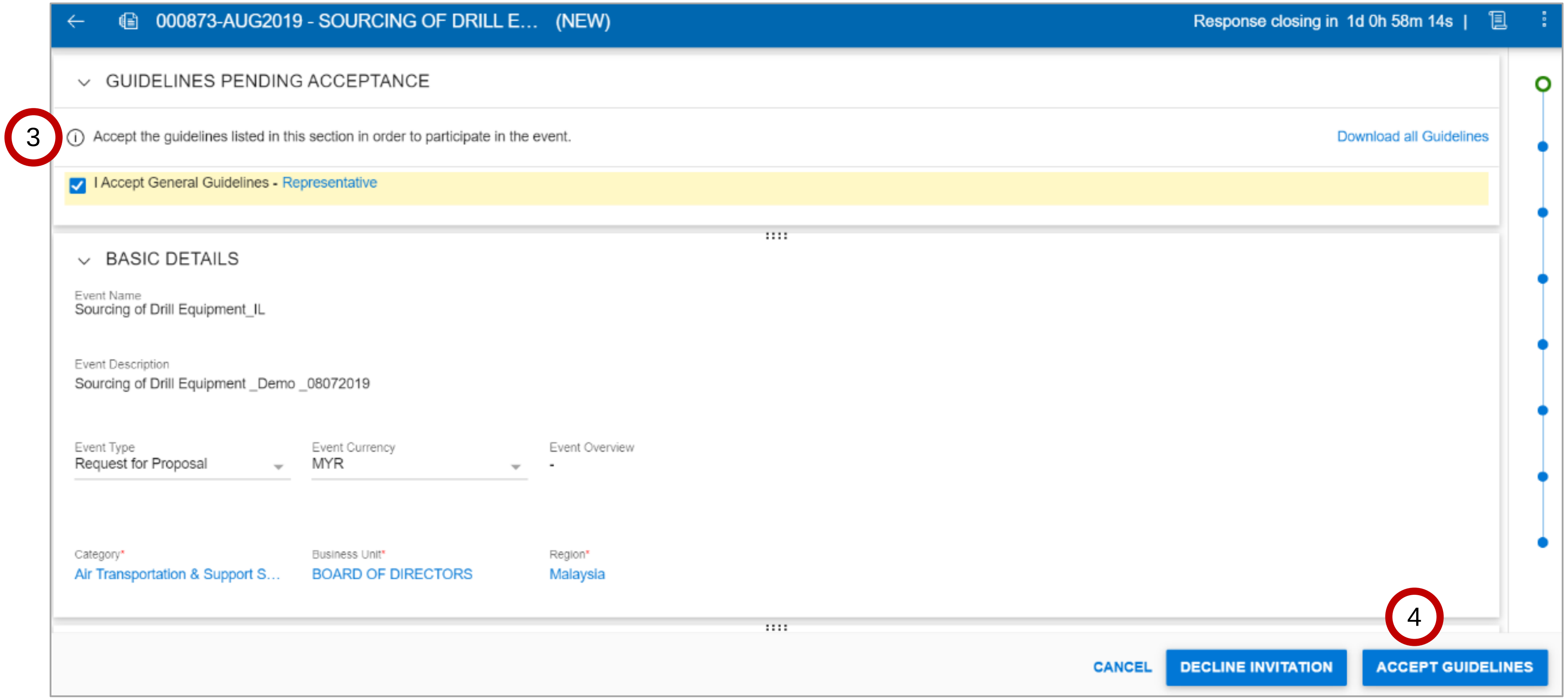
1	Login to GEP SMART™ and go to 'Tasks'.
2	Select the RFX that needs to be responded to.

Acceptance of guidelines was previously known as acceptance of Invitation to Bid (ITB). The content of guidelines is similar to PETRONAS' ITB documents.

Accept Guidelines

1 Accept Guidelines — 2 Submit Responses — 3 RFX Status

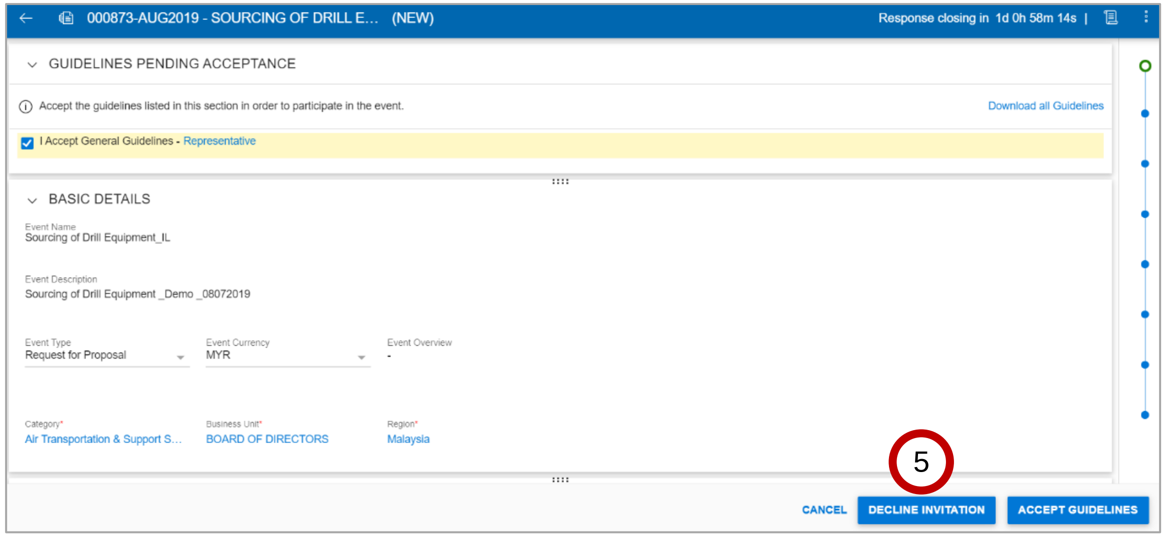
Accepting or declining the tender guidelines indicates supplier's understanding of the terms and conditions and represents their interest to participate.

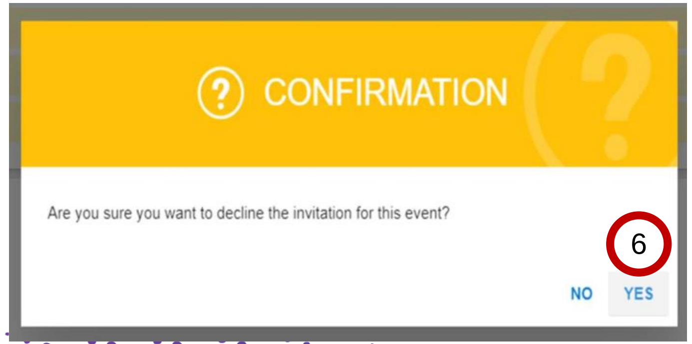


3	Check the boxes for each section to indicate acceptance of the guidelines. Note: Please make sure to review all content of RFX (i.e. Basic Details, Timelines, Guidelines, Questionnaire, Price sheet) and read all attachments included in the RFX, if any. Note: Suppliers can check for more information on the RFX's OPU details by clicking on Business Unit in the Basic Details section.
4	Click 'Accept Guidelines'. Note: You may choose to decline invitation if you do not want to participate in the bid.

Accept Guidelines

Accepting or declining the tender guidelines indicates supplier's understanding of the terms and conditions and represents their interest to participate.

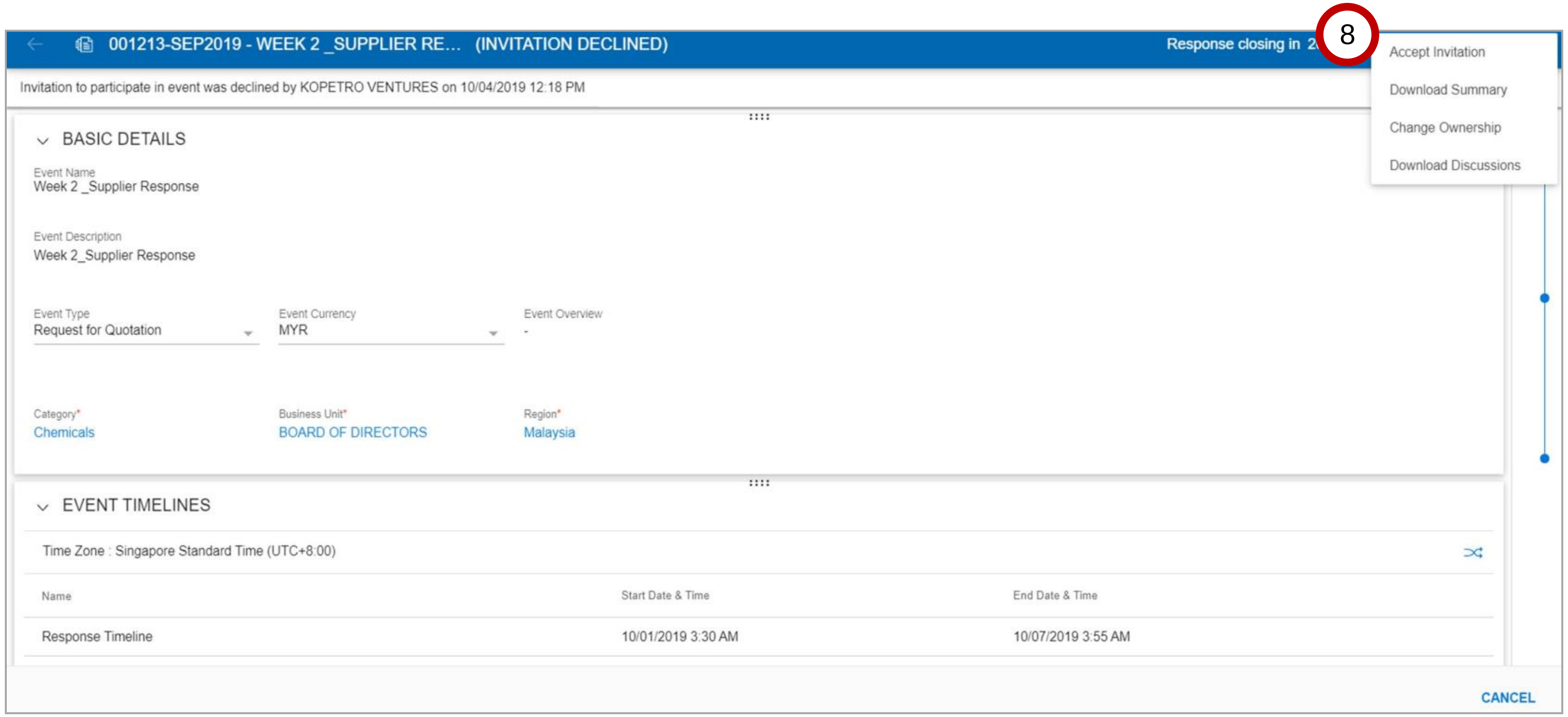




5	Click on the 'Decline Invitation' button to decline.
6	At the window pop-up, click 'Yes' to confirm.
7	Supplier would need to provide a reason for declining the invitation.

Accept Guidelines

Accepting or declining the tender guidelines indicates supplier's understanding of the terms and conditions and represents their interest to participate.



8 After declining the invitation, in the event that you would like to re-participate in the RFX, you can click on the 'Kebab icon', then click on 'Accept Invitation' to re-participate in the RFX.

Kebab icon:

Submit Responses Overview

1 Accept Guidelines — 2 Submit Responses — 3 RFX Status

After reviewing and accepting the tender guidelines, supplier will be required to provide their responses.

The requirements for each tender varies, and below are some of the highlighted sections for reference:

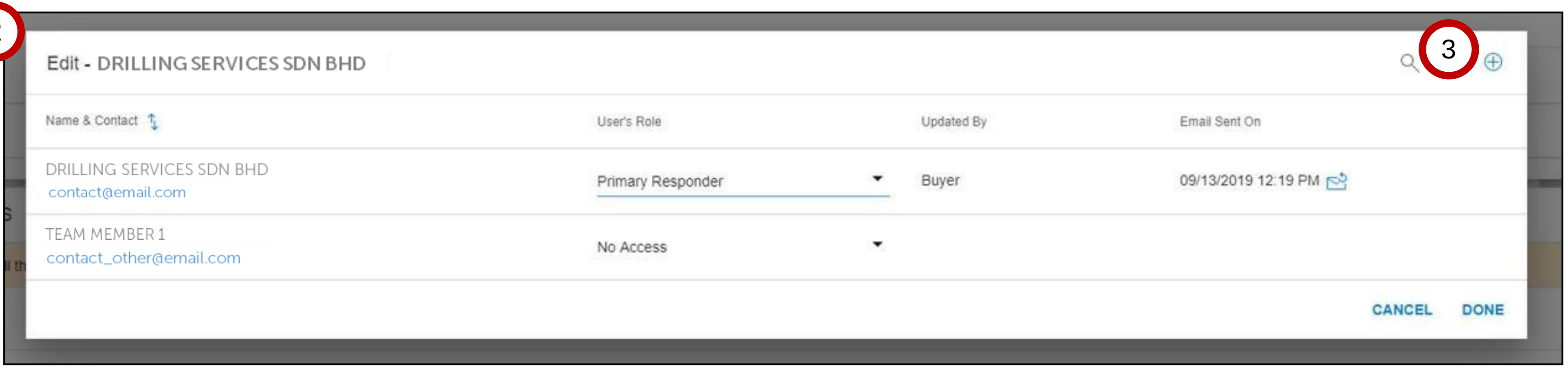
a. Team Members
b. Contract Terms
c. Questionnaires
d. Price Sheet
e. Attachments

Suppliers will be required to submit their bid response for each section outlined in the RFX. If the supplier requires clarification, they may do so via the online Discussion Forum (refer to Tender Clarification).

Submit Responses - Team Members

You may assign Roles in the Team Members section.

2



User's Roles include:

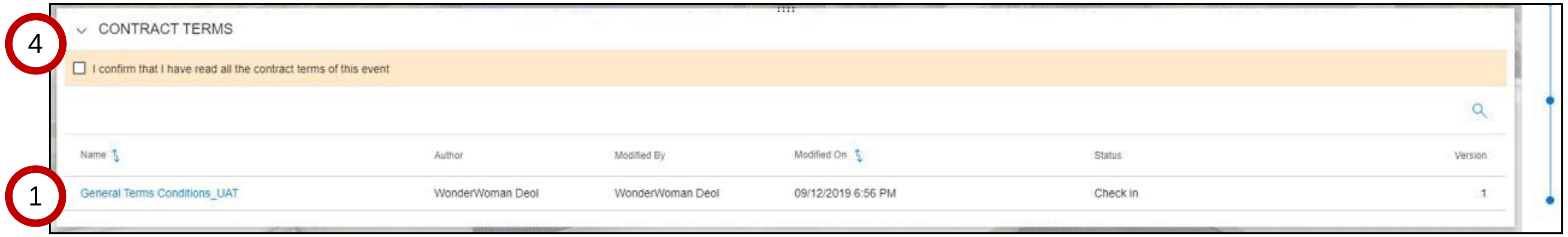
- Primary Responder: Primary focal person for the tender
- Collaborator: Able to review the tender and make edits
- Viewer: Able to view the tender but cannot make any edits
- No Access: No access at all to the tender

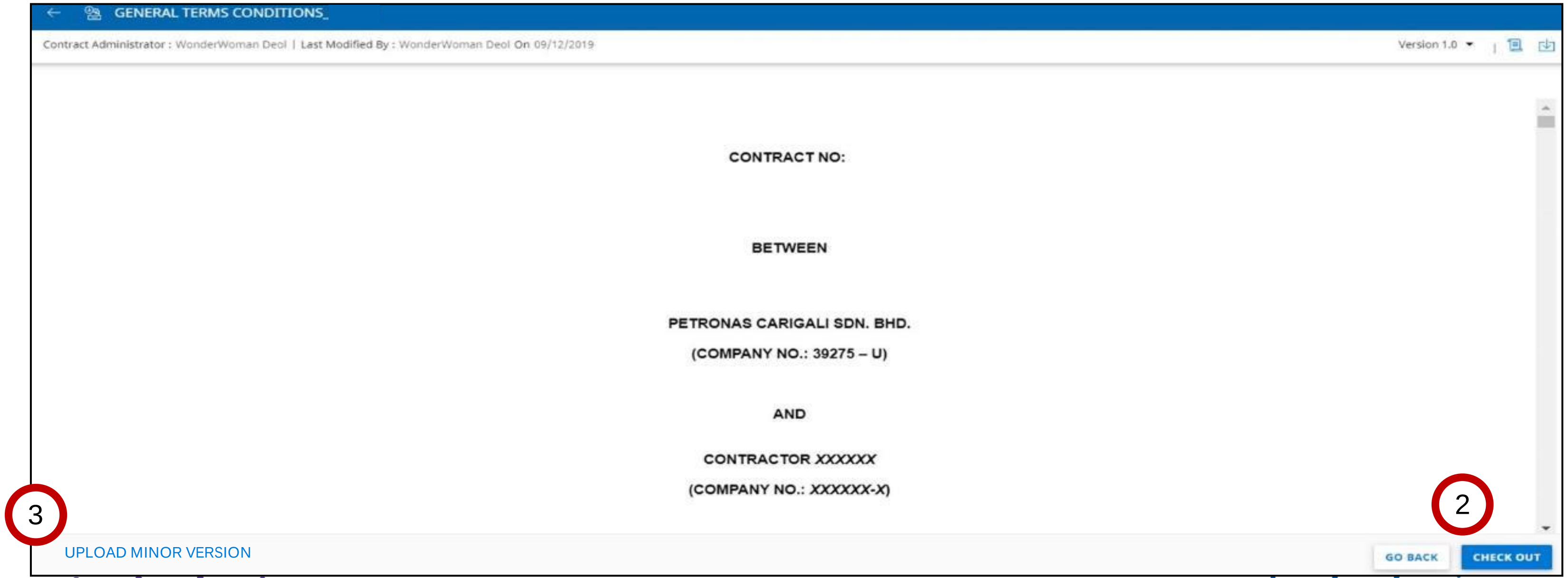
1	Under the 'Team Members' section, click on the 'Configuration' icon. 
2	The 'Edit' page will be displayed. Here, you are able to add any current contacts from your company to be a part of this tender. You can also choose the '**User's** Role' to assign specific roles to contacts. Click 'Done' once completed.
3	You may also add new contact to be a part of this tender.

1 Accept Guidelines — 2 Submit Responses — 3 RFX Status

Submit Responses - Contract Terms

You may accept or modify the Contract Terms.





1	At the 'Contract Terms' section, click on the terms & conditions (T&C) to review and understand the T&C.
2	If you need to perform redlining, check out the document first. Changes shall be made on the Microsoft version of the document.
3	You will need to 'Upload Minor Version' of the same T&C document to upload update or proposed modifications. Once finalised, click on 'Check In'.
4	Once completed, return to the main page and check the box to confirm that all contract terms have been read. Note: If the box is not checked, supplier will not be able to submit response.

Redlining is a process where suppliers are able to highlight the 'Terms and Conditions' document areas of clauses that require deviation. Supplier may add a note on the MS Word document and reupload the same document. A new version number will be generated.

Submit Responses - Questionnaires

Suppliers must respond to all questionnaires listed in the section.

1

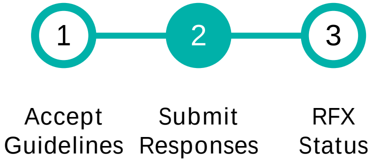
It is the **supplier's responsibility** to ensure questionnaires are answered truthfully and accurately as PETRONAS buyers will be verifying the information provided.

1 Click on the questionnaire name:

- The questions may vary in format (i.e. Radio Button, Check Box, List Box, Drop Down).
- Suppliers must select answers which are related to their capability of delivering goods and services.
- Some questions may require detailed explanation (i.e. Free Form text) and may need to provide attachments.
- If attachment is required, kindly do not add attachments more than 2GB for each question in this questionnaire section.
- For attachments that are larger than 2GB, place them in attachment section (refer to page 56).

Note: Please review the questions thoroughly to ensure that all answers are accurate.

Submit Responses - Questionnaires



Suppliers must respond to all questionnaires listed in the section.

2	Respond to questions, then click 'Save'.
3	Once all the questions have been responded, click 'Done'. Respond to all other questionnaires in similar manner. Click 'Submit Response'. Confirmation window will then appear. Click 'Yes'.
4	The completion rate of the supplier profile can be tracked here.

Submit Responses - Price sheet

The price sheet represents the commercial aspect of the tender submission and may vary from one tender to another.

Suppliers will have the option to respond to the tender's commercial requirements through the following channels:

a. Update Price sheet via the GEP SMART™ user interface, or

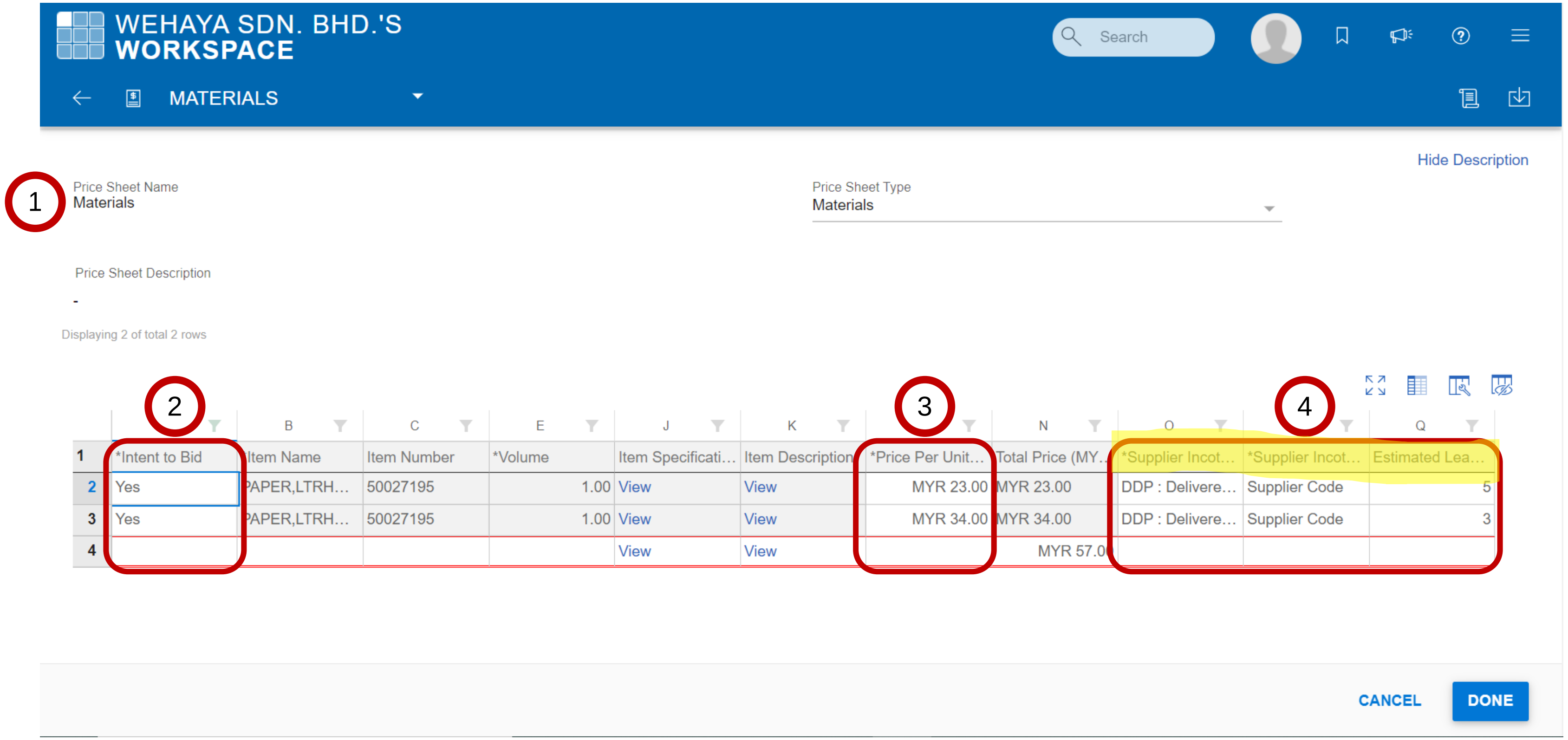
b. Update Price sheet through MS Excel upload.

> It is the supplier's responsibility to verify all details in all columns within the price sheet. Columns may differ based on the Tender requirements from PETRONAS.

Submit Responses - Price sheet

1 Accept Guidelines — 2 Submit Responses — 3 RFX Status

a. Update price sheet via the GEP SMART™ user interface.



1	Scroll to the Price Sheet section. Click on the Price Sheet Name. Note: The Price Sheet represents the commercial aspect of the RFX, suppliers are responsible to ensure that the pricing is accurate.
2	Review all columns and rows. Respond 'Yes/ No' in the 'Intent to Bid' column.
3	Enter the unit price for each line item that has been marked 'Yes to Bid'. Once unit price for all line item is entered, click 'Done'. Note: For full item description, please refer to the Item Specification field instead of Item Description field. Respond to all the Price sheets in a similar manner, then click on 'Submit Response'. The confirmation window will appear. Click on 'Yes'.
4	Supplier to key in all mandatory fields i.e., Supplier Incoterm Code, Supplier Incoterm Location, and Estimated Lead Calendar Days for Material Lines only. For Service Lines these fields are non-mandatory. Note: Supplier can only fill in numerical value for Estimated Lead Calendar Days.

The price sheet displayed above is a screenshot taken from within the GEP SMART™ platform. Suppliers that choose to update the price sheet directly within the platform will have the above view.

Submit Responses - Price sheet

b. Update price sheet through MS Excel upload.

1

Price Sheet Name:	Materials										
Price Sheet Type:	Materials										
Description:											
Column Type :	Drop Down	Text	Drop Down	Text	Extended Text (12K	Extended Text (	Currency	Computed	Drop Down	Text	Numeric
Column Name:	*Intent to Bi	Item number	*Unit	Supplie	Item Specificatic	Item Descrip	*Price per ur	Total price(MYR)	*Supplier Incoterr	*Supplier	Estima d Lead Calendar
	Yes	50027195	RM : RM; Ream	1231312313-1	TYPE:LOGO</br>SIZE:SZ A4</br>PACKAGE DETAILS:PK/500SH</br>MANUFACTURER NAME:CNQUER	PAPER,LTRHD,LGO,SZ A4,PK/500SH,CNQUER	MYR 23.00	MYR 23.00	DDP : Delivered Duty	Supplier Code	5
	Yes	50027195	RM : RM; Ream	32131231-2	TYPE:LOGO</br>SIZE:SZ A4</br>PACKAGE DETAILS:PK/500SH</br>MANUFACTURER NAME:CNQUER	PAPER,LTRHD,LGO,SZ A4,PK/500SH,CNQUER	MYR 34.00	MYR 34.00	DDP : Delivered Duty	Supplier Code	3

Suppliers can only use the downloaded template provided and not any other format.
Suppliers are only permitted to provide input on certain fields, the rest are locked.

1 You can opt to submit the price sheet via the MS Excel template provided.

The template can be found at the top right corner of the tender page. Click the download icon.

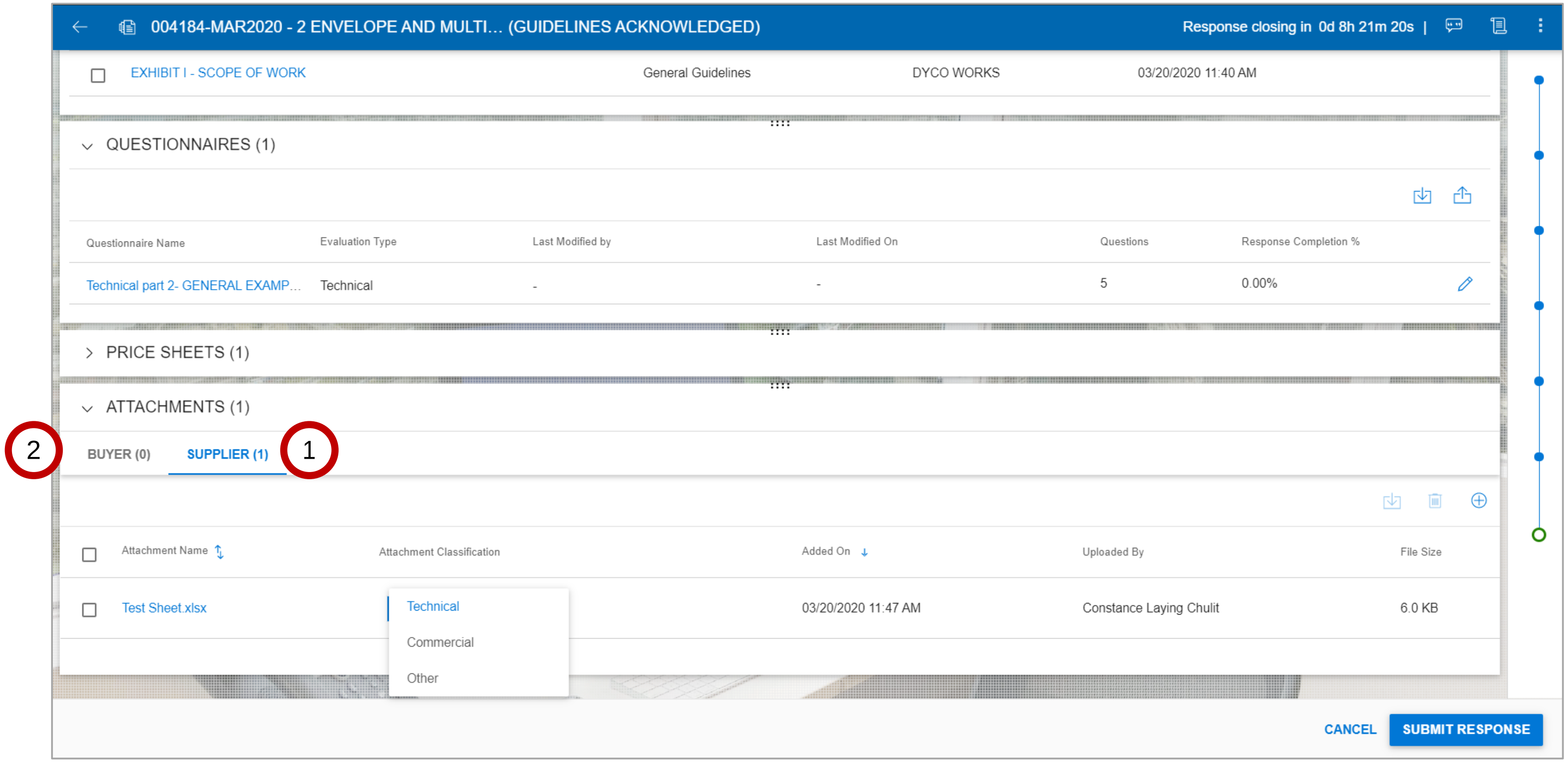
Upon download, you are required to fill in the unit price in the Excel and upload it back to the system.

Note:

- Supplier to key in all mandatory fields i.e., Supplier Incoterm Code, Supplier Incoterm Location, and Estimated Lead Calendar Days for Material Line only.
- For full item description, please refer to the Item Specification field instead of Item Description field.
- Suppliers are to ensure that the price sheet uploaded is successful.
- Upon completion, a message will appear indicating 'Upload Successful'.

Submit Responses - Attachments

In this section, suppliers can provide and review attachments for supplementary documentation.



1. Under the 'Supplier' section, you can attach documents related to the RFX/ Tender (i.e. CV, ITB documents, alternative specs, product specs, etc.).

   You will need to select the attachment if it's a Technical or Commercial form of attachment.

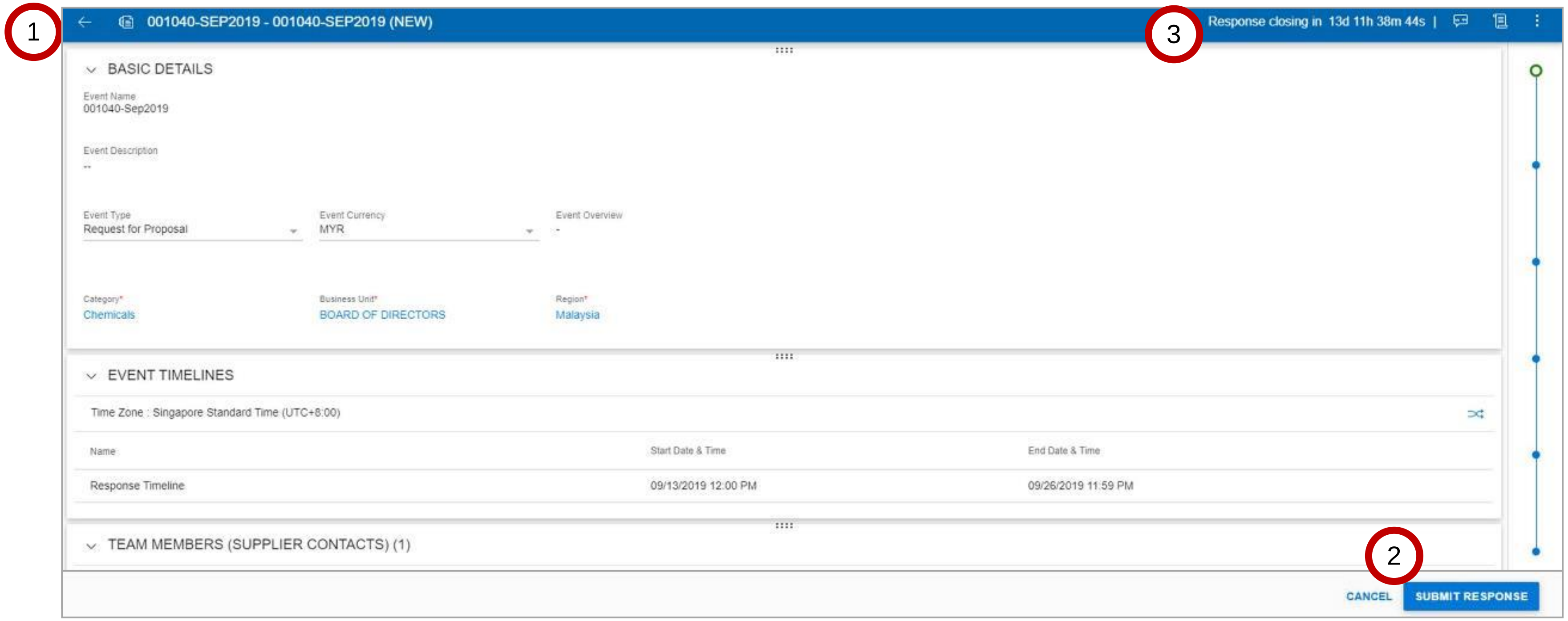
   Please ensure that all the attachments with Pricing matters **are marked as 'Commercial'** Attachments.

2. Under the 'Buyer' section:
   - You will be able to view and download attachments that have been provided by the PETRONAS representative.
   - It is compulsory to view all these attachments prior to bid submission.
   - You may see comments from Buyer, if any, at the Attachments section.

Submit Responses Overview

1 Accept Guidelines — 2 Submit Responses — 3 RFX Status

Upon accepting the tender guidelines and providing all the required information, supplier is ready to submit their RFX response.



It is the Supplier's responsibility to ensure that they plan and submit their responses for the Tender in advance before the response closing date, to avoid losing out any opportunities to participate. The system will not permit any submissions once response date closes.

1	Once all sections of the Tender documents have been completed, suppliers need to ensure that all details are accurate in accordance to the guidelines (RFX).
2	Once this has been checked and confirmed, click 'Submit' to submit the bid response. Once submitted, the document status will show as 'Response Submitted'.
3	You can resubmit responses by first withdrawing response and only if response timeline is still open. Once the Response Timeline status changes to 'Closed', the system will not allow any more submissions.

1 Accept Guidelines — 2 Submit Responses — 3 RFX Status

RFX Status

The RFX status will change based on the action completed by suppliers or action initiated by buyers.

1


2


3


1	RFX Withdrawn The RFX is still active, the status could be due to: • Possible amendment to the requirements (i.e. Changes in scope or tender requirement), • Addendum made to the RFX or tender.
2	RFX Cancelled • The RFX is currently inactive and this status will be initiated by the sourcing execs or buyer. • You will be notified that the tender has been aborted/ dropped via email notification.
3	RFX Submitted The RFX or tender is active, the status will be considered as submitted once you complete the guidelines and RFX responses.

APPLICATION DEEP DIVE

Tender Clarification

The discussion forum will be the primary means of communication for tender clarification as well as the avenue for document sharing (update) post bid closing date.

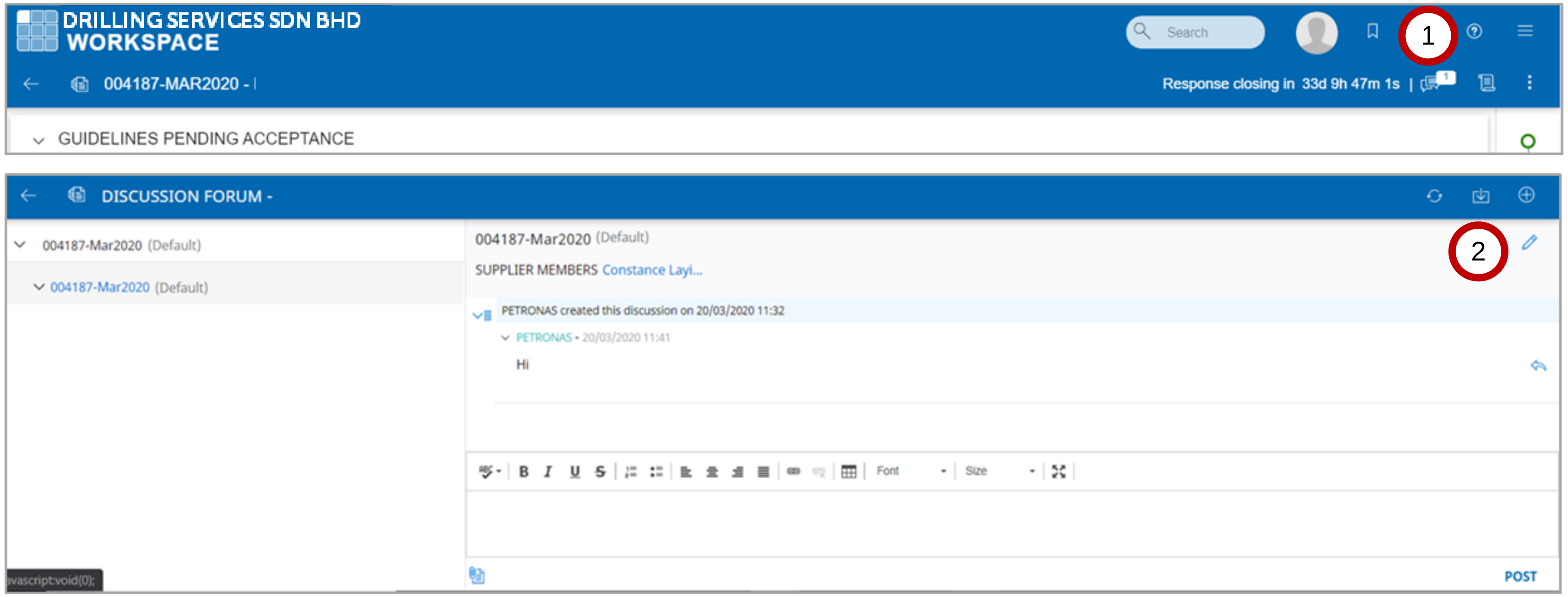
LEARNING OBJECTIVES

Suppliers will be able to authenticate details on technical and commercial requirements, review and document them through the system for reference.

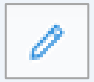
1. Discussion Before Bid Closing
2. Discussion After Bid Closing

Discussion Before Bid Closing

Any queries or clarifications required with regards to the tender shall be communicated through the Discussion Forum in GEP SMART.

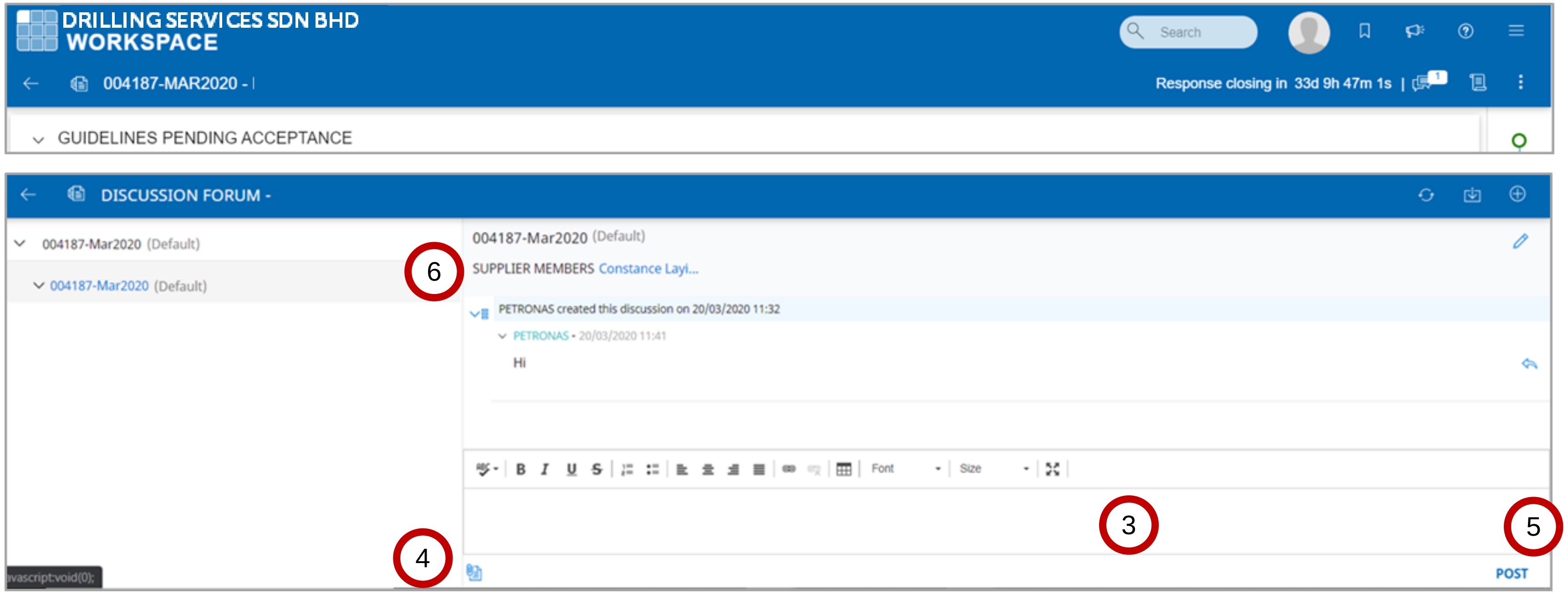


- Suppliers are urged to use the Discussion Forum as the only means of communication and make amendments to bid responses before bid closing date.
- All queries shall be responded by respective buyers or sourcing execs, whilst being documented and contractually binding.

1	Initiate your query through the 'Chat icon' on the top right corner. The group discussion window pop up will be displayed.  If you receive any notification from the Buyer, a numbered notification will appear on top of the Chat icon.
2	In the window pop up, amend the discussion title accordingly by clicking on the 'Pencil' icon.  Note: there may be some discussions that have already been posted in the forum by a PETRONAS representative. Refer to those discussions for potential technical/tender clarifications, related updates and briefings on tender content.

Discussion Before Bid Closing

Any queries or clarifications required with regards to the tender shall be communicated through the Discussion Forum in GEP SMART.



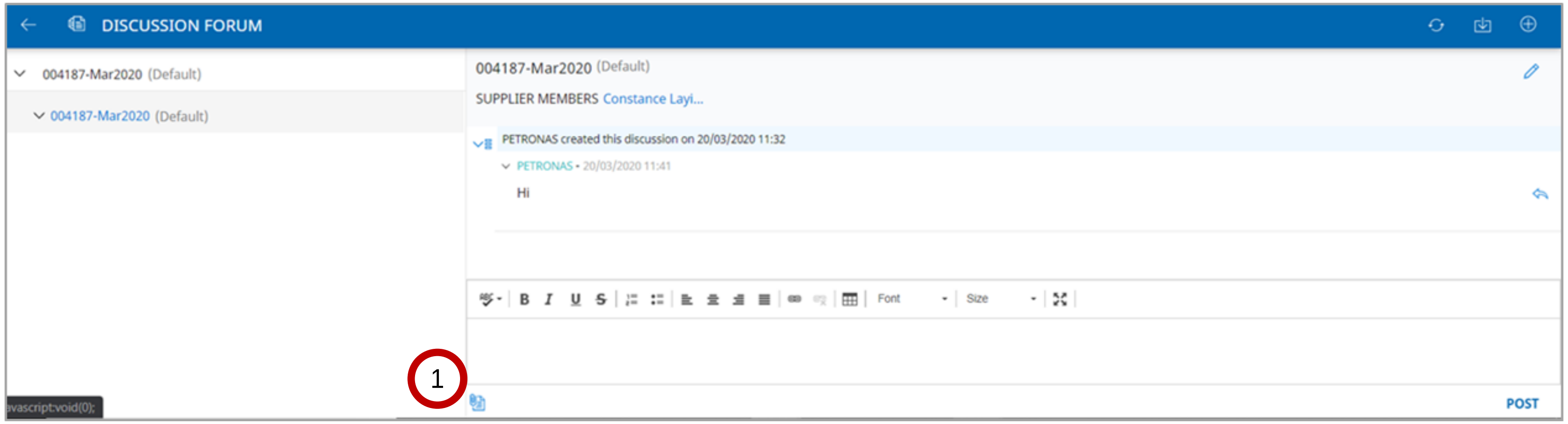
3	Enter the query in the text box near the bottom of the screen.
4	To add in attachments, click on the 'Attachments' icon at the bottom left corner of the text box.
5	Once finished, click 'Post' to send the query. You are urged to use discussion forum to communicate to PETRONAS regarding the specific RFX/ Tender. This should be the only means of communication.
6	You can also see your team members who are involved in this RFX/tender next to the 'Supplier Members' line.

Suppliers to submit query using Discussion Forum and make amendments to RFX bid responses in the event the response timeline (bid closing date) is open.

Discussion After Bid Closing

1 Discussion Before Bid Closing
2 Discussion After Bid Closing

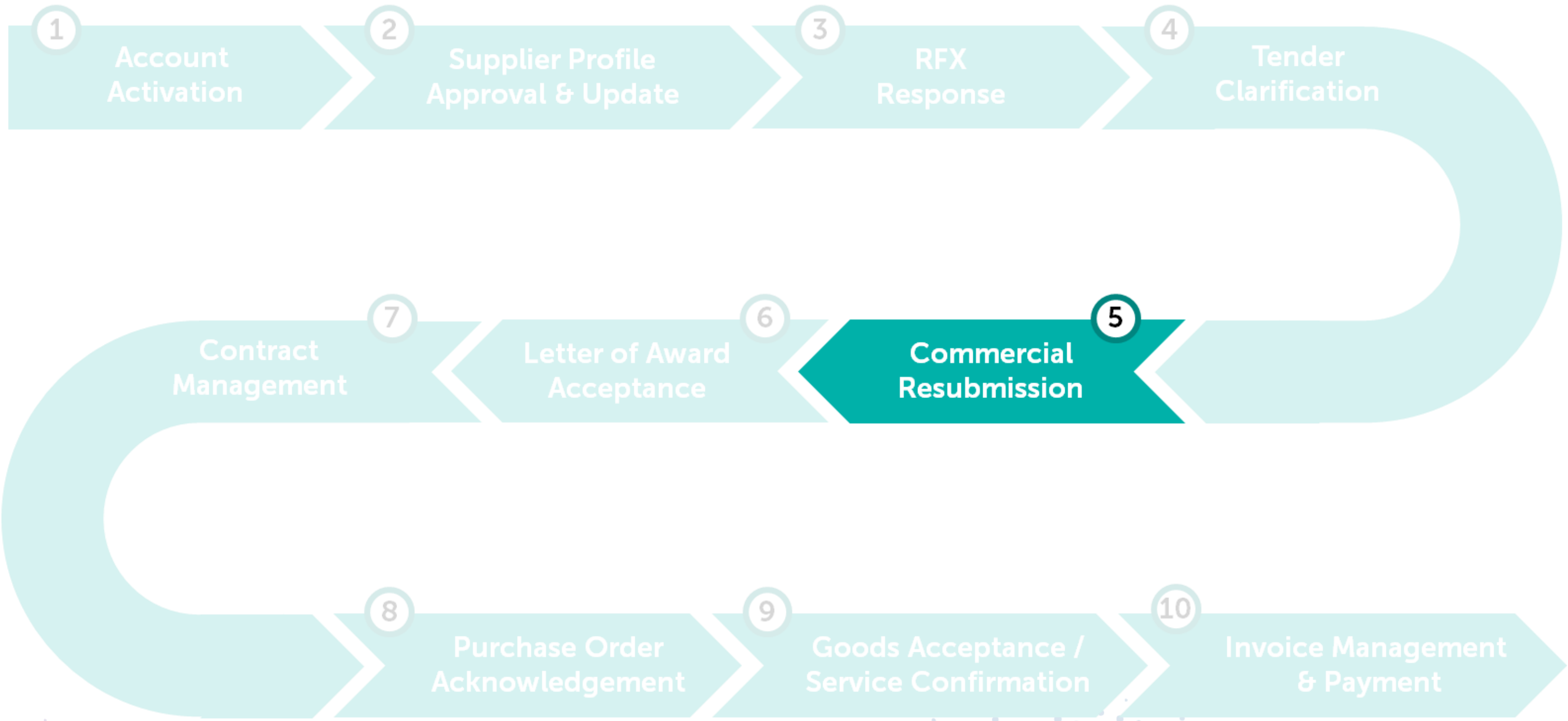
Any action after bid closing (i.e. negotiation) will be initiated by the buyers or sourcing execs. Changes to the initial bid submissions will be documented through the Discussion Forum.



1 In the event there are amendments or updates to the RFX bid responses after bid closing date, you are required to attach the relevant documents (e.g. certifications, company information etc.) into the discussion forum.

Suppliers will not be able to modify their bid submissions after bid closing date. Any amendments or modification required to the responses shall be done through the Discussion Forum via document attachments.

APPLICATION DEEP DIVE



Commercial Resubmission

GEP SMART™ enables the revision of commercial submission through the initiation of auction and pricing resubmission during the tendering process.

LEARNING OBJECTIVES

Suppliers will be able to partake in the auction and/or negotiation process for the revision of commercial requirements post initial bid submission.

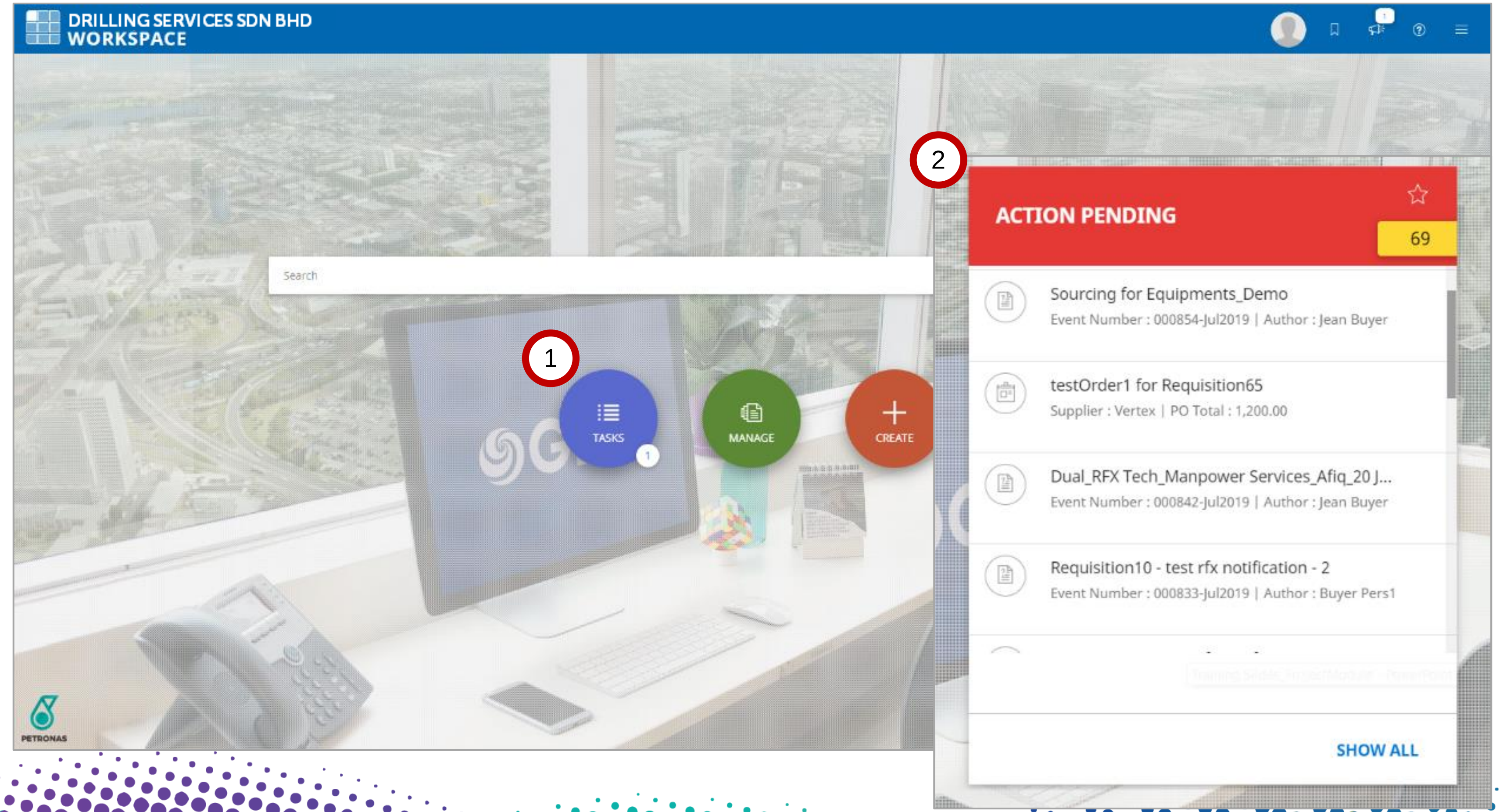
1 — 2

1. Auction
2. Pricing Resubmission

Auction (only if applicable)

1 Auction
2 Pricing Resubmission

Auction activities will be initiated by sourcing execs and notification will be sent to impacted suppliers for action.

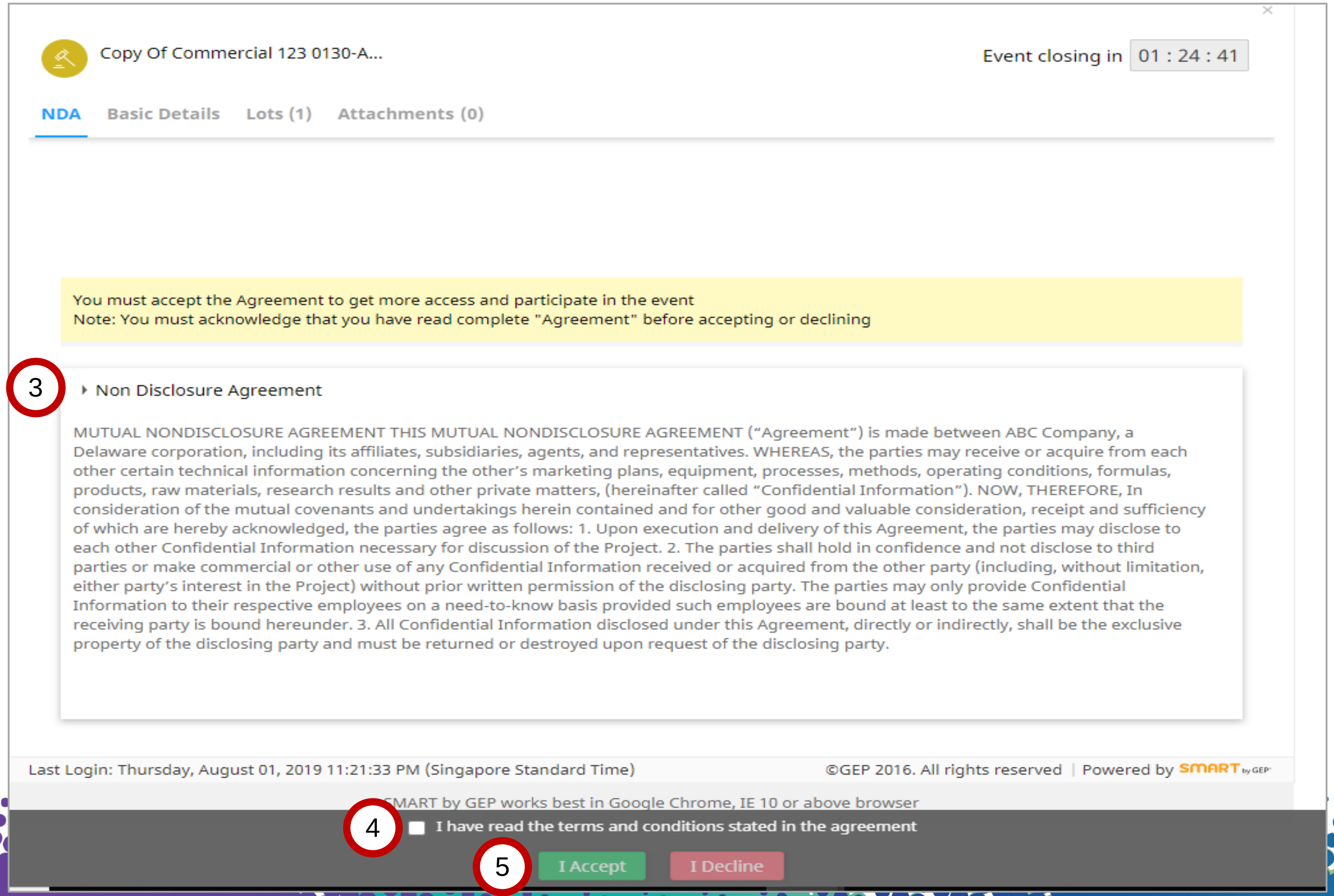


1	After login to the system, click on 'Task'.
2	Under the 'Action Pending' list, select the Auction that needs to be responded to.

Auction (only if applicable)

1 Auction — 2 Pricing Resubmission

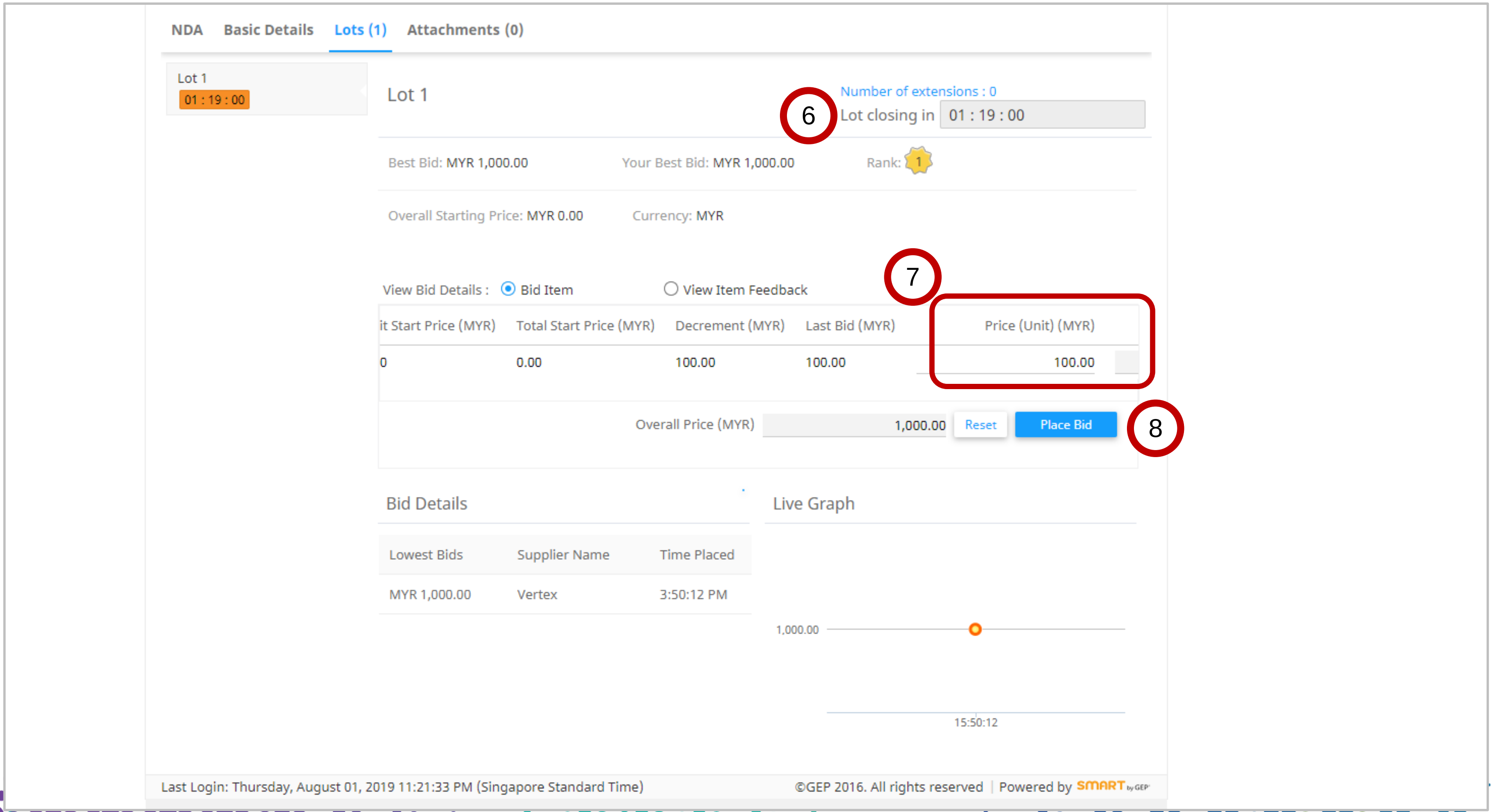
Suppliers are expected to review and required to accept the terms and conditions prior to the auction process.



3	Read through and comprehend the Non Disclosure Agreement (NDA) associated with the tender.
4	Check the box to indicate that you have read and understood the terms and conditions stated in the agreement.
5	Click ‘I Accept’ to indicate your interest to participate in the Auction for commercial re-evaluation. Or click ‘I Decline’ otherwise.

Auction (only if applicable)

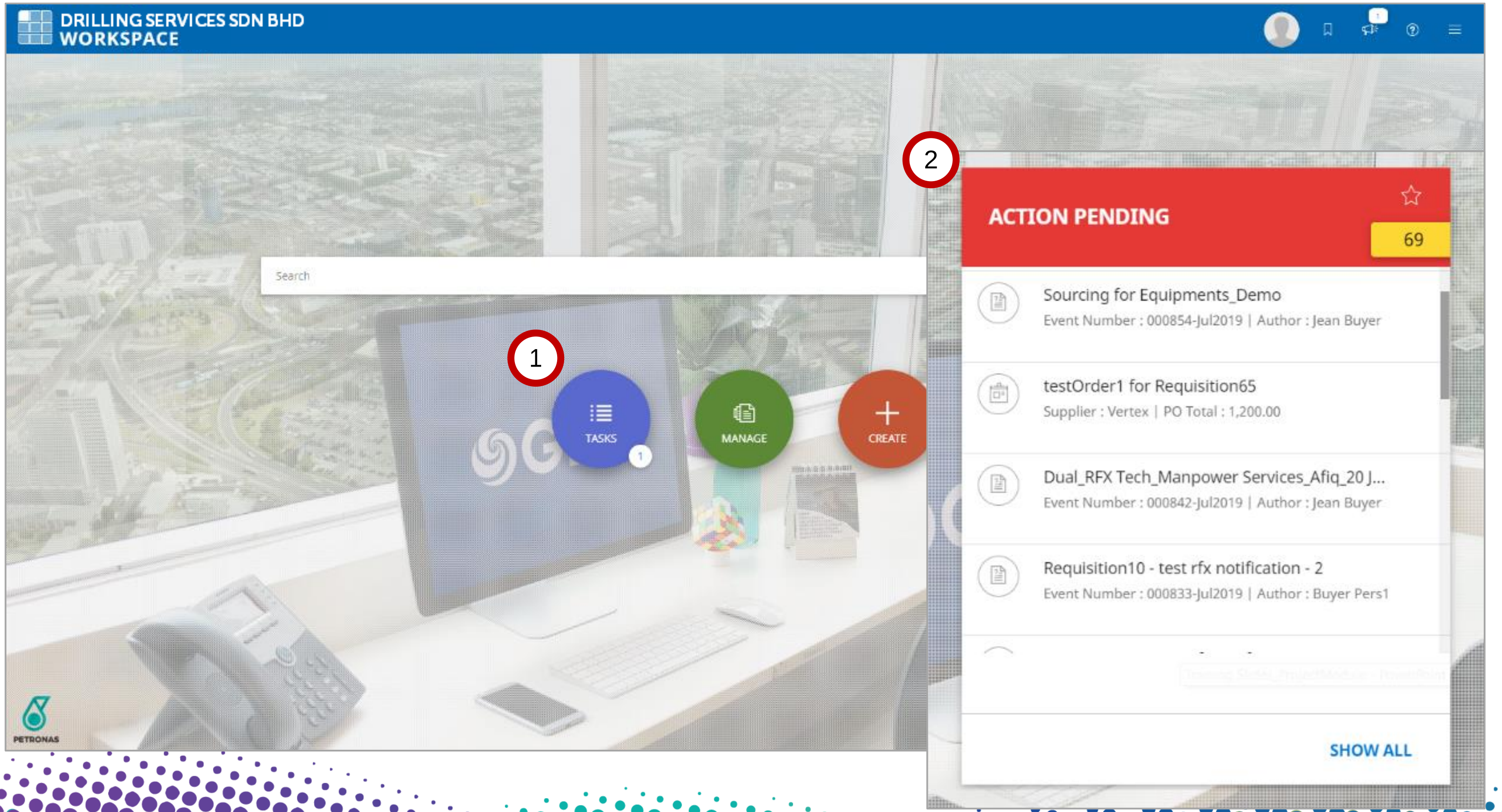
The auction process will run for a specified period of time, suppliers are encouraged to observe the timing closely and place their bids accordingly.



6	The timer indicates Auction live period, in which suppliers are allowed to place their bids.
7	Towards the right, place your bid based on your best 'Price Per Unit'.
8	Upon final confirmation of the bid/price, click on 'Place Bid'. You are allowed to place your bids continuously during the auction live period. Once timer turns zero, the auction is deemed to be concluded. Note: Upon success of the revised price, you will be notified and shall proceed with the steps in 'Pricing Resubmission'.

Pricing Resubmission

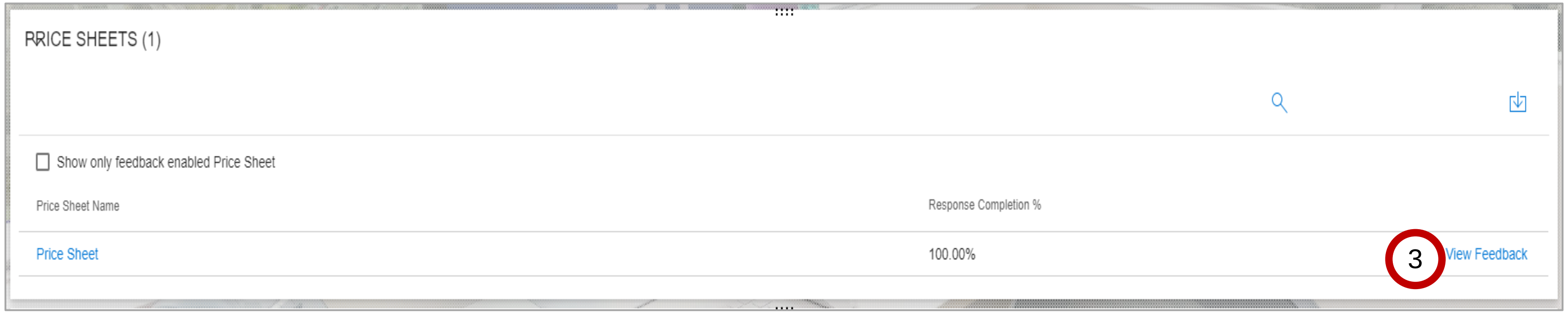
In the event where buyers perform negotiation to commercial response, suppliers will be required to resubmit their pricing, this process needs to be done post-successful auction as well.

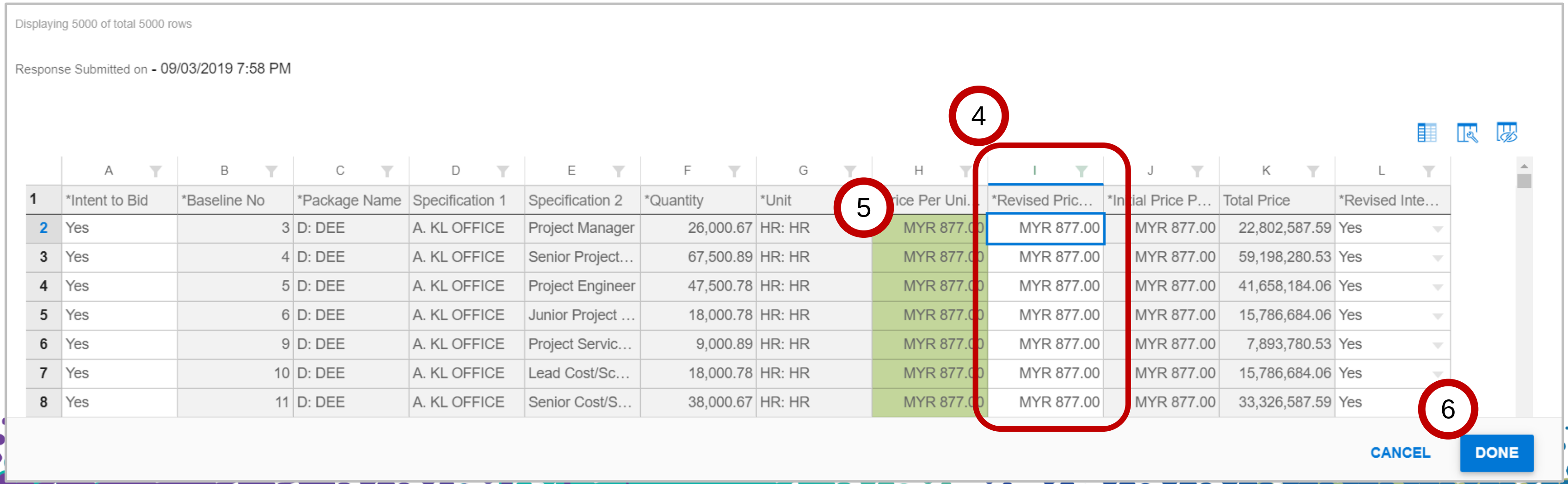


1	To resubmit new prices, log into GEP SMART™. From the homepage, click 'Tasks'. Select the tender that needs requires further action.
2	Under the 'Action Pending' list, select the tender that needs to be responded.

Pricing Resubmission

In the event where buyers perform negotiation to commercial response, suppliers will be required to resubmit their pricing, this process needs to be done post-successful auction as well.





	A	B	C	D	E	F	G	H	I	J	K	L
1	*Intent to Bid	*Baseline No	*Package Name	Specification 1	Specification 2	*Quantity	*Unit	ice Per Uni…	*Revised Pric…	*In ial Price P…	Total Price	*Revised Inte…
2	Yes	3	D: DEE	A. KL OFFICE	Project Manager	26,000.67	HR: HR	MYR 877.00	MYR 877.00	MYR 877.00	22,802,587.59	Yes
3	Yes	4	D: DEE	A. KL OFFICE	Senior Project…	67,500.89	HR: HR	MYR 877.00	MYR 877.00	MYR 877.00	59,198,280.53	Yes
4	Yes	5	D: DEE	A. KL OFFICE	Project Engineer	47,500.78	HR: HR	MYR 877.00	MYR 877.00	MYR 877.00	41,658,184.06	Yes
5	Yes	6	D: DEE	A. KL OFFICE	Junior Project …	18,000.78	HR: HR	MYR 877.00	MYR 877.00	MYR 877.00	15,786,684.06	Yes
6	Yes	9	D: DEE	A. KL OFFICE	Project Servic…	9,000.89	HR: HR	MYR 877.00	MYR 877.00	MYR 877.00	7,893,780.53	Yes
7	Yes	10	D: DEE	A. KL OFFICE	Lead Cost/Sc…	18,000.78	HR: HR	MYR 877.00	MYR 877.00	MYR 877.00	15,786,684.06	Yes
8	Yes	11	D: DEE	A. KL OFFICE	Senior Cost/S…	38,000.67	HR: HR	MYR 877.00	MYR 877.00	MYR 877.00	33,326,587.59	Yes

3	Scroll to 'Price Sheet' subsection. Click the 'View Feedback' link. The Price Sheet with the feedback will be displayed.
4	You will then have to enter the Revised Prices in the specified column post-negotiation /auction results.
5	During the Feedback Timeline, prices that are to be revised will be highlighted in colour by the Buyer/Author of the Tender and you will be informed by each colours' meaning in the Discussion Forum. You will also receive an email notification for this update. Note: All suppliers will be notified on the colour definition and the revised prices requirements by PETRONAS.
6	Enter revised unit if desired by the Supplier or as per agreed with PETRONAS. Click 'Done'.

APPLICATION DEEP DIVE

Letter Of Award Acceptance

The discussion forum will be the primary means of communication for tender clarification as well as the avenue for document sharing (update) post bid closing date.

LEARNING OBJECTIVES

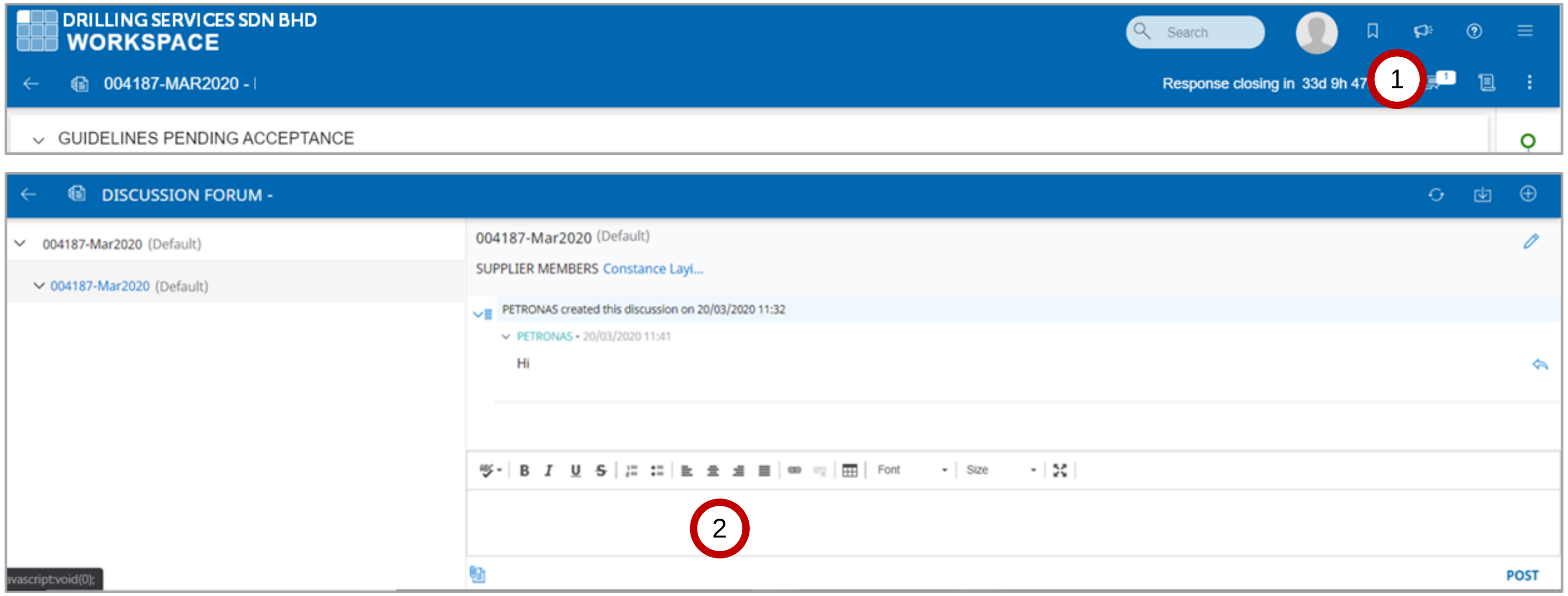
Suppliers will be able to authenticate details on technical and commercial requirements, review and document them through the system for reference.

1

LOA Acceptance

LOA Acceptance

Supplier to acknowledge their acceptance of award via the online Discussion Forum.



1	Upon successful evaluation, supplier will be notified via email together with the issuance of Letter of Award (LOA). Respective Buyer/Author will then prepare a topic in the Discussion Forum on LOA Acceptance to be directed to the Awarded Supplier. Click on the 'Chat icon' on the top right corner of the RFX page. 
2	The successful supplier is required to respond in the Discussion Forum, upon receipt of LOA document from PETRONAS to confirm acknowledgement and indicate acceptance. Click 'Post' to complete the LOA acceptance.

APPLICATION DEEP DIVE

Contract Management

GEP SMART™ provides a central repository to give you visibility of contract status and upload additional notes and attachment for the contract.

LEARNING OBJECTIVES

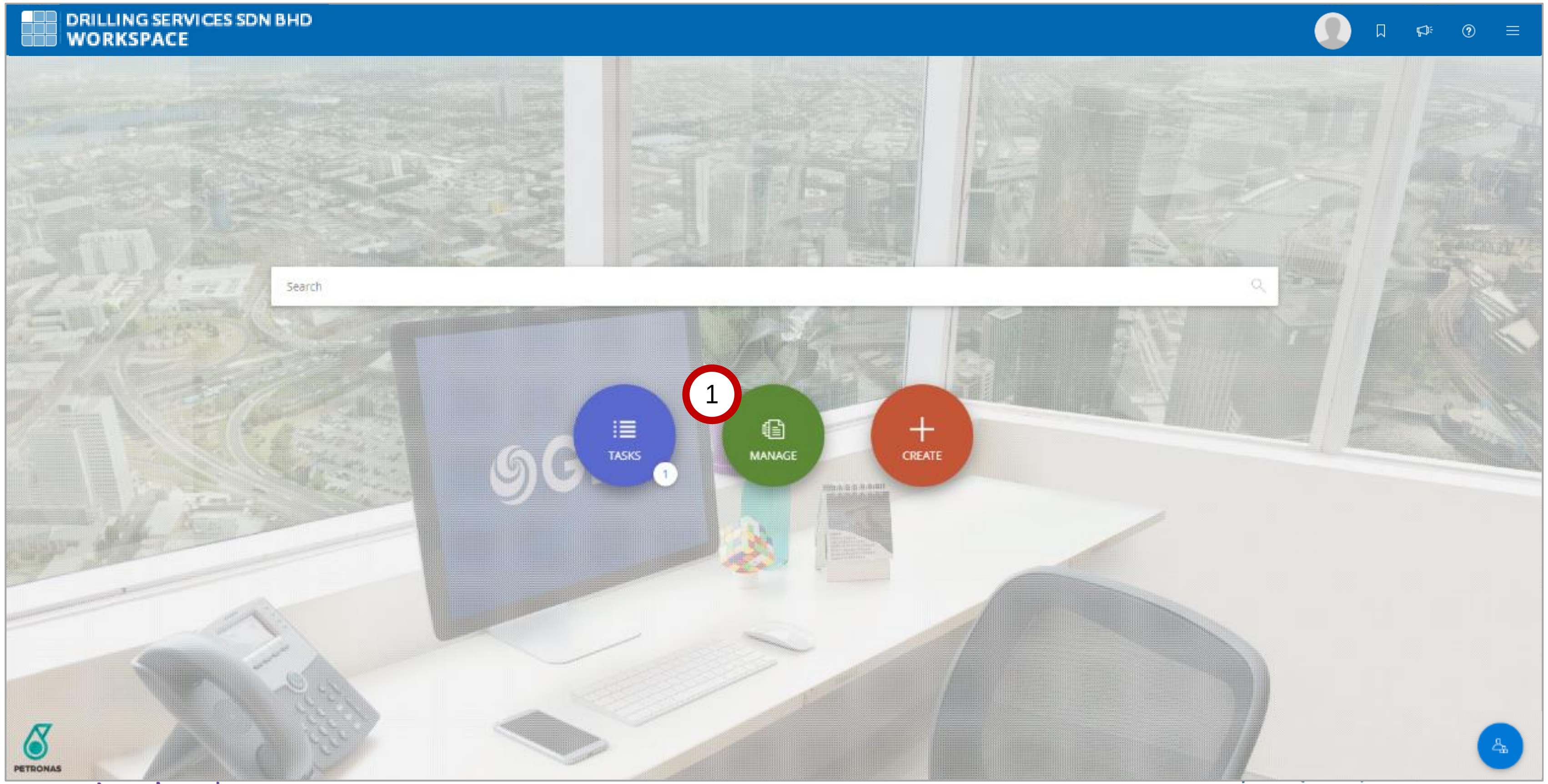
Suppliers will be able to search and view their awarded contracts in the system as well as upload relevant attachments.

1. Access Contract Repository
2. Upload Notes, Attachments & Links
3. Respond to Contract Obligations
4. Using The Discussion Forum
5. Update Supplier Contact Information

Access Contract Repository

1 Access Contract Repository
2 Upload Notes, Attach-ments & Links
3 Respond to Contract Obligations
4 Using The Discussion Forum
5 Update Supplier Contact Information

Supplier can navigate to the contract repository from the Home Page.

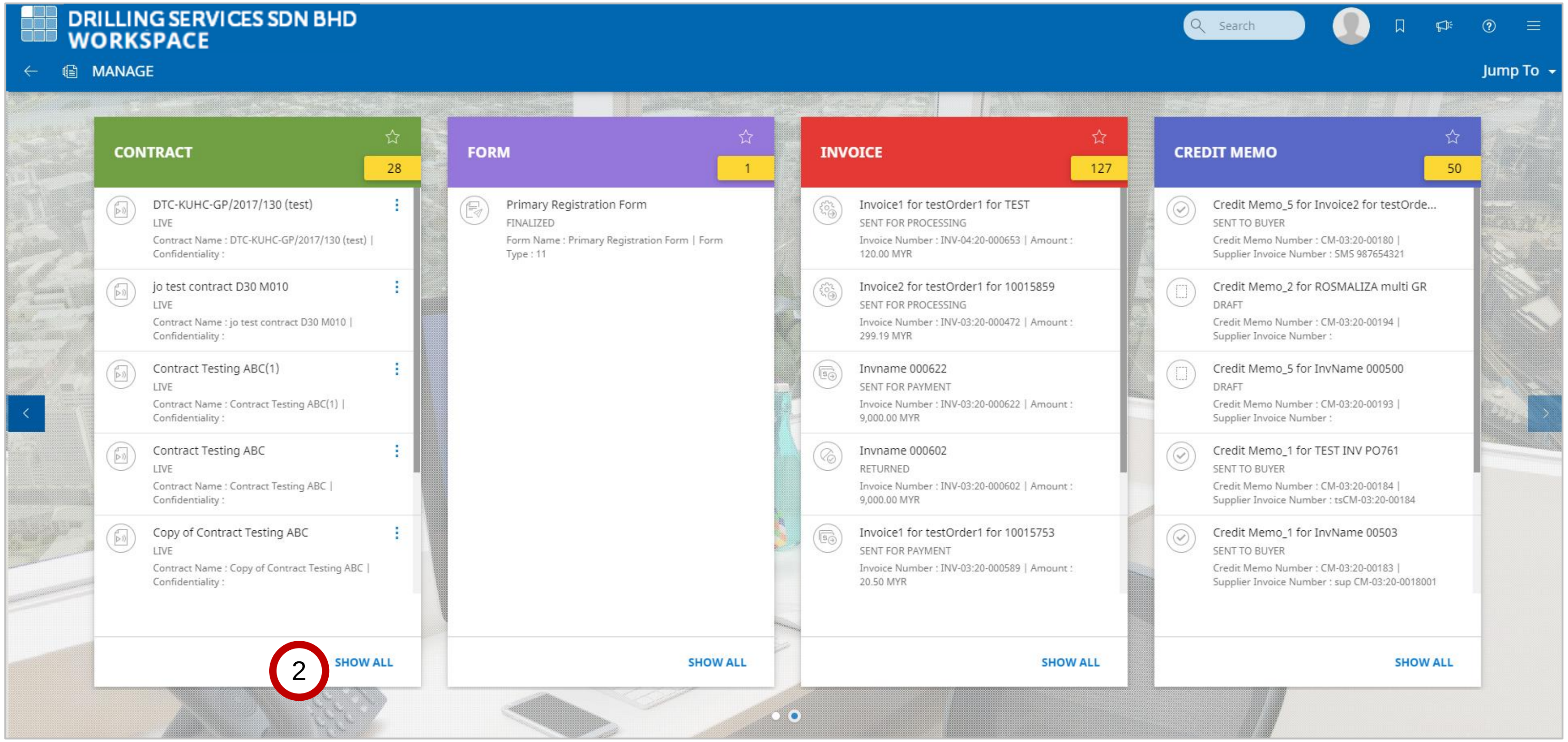


1 On the Home Page, click on 'Manage' to navigate to the Contract dashboard.

Access Contract Repository

1 Access Contract Repository
2 Upload Notes, Attach-ments & Links
3 Respond to Contract Obligations
4 Using The Discussion Forum
5 Update Supplier Contact Information

Supplier can navigate to the contract repository from the Home Page.

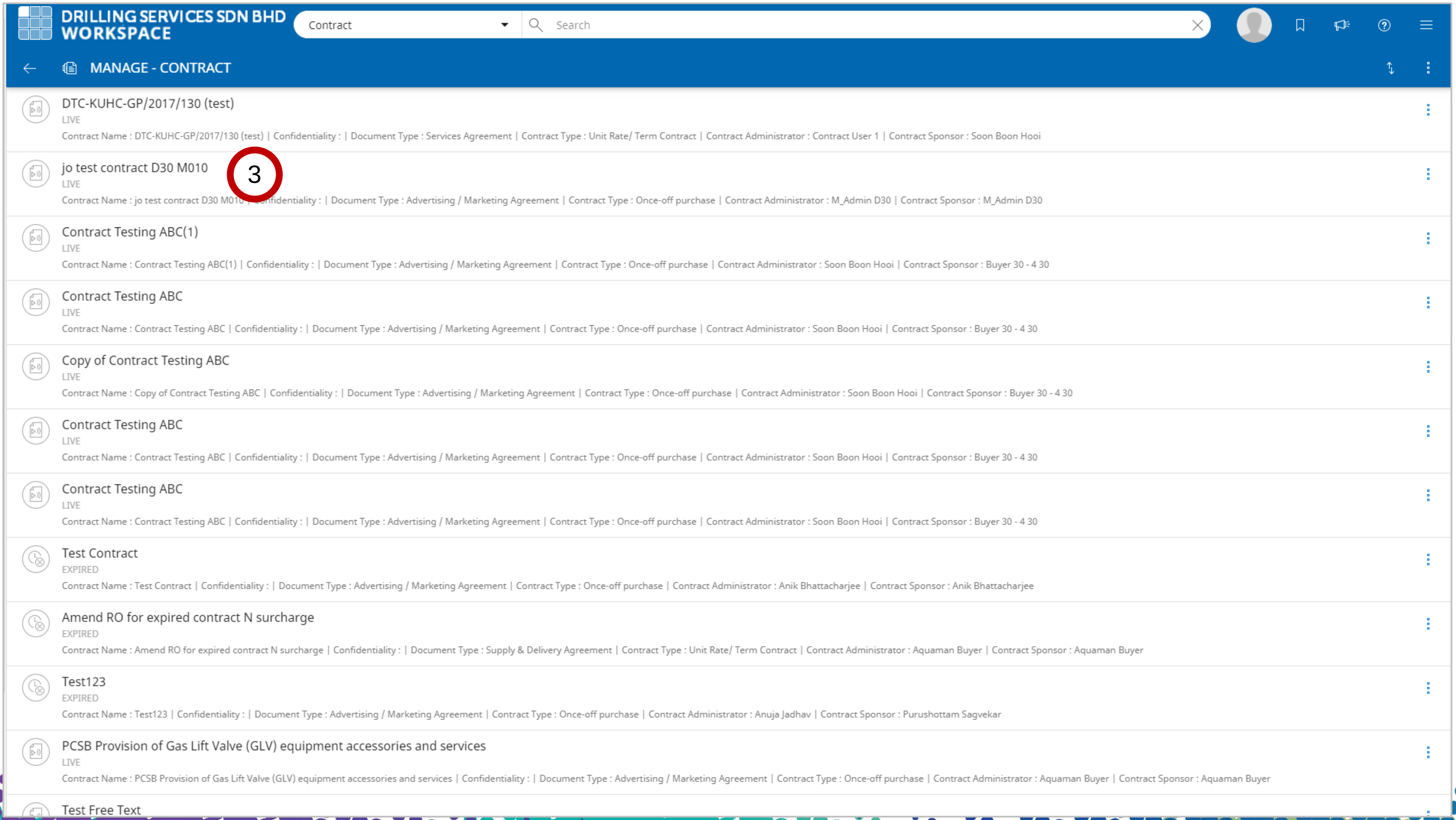


2 Select ‘Show All’ on the ‘Contract’ dashboard to display all the contracts accessible to you.

Access Contract Repository

1 Access Contract Repository
2 Upload Notes, Attach-ments & Links
3 Respond to Contract Obligations
4 Using The Discussion Forum
5 Update Supplier Contact Information

Supplier will be able to access the awarded contract and view the contract details.

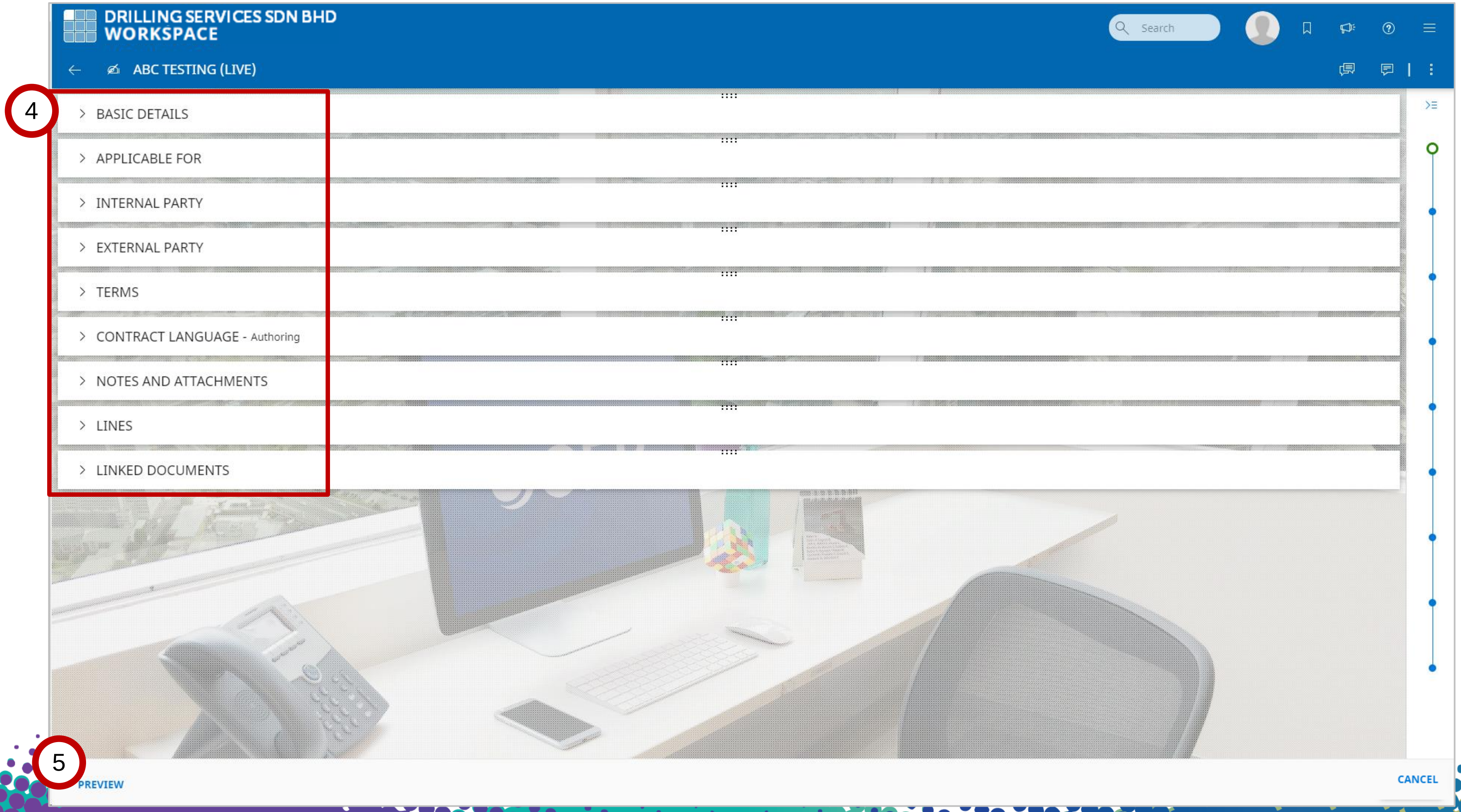


3 In the contract repository, double click on the desired contract to view the contract details.

Access Contract Repository

1 Access Contract Repository
2 Upload Notes, Attach-ments & Links
3 Respond to Contract Obligations
4 Using The Discussion Forum
5 Update Supplier Contact Information

Supplier will be able to access the awarded contract and view the contract details.

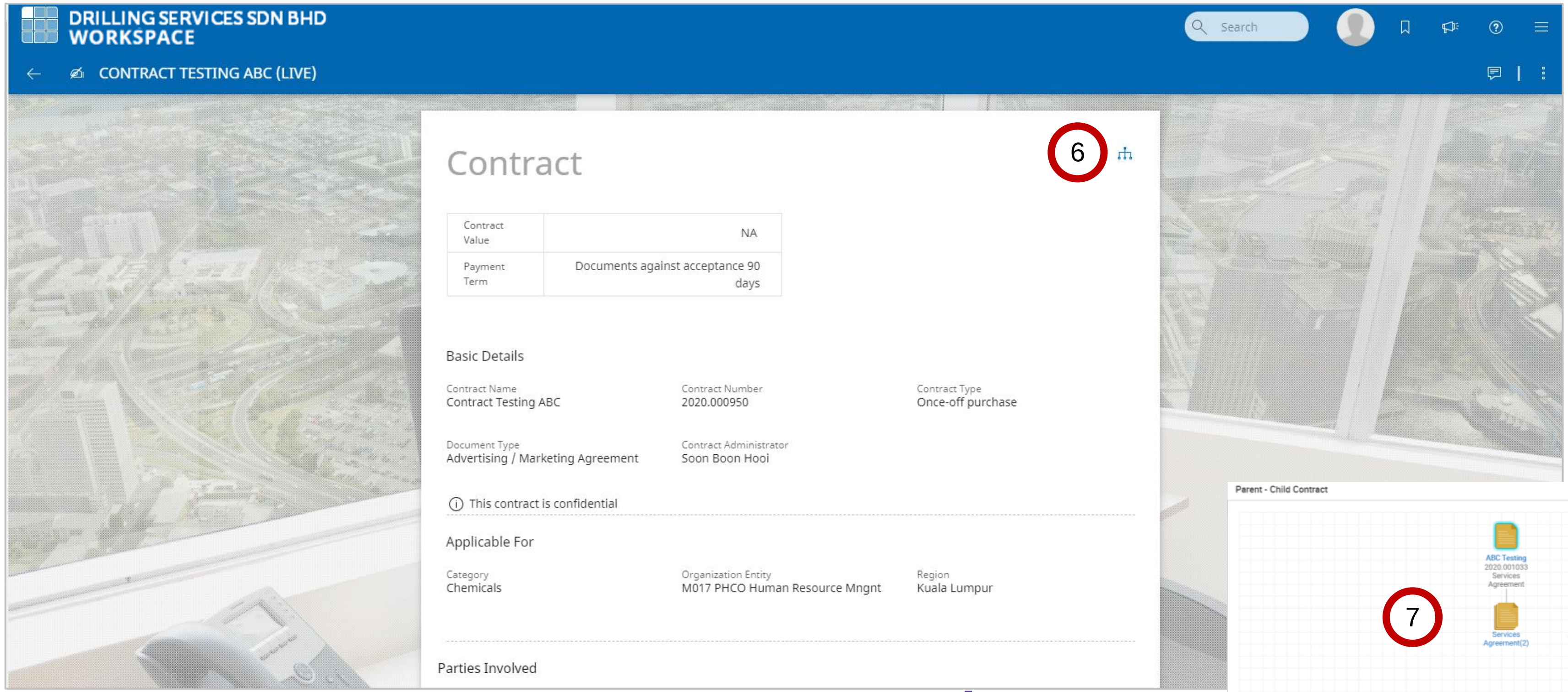


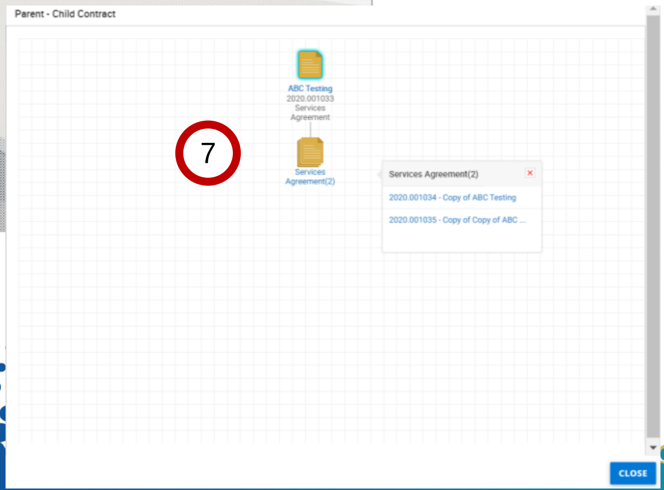
4	Each section can be expanded for the details. Key sections: • Terms: displays the contract duration • Applicable For: displays the Buyer list/ OPU who will consume the contract • Contract Language: displays the agreed contract document details • Lines - displays schedule of rate/ Pricebook
5	Click ‘**Preview**’ to view the contract hierarchy/linked contract being established.

Access Contract Repository

1 Access Contract Repository — 2 Upload Notes, Attach-ments & Links — 3 Respond to Contract Obligations — 4 Using The Discussion Forum — 5 Update Supplier Contact Information

Supplier will be able to access the awarded contract and view the contract details.





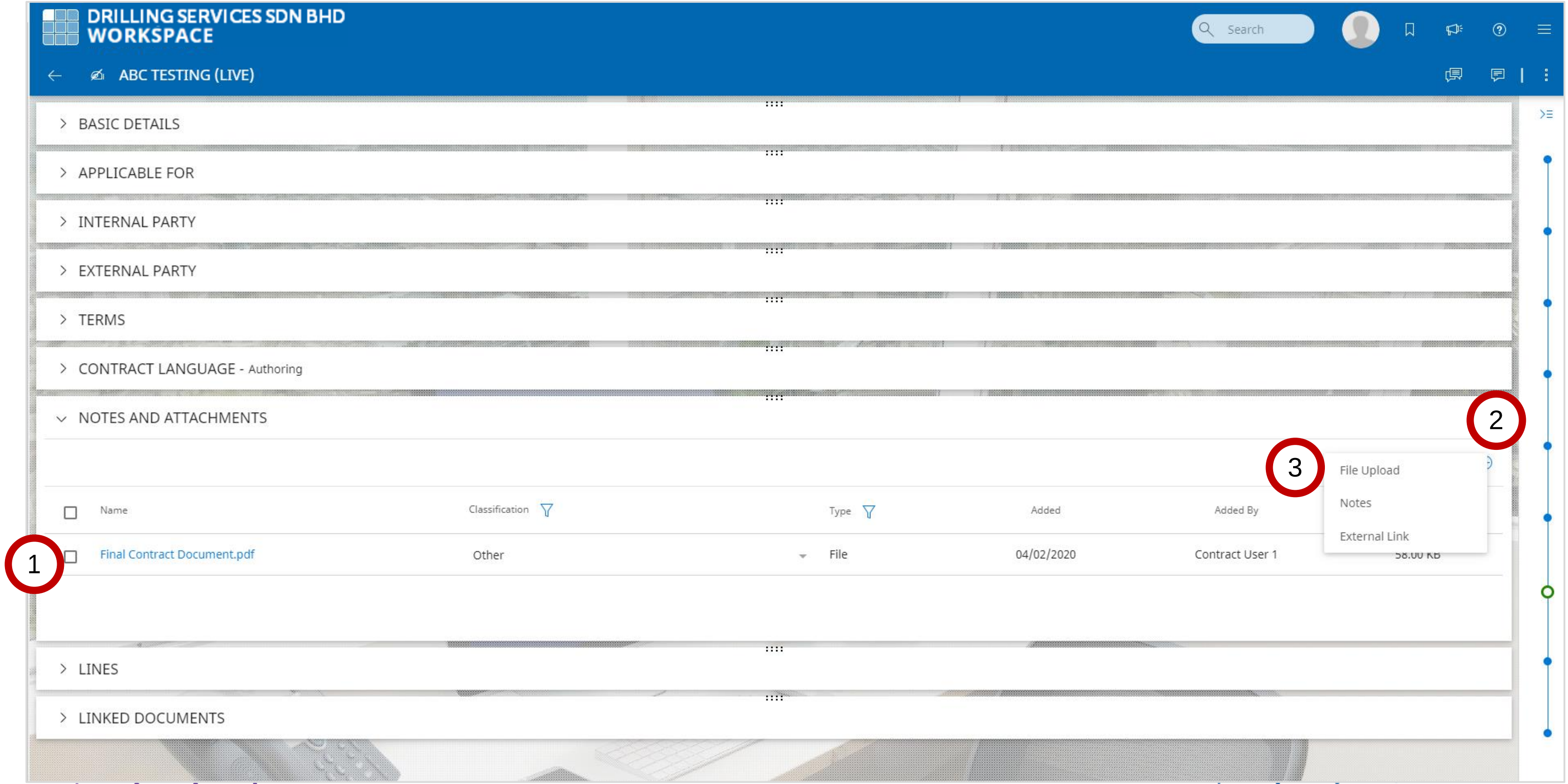
Display of established linked contract

6	Click on Contract Hierarchy Icon to view the linked contract. *Note: Linked contract(s) represent the individual contract derived from main contract.*
7	For the example shown, there are two sub-contracts derived from the main Contract.

Upload Notes, Attachments & Links

1 Access Contract Repository — 2 Upload Notes, Attach-ments & Links — 3 Respond to Contract Obligations — 4 Using The Discussion Forum — 5 Update Supplier Contact Information

Supplier will be able to upload additional notes, attachment or external link for the awarded contract.

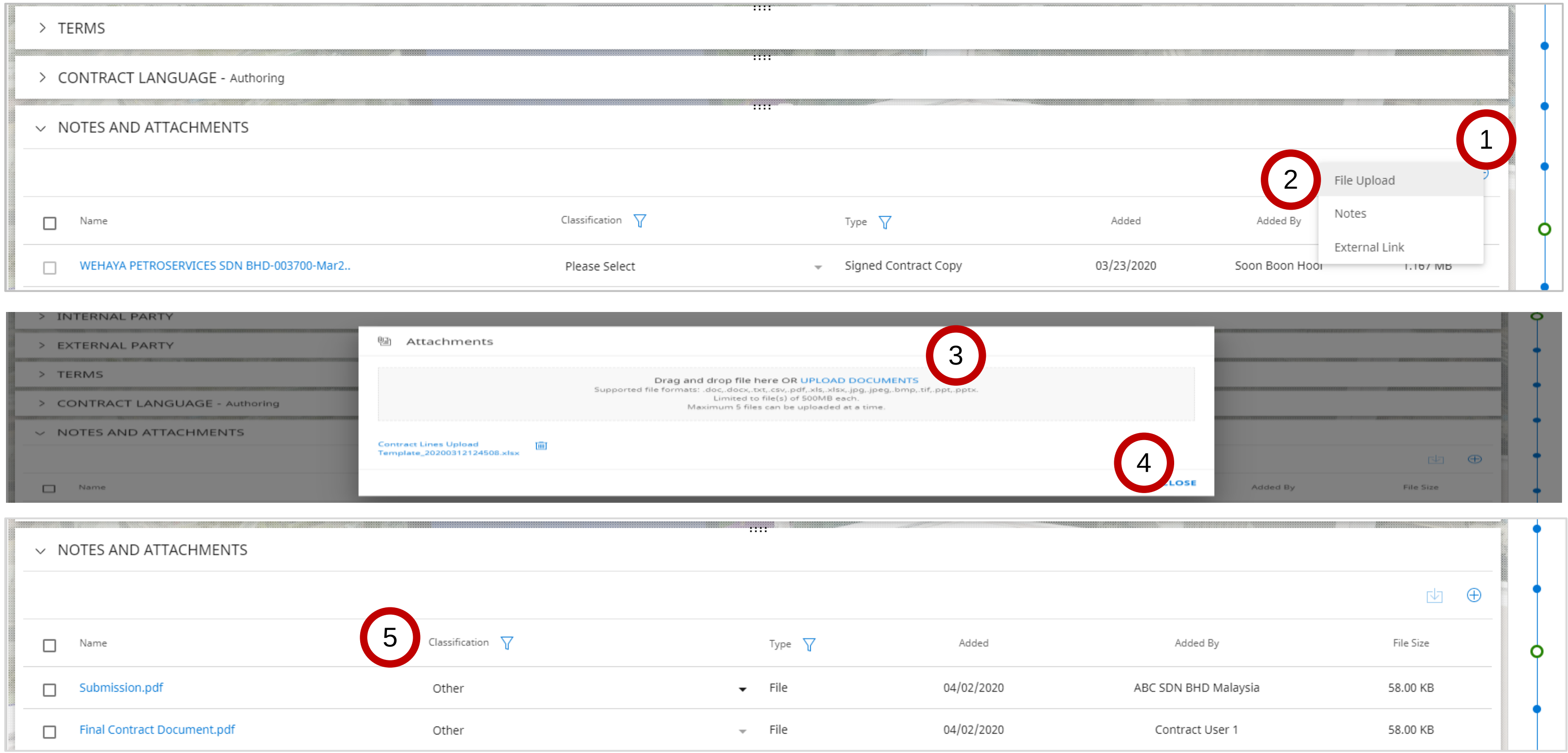


1	Under Notes And Attachments, you can view any notes and attachments made visible to you. You may also upload your own notes, attachments or external links here.
2	Click on ⊕ to upload any notes, attachment or external link.
3	Select the relevant action i.e. • File upload: to upload an attachment • Notes: to create a note • External Link: to capture any relevance link

This section is only meant to capture any final notes and attachments that are applicable for this Contract.

Upload Notes, Attachments & Links

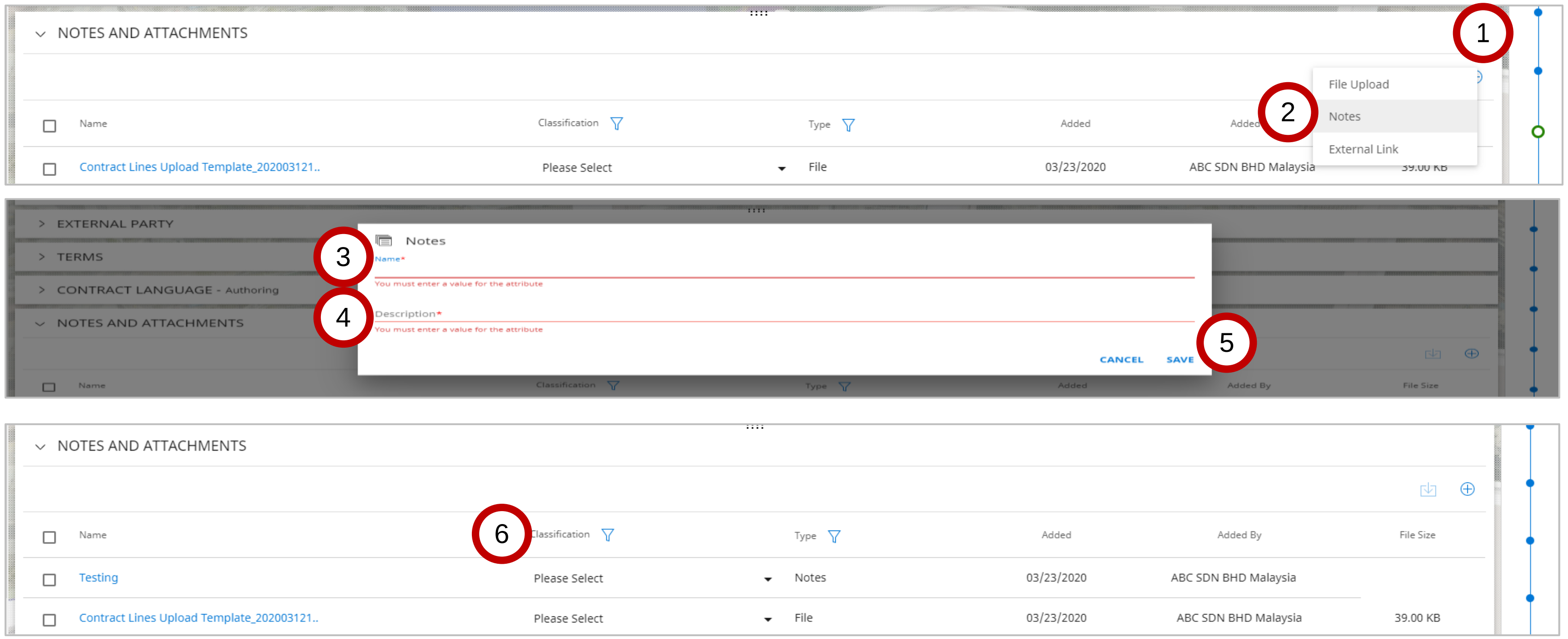
Uploading attachments.



1	Click on ⊕ to upload any notes, attachment or external link.
2	Select File Upload to upload an attachment.
3	Select Upload Document to insert the relevant document.
4	Click Close once document completed upload.
5	Select **'External: Document from Supplier'** from the Classification dropdown for the uploaded document.

Upload Notes, Attachments & Links

Creating and uploading notes.

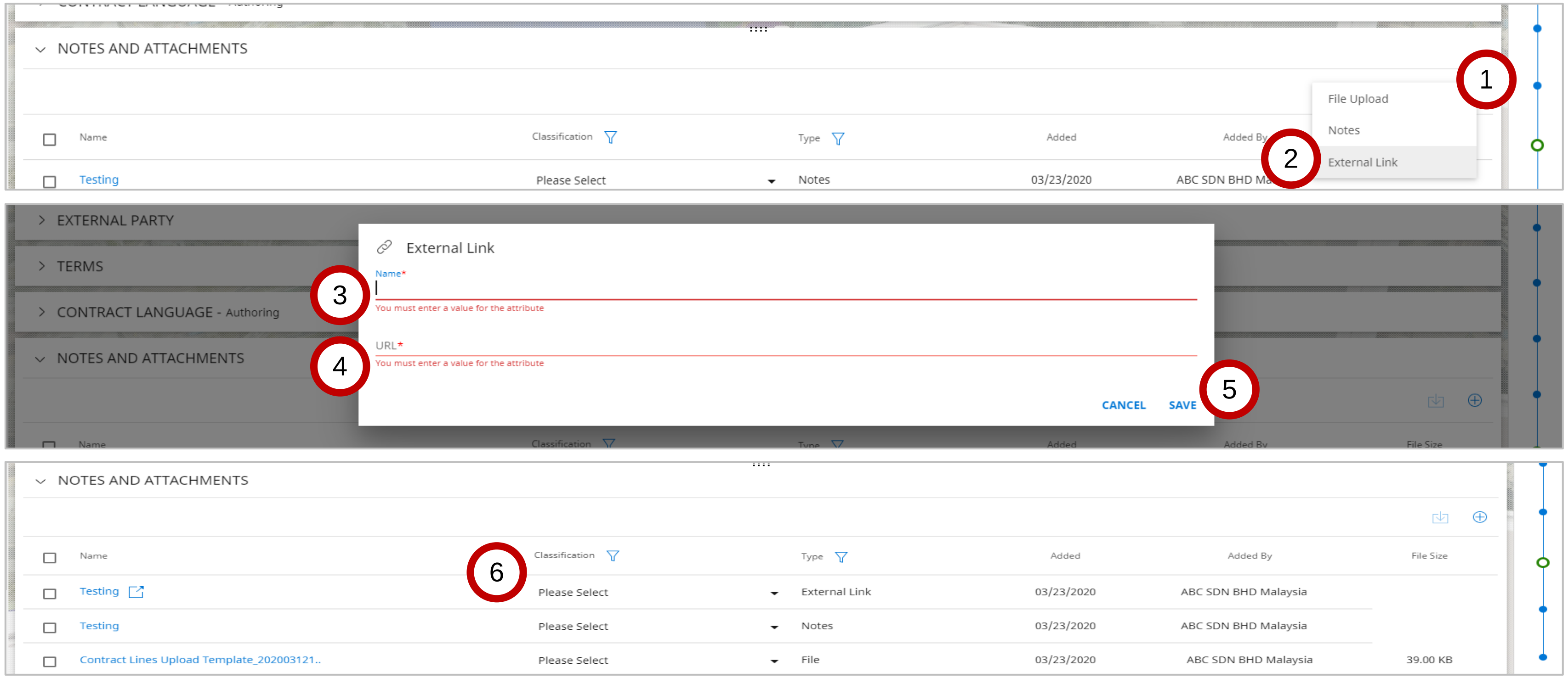


1	Click on ⊕ to upload any notes, attachment or external link.
2	Select Notes to create a note.
3	Provide a Name for the note.
4	Provide the content of note in Description.
5	Click Save once complete.
6	Select ‘**External: Document from Supplier**’ from the Classification dropdown for the created note.

Upload Notes, Attachments & Links

1 Access Contract Repository — 2 Upload Notes, Attach-ments & Links — 3 Respond to Contract Obligations — 4 Using The Discussion Forum — 5 Update Supplier Contact Information

Sharing and uploading external links.



1. Click on ⊕ to upload any notes, attachment or external link.
2. Select External Link to share any external link.
3. Provide a Name for the external link to be shared.
4. Provide the URL.
5. Click Save once complete.
6. Select **'External: Document from Supplier'** from the Classification dropdown for the uploaded link.

Respond to Contract Obligations

Supplier will receive an email notification on the Contract Obligations that need to be responded to.

1

An Obligation associated with the following contract is now in "To Be Achieved" status.

SMART Contract Number : MCTR10000566(Revision 24)

Contract Name.: xx

Supplier : xx

Obligation Name : Insurance - Initial

Obligation Due Date : 07 Jul 2021

Click here to access the SMART by GEP system.

Note: This is a system generated email.

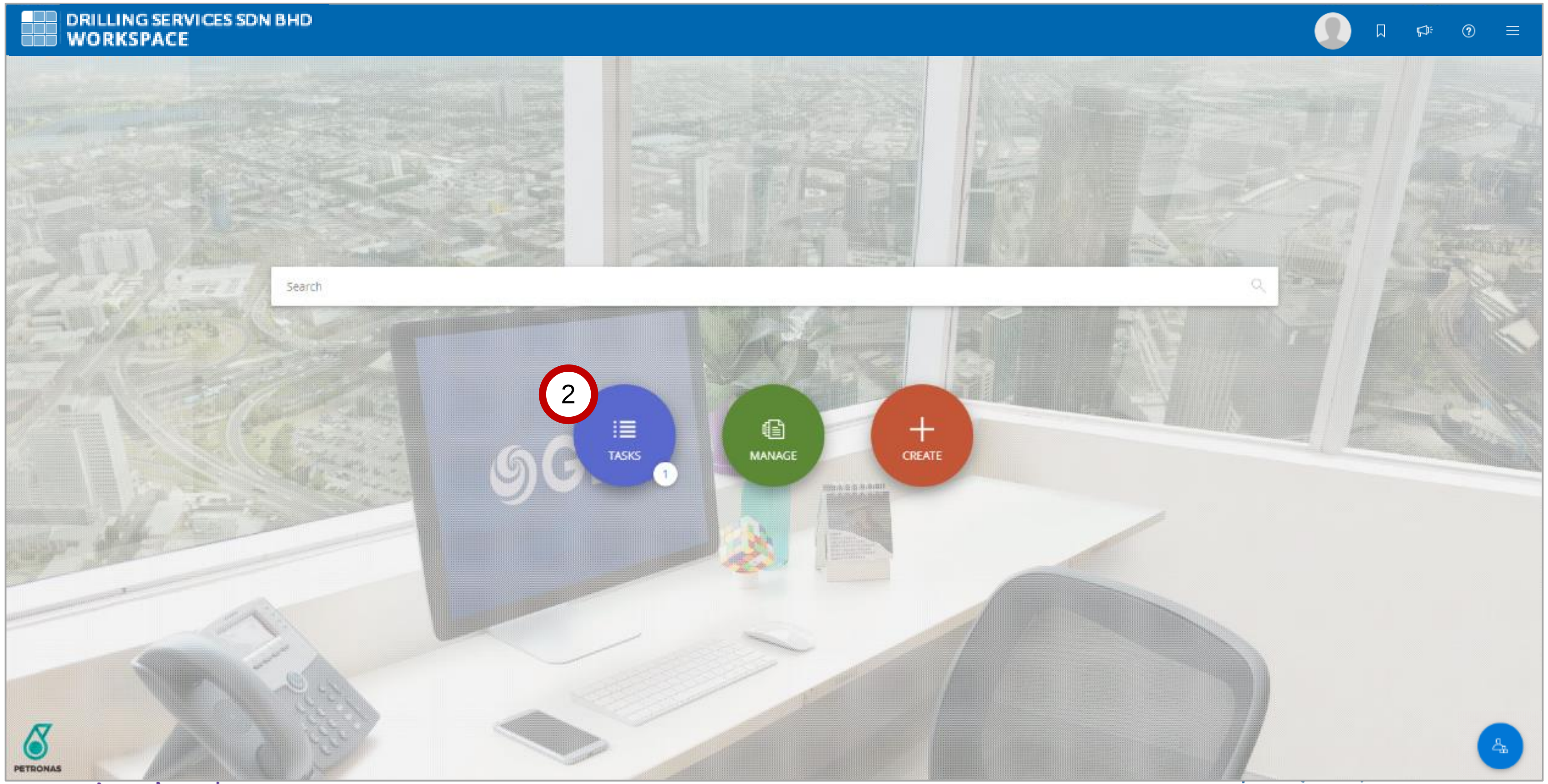
- Refer here for the full list of obligations and action to be taken by supplier
- Consult your PETRONAS Contract Management representative via the Contract discussion forum for any clarification required

1 You will receive an email notification similar to the screenshot on the left. This means that you will need to respond to the relevant contract obligation. Proceed to log into your SMART account.

Respond to Contract Obligations

1 Access Contract Repository
2 Upload Notes, Attach-ments & Links
3 Respond to Contract Obligations
4 Using The Discussion Forum
5 Update Supplier Contact Information

Supplier can navigate to the outstanding contract obligations from the Home Page.

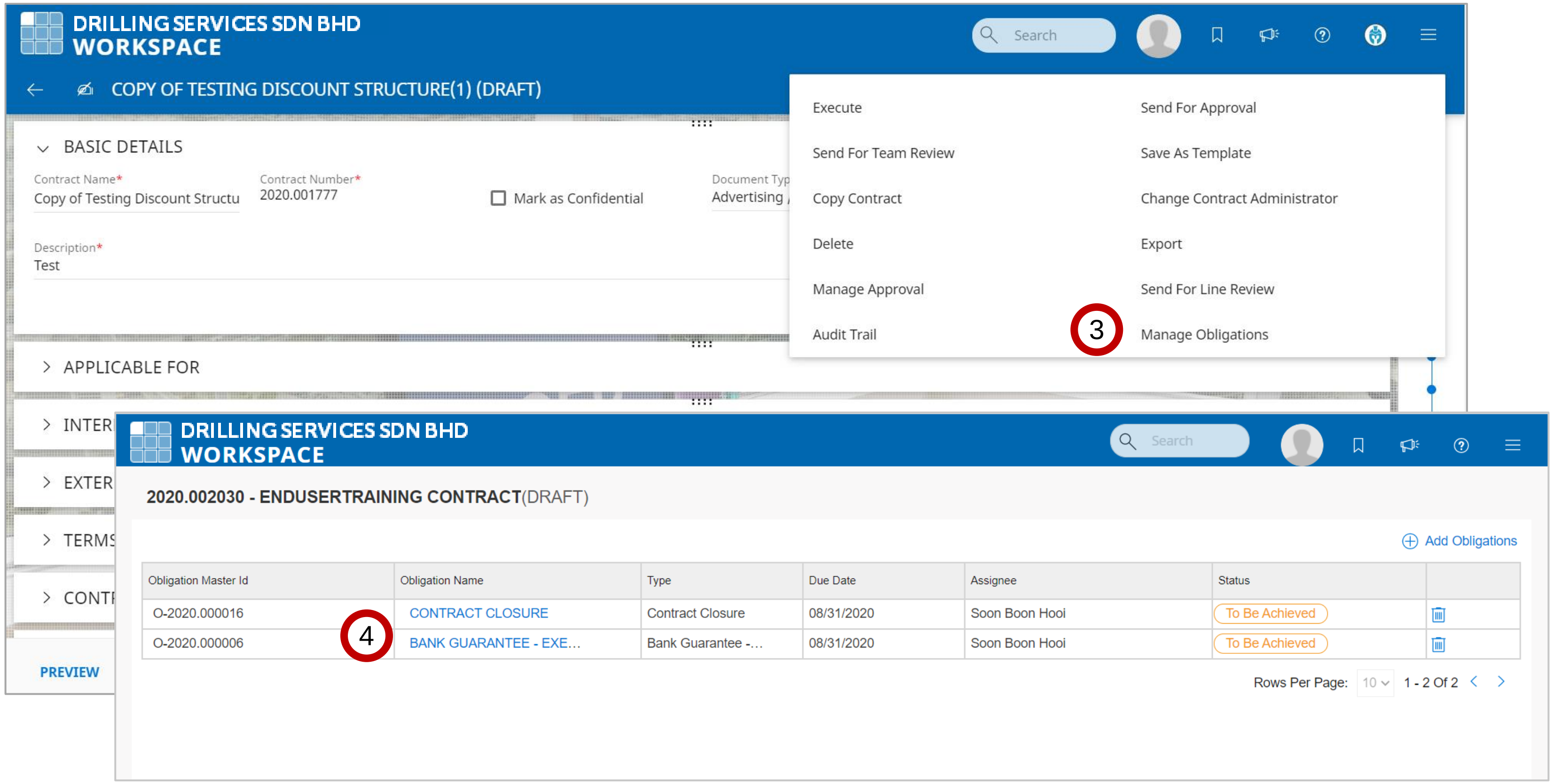


2 On the Home Page, click on 'Task' to navigate directly to the contract obligations.

Respond to Contract Obligations

1 Access Contract Repository
2 Upload Notes, Attach-ments & Links
3 Respond to Contract Obligations
4 Using The Discussion Forum
5 Update Supplier Contact Information

Supplier will need to update the status of the action plan that they have been assigned to upon completion of the obligation.

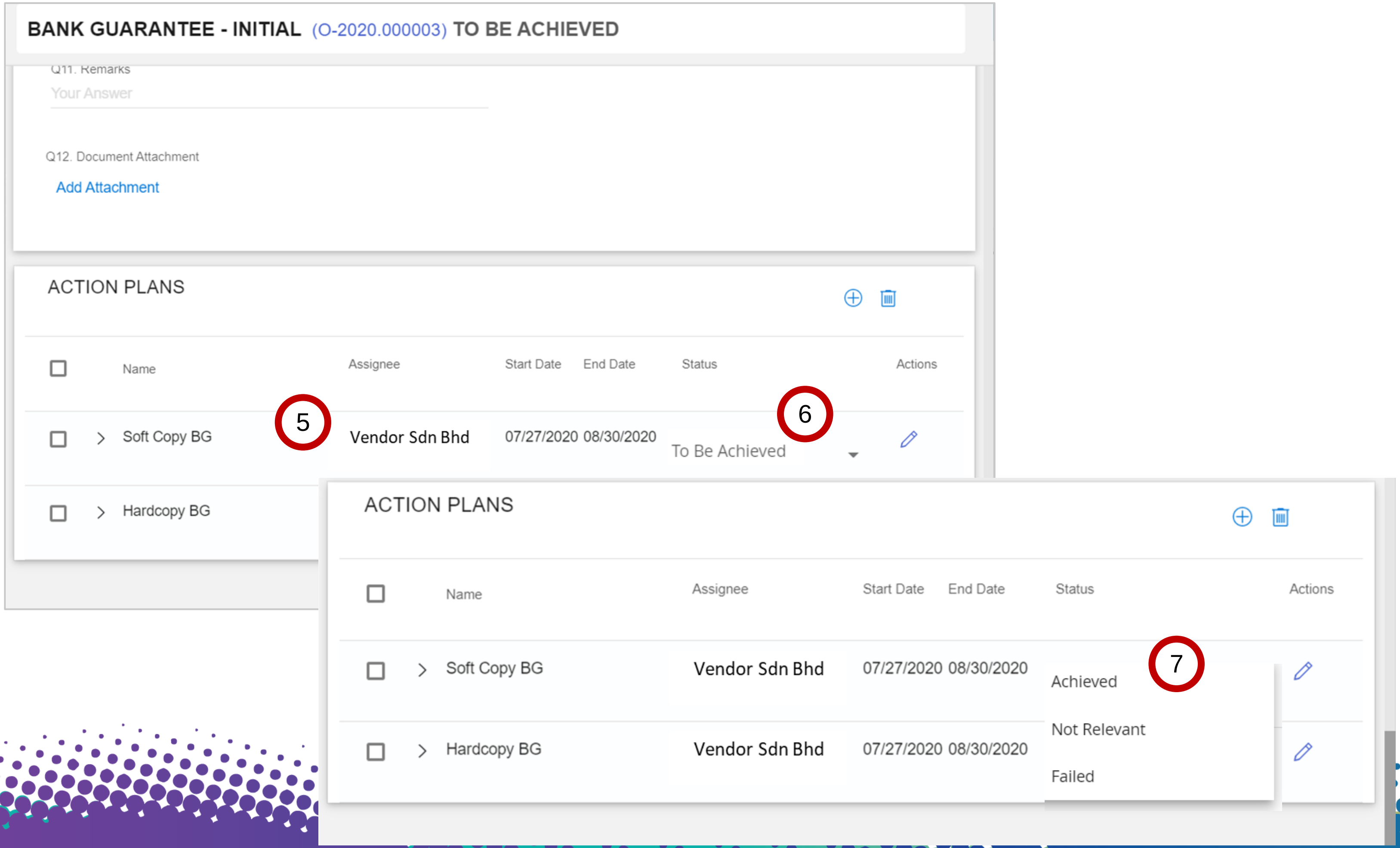


3	Click on the Kebab icon and select 'Manage Obligations'. Note: The feature for the system to automatically notify action plan via email will only be available in November, after the enhancement is released in Release 2 Go-Live.
4	Click on the Obligation where the action plan needs to be updated.

Respond to Contract Obligations

1 Access Contract Repository
2 Upload Notes, Attach-ments & Links
3 Respond to Contract Obligations
4 Using The Discussion Forum
5 Update Supplier Contact Information

Supplier will need to update the status of the action plan that they have been assigned to upon completion of the obligation.



5	Look for the 'Action Plans' that you are assigned to.
6	Click on the 'To Be Achieved' Status to update the status of the Action Plan.
7	Choose the relevant option to update the status: • Achieved – Action Plan Achieved / Acknowledged Reminder. • Not Relevant – Action Plan Not Relevant / Reminder not applicable. • Failed – Action Plan failed to be completed.

Contract Obligation Types & Definition

It is the **supplier's** responsibility to understand and fulfil their contractual obligations as and when required throughout the contract period. Specific Action Plans configured to Obligations are assigned to either PETRONAS and Supplier. The types of obligations that involves suppliers are as follows:

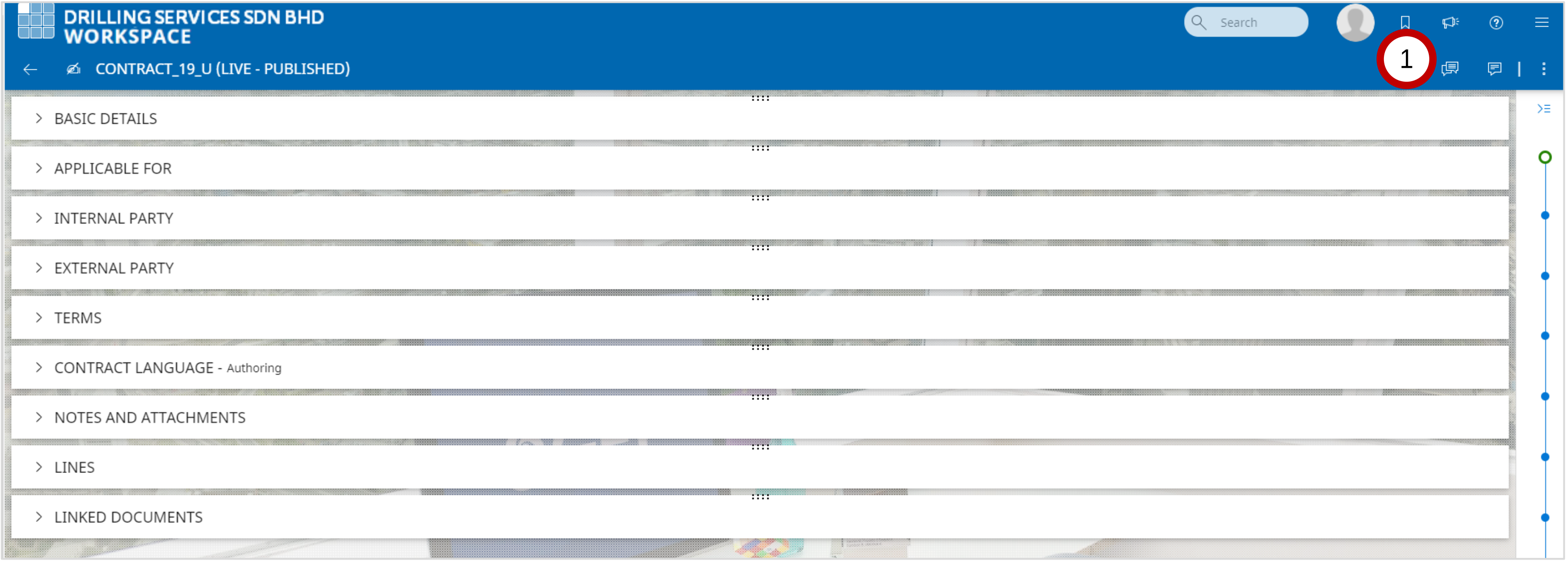
Obligation Type	Description	Specific Action Plan for Business User
Liquidated Damages	Liquidated Damages Reminders & Notices	Supplier to acknowledge delivery reminder 1
		Supplier to acknowledge delivery reminder 2
		Supplier to acknowledge delivery reminder 3
		Supplier to acknowledge notice of default
Bank Guarantee - Initial	Bank Guarantee Information	Supplier to submit soft copy of BG through SMART
		Supplier to submit original copy by hand
Bank Guarantee - Subsequent	Bank Guarantee Information & Renewal Reminders	Supplier to acknowledge renewal reminder 1
		Supplier to acknowledge renewal reminder 2
		Supplier to acknowledge renewal reminder 3
		Supplier to submit soft copy of BG through SMART
		Supplier to submit original copy by hand
Bank Guarantee - Reminder	Configuration for Bank Guarantee Performance Reminders	Supplier to acknowledge performance reminder 1
		Supplier to acknowledge performance reminder 2
		Supplier to acknowledge performance reminder 3

Obligation Type	Description	Specific Action Plan for Business User
Parental Guarantee - Reminder	Configuration for Parental Guarantee Performance Reminders	Supplier to acknowledge performance reminder 1
		Supplier to acknowledge performance reminder 2
		Supplier to acknowledge performance reminder 3
Insurance - Initial	Insurance Policy Information	Supplier to submit soft copy of Insurance through SMART
Insurance - Subsequent	Insurance Policy Information & Renewal Reminder	Supplier to acknowledge renewal reminder 1
		Supplier to acknowledge renewal reminder 2
		Supplier to acknowledge renewal reminder 3
		Supplier to submit soft copy of Insurance through SMART
Contract Closure	Contract Closure Checklist	Supplier to confirm settlement of all financial obligations (payments)
		Supplier to confirm no outstanding issues
		Supplier to issue Contract Closure Certificate via SMART (if applicable)

Using The Discussion Forum

1 Access Contract Repository
2 Upload Notes, Attach-ments & Links
3 Respond to Contract Obligations
4 Using The Discussion Forum
5 Update Supplier Contact Information

For any clarification regarding the contract, supplier shall use the discussion forum as the formal communication channel with PETRONAS.



1 Click on the '**Discussion** Forum' icon to initiate communication with PETRONAS.

Topic > Discussion > Threads

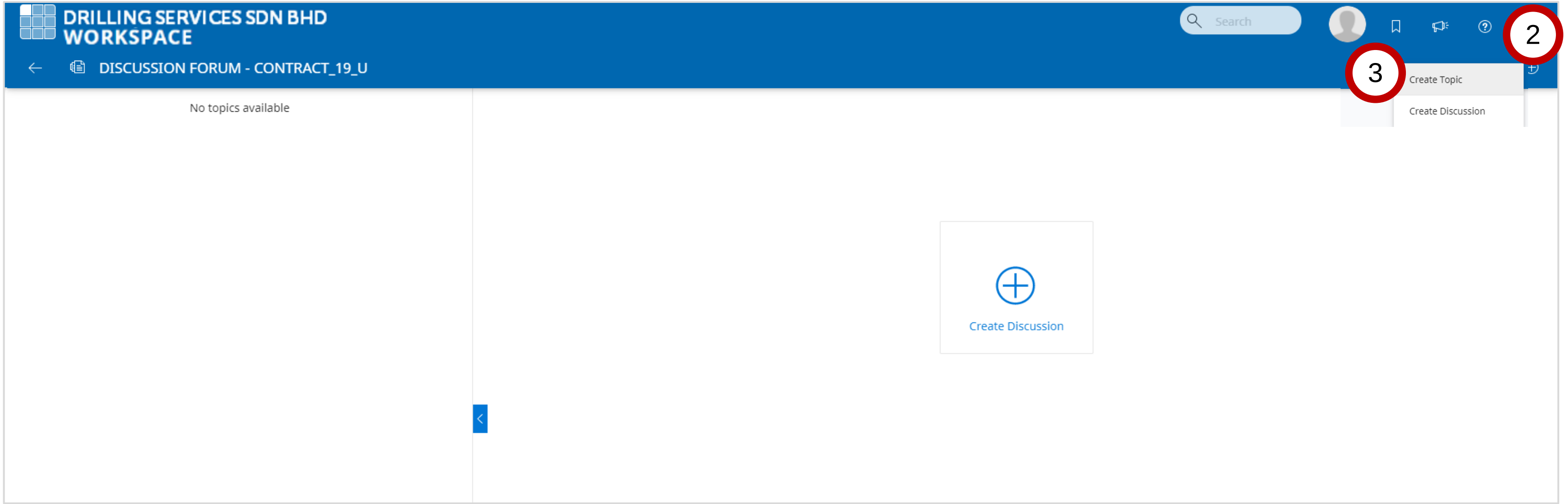
Topic:
- Topic is the group name where you can have multiple discussions around a topic.
- A Topic can have multiple Discussions.

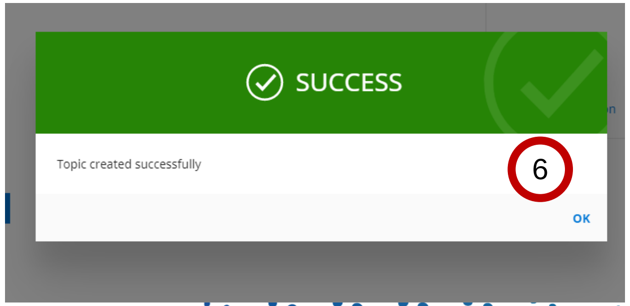
Discussion:
- A Discussion is a sub-unit under Topic.
- One (1) Discussion can have multiple Threads.

Only the Supplier Contact designated in the contract can initiate a thread in the Discussion Forum. Other team members within your company will only able to view the contract details.

Using The Discussion Forum

Supplier will first be required to create a suitable topic.



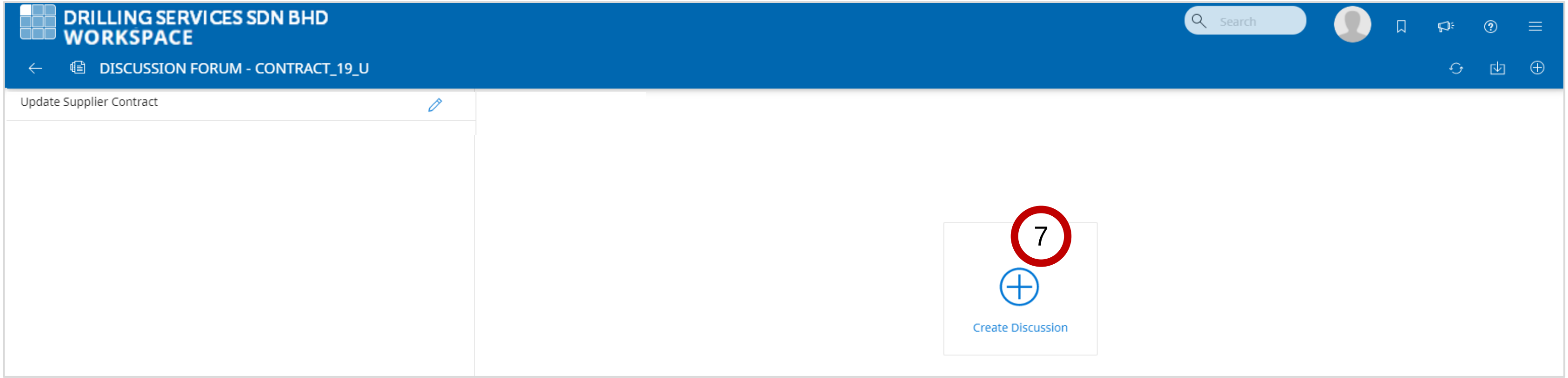


2	Click on in the top right to begin.
3	Next, click on ‘Create Topic’.
4	Enter the relevant **‘Topic Name’.**
5	Click **‘Save’** to save the topic.
6	Click **‘OK’** to complete the topic creation.

Using The Discussion Forum

1 Access Contract Repository
2 Upload Notes, Attach-ments & Links
3 Respond to Contract Obligations
4 Using The Discussion Forum
5 Update Supplier Contact Information

Once the topic has been established, supplier shall create a Discussion around the topic.

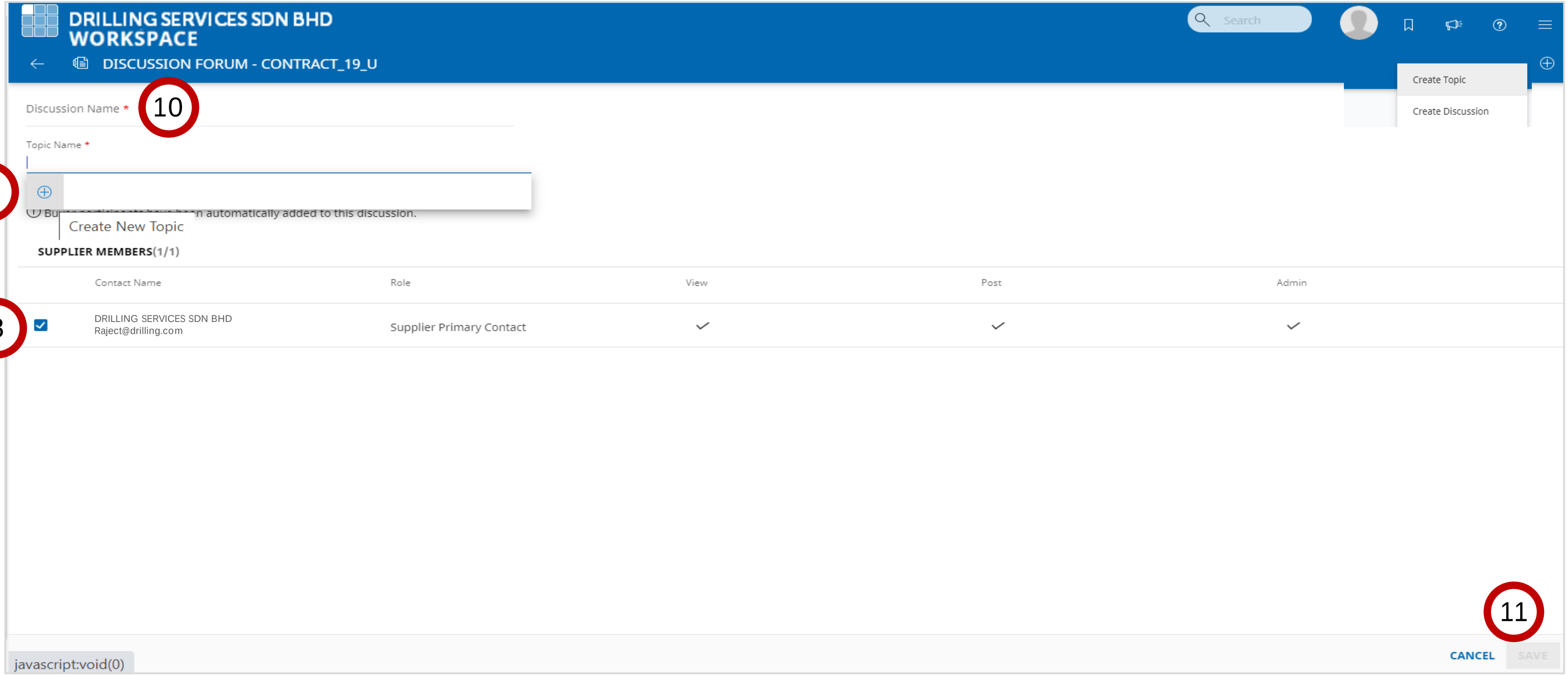


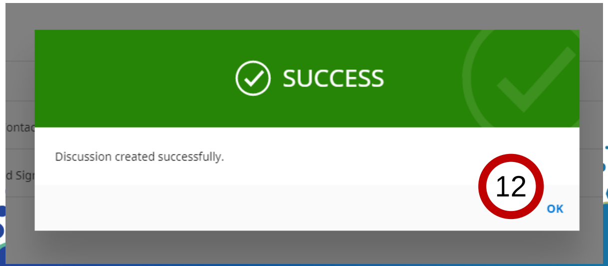
7 In the newly created topic, click on **'Create Discussion'.**

Using The Discussion Forum

1 Access Contract Repository
2 Upload Notes, Attach-ments & Links
3 Respond to Contract Obligations
4 Using The Discussion Forum
5 Update Supplier Contact Information

Once the topic has been established, supplier shall create a Discussion around the topic.

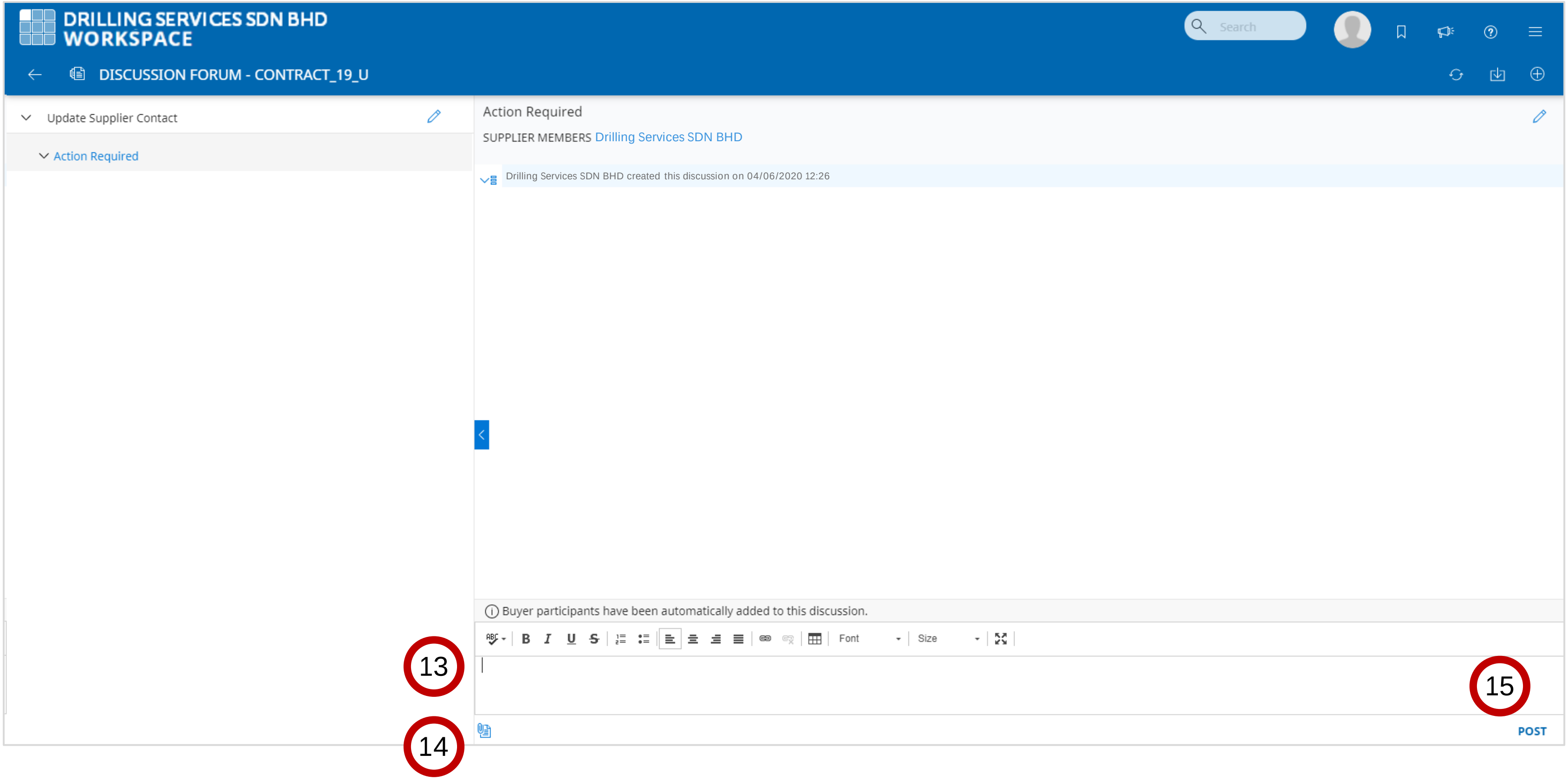




8	Select the 'Supplier Members' to be included in the Discussion.
9	Click on ⊕ to select an existing Topic or to add new Topic.
10	Provide a name for the Discussion.
11	Click 'Save' to save the Discussion name.
12	Click 'OK' to complete the Discussion creation.

Using The Discussion Forum

Lastly, supplier can initiate their query by posting a discussion thread.

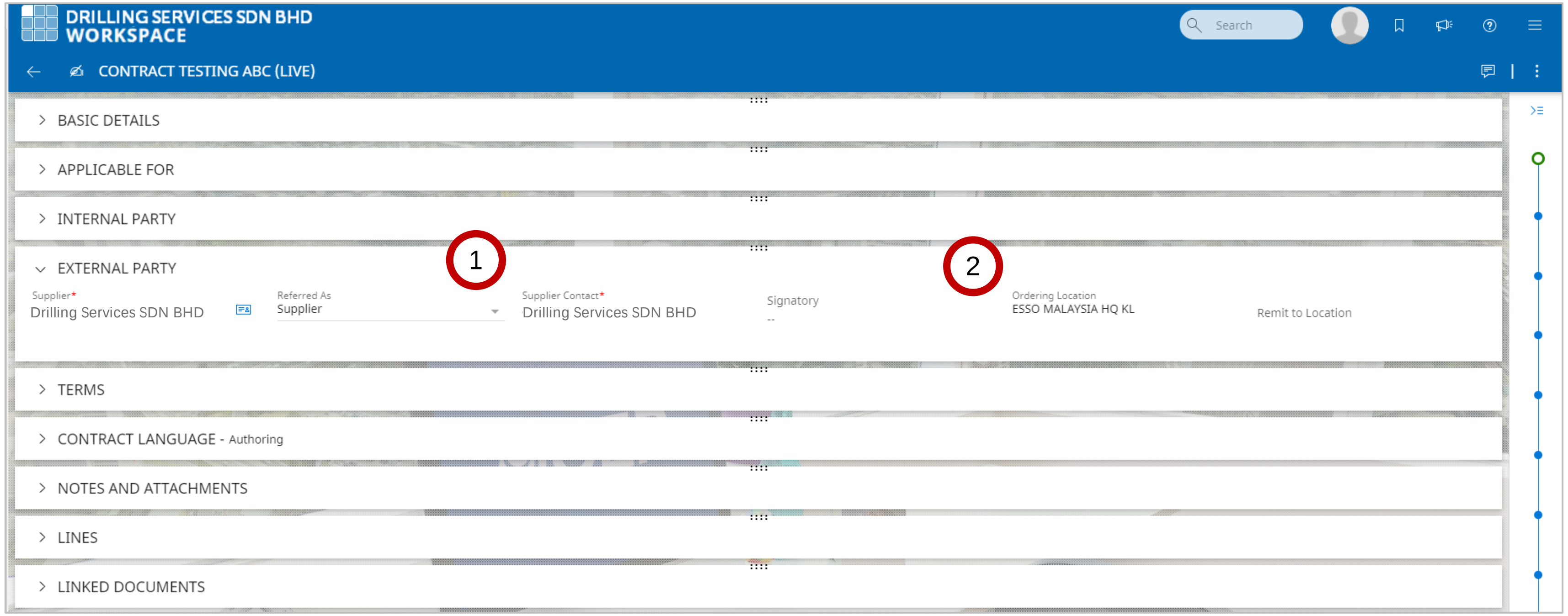


13	Post the thread at the allocated post section.
14	If you wish to upload any attachments in the thread, click the 'Attach Document' icon to post your attachment.
15	Click 'Post' to submit the discussion thread.

1 Access Contract Repository — 2 Upload Notes, Attach-ments & Links — 3 Respond to Contract Obligations — 4 Using The Discussion Forum — 5 Update Supplier Contact Information

Update Supplier Contact Information

Information to be updated if required through contacting contract administrator via the Discussion Forum.



Only authorised PETRONAS personnel can update the '**Supplier Contact**' and '**Ordering Location**'. For any changes, please submit your request via Discussion Forum.

1. Under the External Party section, you can update the Supplier Contact by submitting a request via the Discussion Forum to the authorised PETRONAS personnel.

   Note: The Supplier Contact refers to primary team member who manages this contract.

2. Under the External Party section, you can also update the Ordering Location.

   Note:
   - Ordering Location to be maintained based on the branch where Supplier will receive Purchase Orders (PO).
   - The Ordering Location will be defaulted in the PO.

   For any changes in the Contract, please submit your request via the Discussion Forum to the authorised PETRONAS personnel.

APPLICATION DEEP DIVE

Purchase Order Acknowledgement

Purchase Orders are sent to suppliers in GEP SMART™. Suppliers will be able to view and acknowledge the purchase orders.

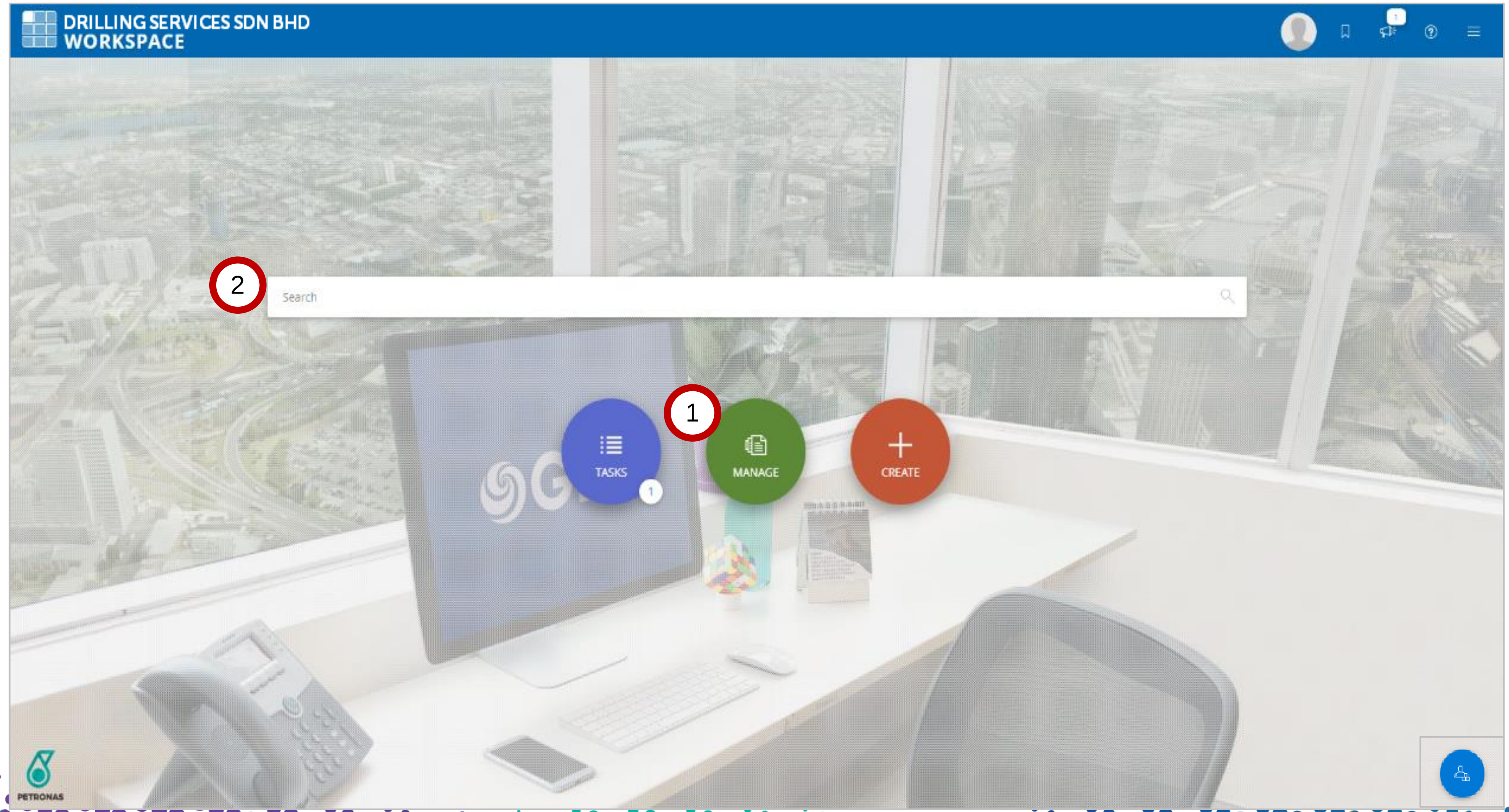
LEARNING OBJECTIVES

Suppliers will be able to view Purchase Order Details and create Purchase Order Acknowledgement.

1. View Purchase Order
2. Create Purchase Order Acknowledgement

View Purchase Order (1/6)

Purchase Order can be searched directly from the Home Page.

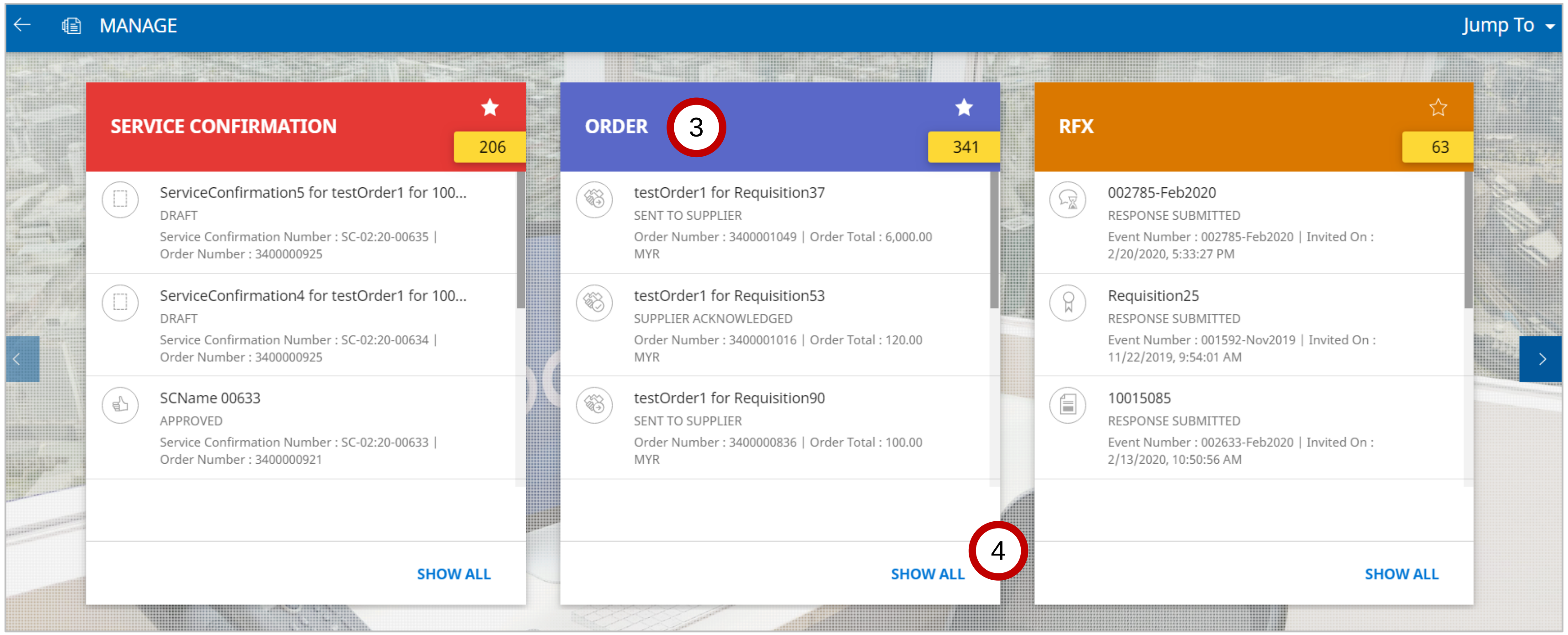


1	In order to view the Purchase Order details, click on 'Manage' at the Home Page.
2	Supplier can also search Purchase Order directly via inserting the Purchase Order Number in the 'Search Field' at the Home Page. *Note:* *1. A notification will be issued to the Supplier upon successful creation of Purchase Order from PETRONAS. However, the final list of Purchase Orders is always referring to the one available in the system.* *2. For legacy PO (Created before SMART Go-Live), the supplier can insert the legacy PO number in the search bar. The legacy PO has been labelled in the new SMART Purchase Order Name field.*

View Purchase Order (2/6)

1 View Purchase Order
2 Create PO Acknow-ledgement

A list of documents will be displayed in the 'Manage' dashboard.



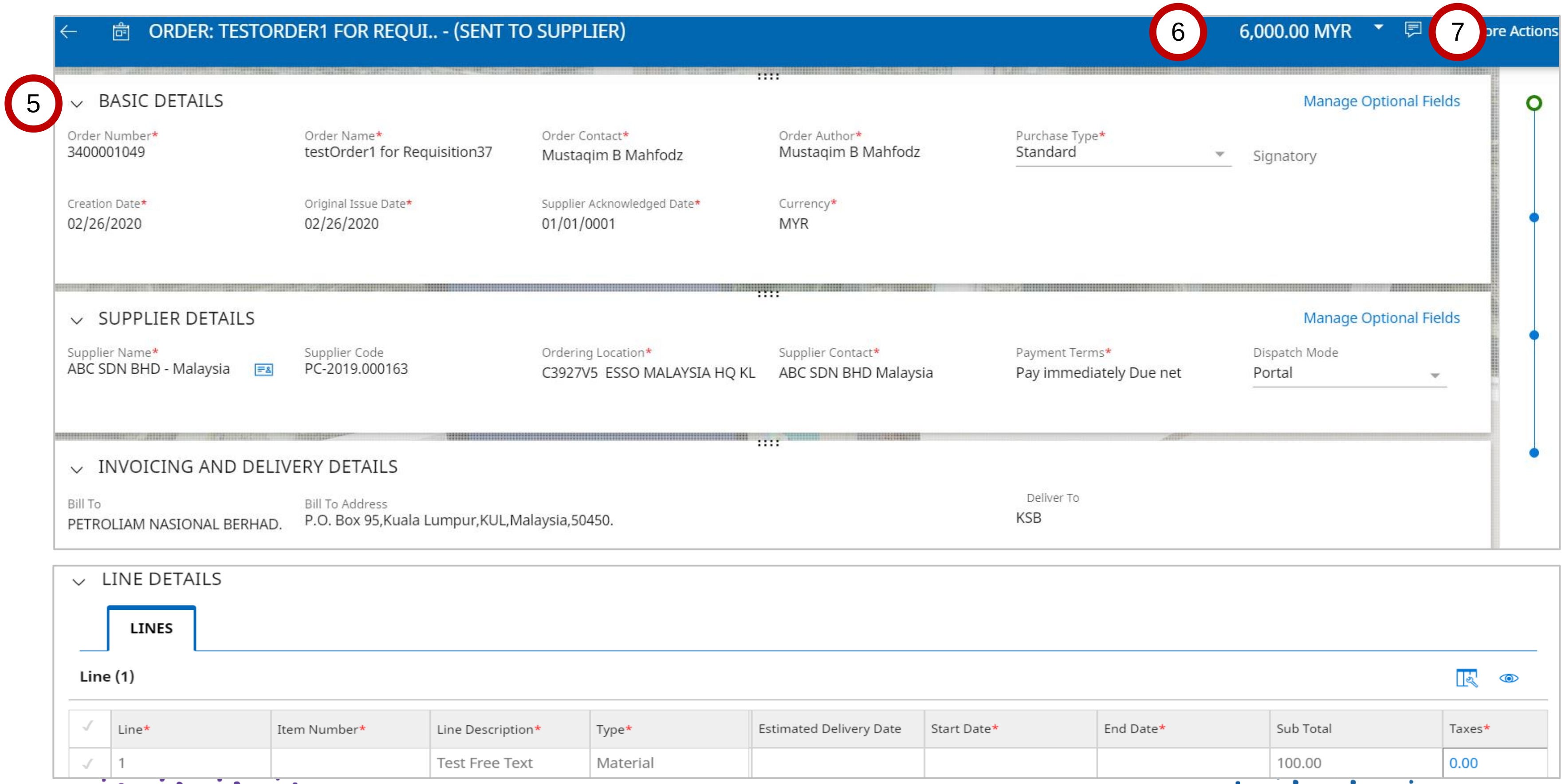
3	Select the Order that you wish to view.
4	Click 'Show All' in order to view all POs created.

Supplier can also check other document types while navigating in the '**Manage**' Screen (i.e. Service Confirmation, RFX, etc.)

1 View Purchase Order — 2 Create PO Acknow-ledgement

View Purchase Order (3/6)

Details of the Purchase Order will be available in the Interface.



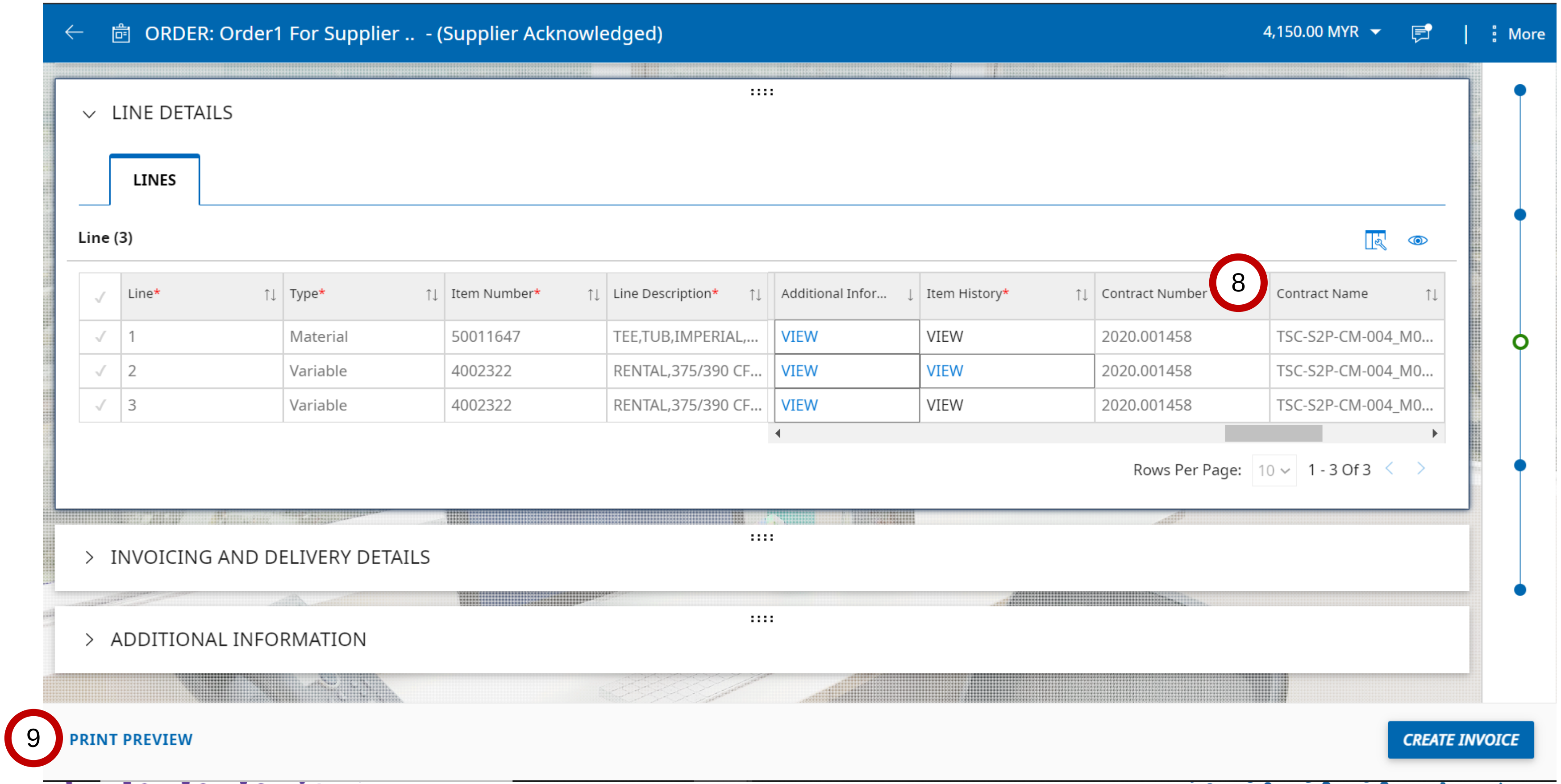
5	Purchase Order details will be displayed in four Header Values which are Basic Details, Supplier Details, Invoicing And Delivery Details and Line Details. Supplier to also check at the ‘**Additional Info**’ field at the line items details for further info/details on the items (if any). Supplier can also click ‘Print Preview’ in order to have a total view of the Purchase Order. **PRINT PREVIEW**
6	Supplier will be able to view the Purchase Order Net Value at the top right of the screen.
7	Supplier is not able to edit details in the PO. Supplier can utilize the “Comment” feature to key in additional info or Supplier PO reference number,

Supplier to check on the details of the Purchase Order prior to acknowledging it. Any discrepancies of details shall be highlighted to PETRONAS accordingly.

View Purchase Order (4/6)

1 View Purchase Order
2 Create PO Acknow-ledgement

Details of the Purchase Order will be available in the Interface.



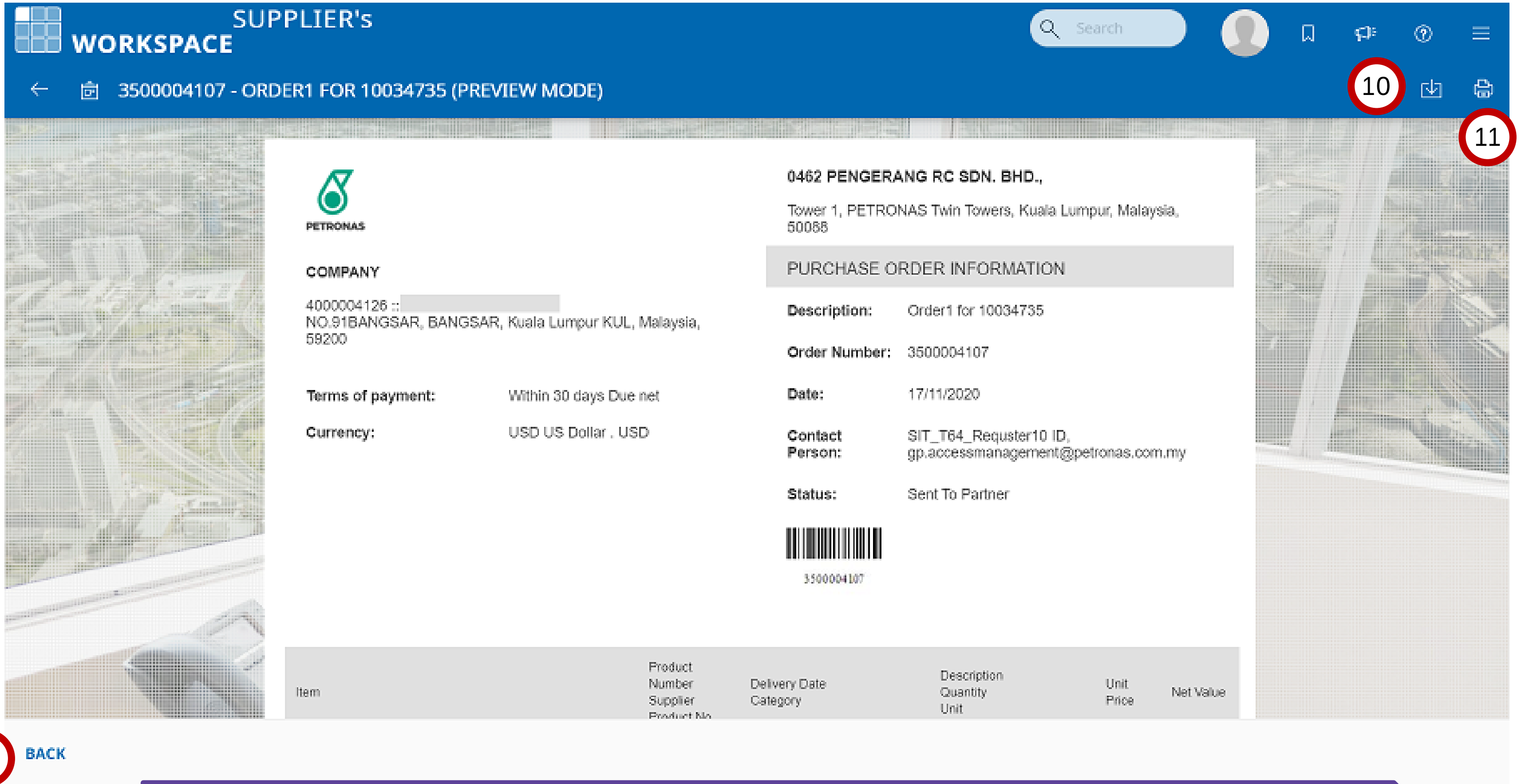
8	Supplier is also able to view the Contract Number, Contract Name & Contract Expiry in the Line Details section
9	Supplier can also click "Print Preview" at the bottom left of the page to get an overall view of the Purchase Order. **PRINT PREVIEW**

Supplier to check on the details of the Purchase Order prior to acknowledging it. Any discrepancies of details shall be highlighted to PETRONAS accordingly.

View Purchase Order (5/6)

1 View Purchase Order
2 Create PO Acknow-ledgement

Details of the Purchase Order will be available in the Interface.



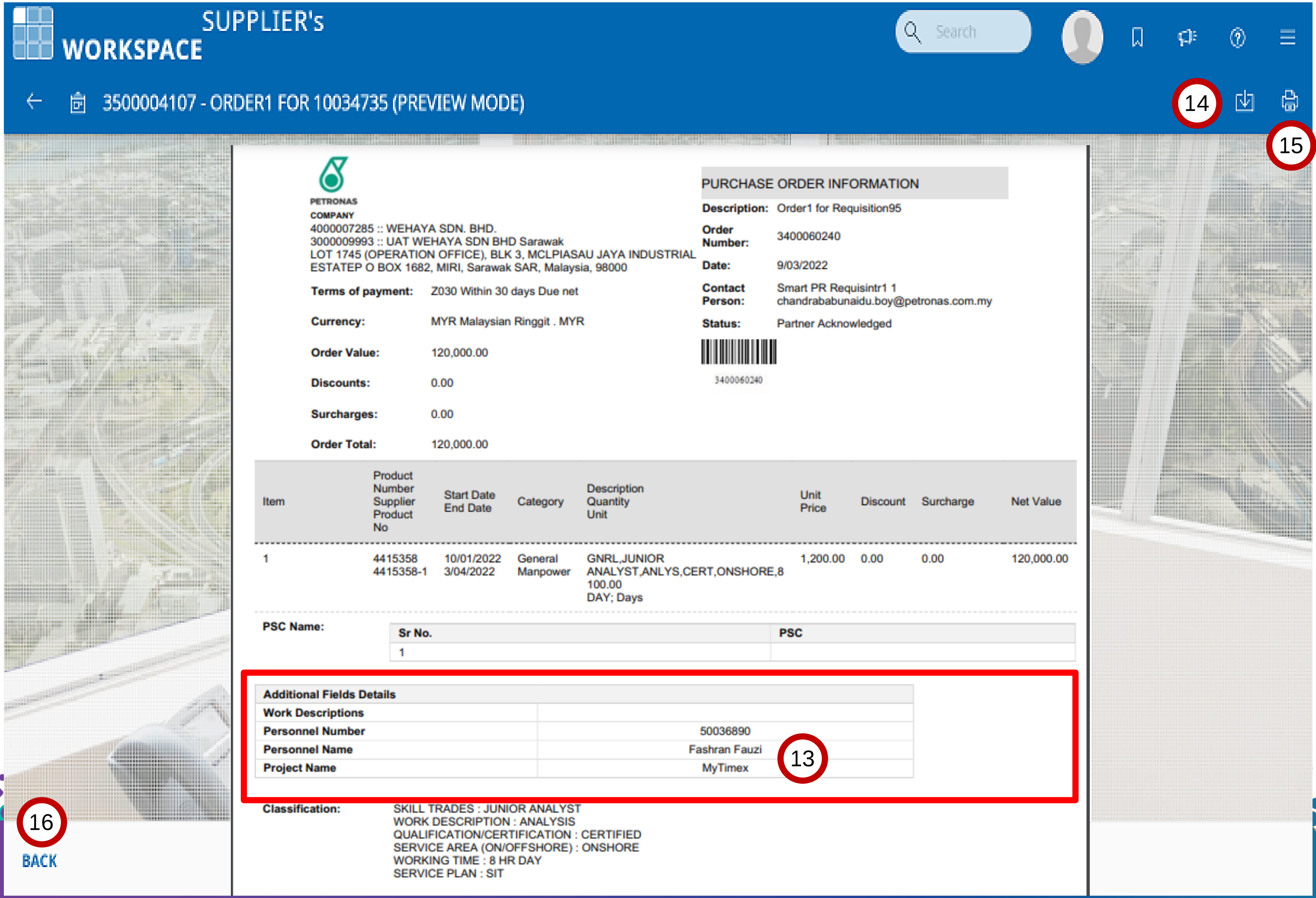
10	Click "Download" to download a copy of the PO
11	Click "Print" to print a copy of the PO
12	Click "Back" to go to the previous screen

Supplier to check on the details of the Purchase Order prior to acknowledging it. Any discrepancies of details shall be highlighted to PETRONAS accordingly.

View Purchase Order (6/6) - Timewrite

1 View Purchase Order — 2 Create PO Acknow-ledgement

MyTimex details will be available in the Purchase Order Interface.


SUPPLIER's WORKSPACE

Search

3500004107 - ORDER1 FOR 10034735 (PREVIEW MODE)

14

15

PETRONAS COMPANY
4000007285 :: WEHAYA SDN. BHD.
3000009993 :: UAT WEHAYA SDN BHD Sarawak
LOT 1745 (OPERATION OFFICE), BLK 3, MCLPIASAU JAYA INDUSTRIAL ESTATEP O BOX 1682, MIRI, Sarawak SAR, Malaysia, 98000

PURCHASE ORDER INFORMATION

Description:	Order1 for Requisition95
Order Number:	3400060240
Date:	9/03/2022
Contact Person:	Smart PR Requisintr1 1 chandrababunaidu.boy@petronas.com.my
Status:	Partner Acknowledged

3400060240

Terms of payment:	Z030 Within 30 days Due net
Currency:	MYR Malaysian Ringgit . MYR
Order Value:	120,000.00
Discounts:	0.00
Surcharges:	0.00
Order Total:	120,000.00

Item	Product Number Supplier Product No	Start Date End Date	Category	Description Quantity Unit	Unit Price	Discount	Surcharge	Net Value
1	4415358 4415358-1	10/01/2022 3/04/2022	General Manpower	GNRL,JUNIOR ANALYST,ANLYS,CERT,ONSHORE,8 100.00 DAY; Days	1,200.00	0.00	0.00	120,000.00

PSC Name:

Sr No.	PSC
1	

Additional Fields Details	
Work Descriptions	
Personnel Number	50036890
Personnel Name	Fashran Fauzi
Project Name	MyTimex

13

Classification: SKILL TRADES : JUNIOR ANALYST
WORK DESCRIPTION : ANALYSIS
QUALIFICATION/CERTIFICATION : CERTIFIED
SERVICE AREA (ON/OFFSHORE) : ONSHORE
WORKING TIME : 8 HR DAY
SERVICE PLAN : SIT

16

BACK

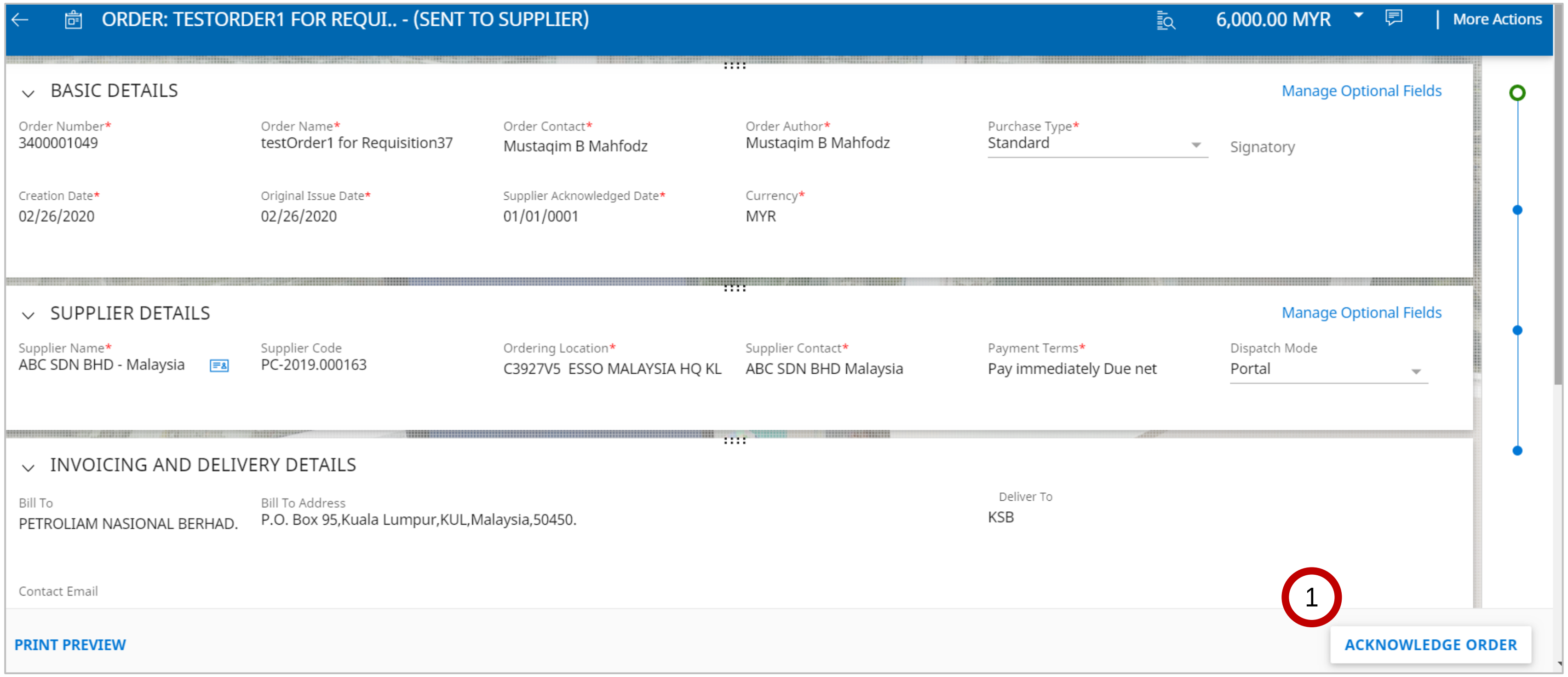
13	**"Additional fields details"** displays information about the contractors and the assigned project
14	Click "Download" to download a copy of the PO
15	Click "Print" to print a copy of the PO
16	Click "Back" to go to the previous screen

Supplier to check on the details of the Purchase Order prior to acknowledging it. Any discrepancies of details shall be highlighted to PETRONAS accordingly.

Create Purchase Order Acknowledgement

1 View Purchase Order — 2 Create PO Acknow-ledgement

Supplier is required to create a Purchase Order Acknowledgement to confirm the Purchase Order details prior to delivery of item or initiation of services.



1 Once supplier complete validating the Purchase Order Details, supplier to proceed with Supplier Acknowledgement in SMART by triggering the 'Acknowledge Order' at bottom right of the Purchase Order Screen.

Important: Supplier to check details of the Purchase Order prior to acknowledging it. Any discrepancies should be highlighted to PETRONAS accordingly.

APPLICATION DEEP DIVE

1. Account Activation
2. Supplier Profile Approval & Update
3. RFX Response
4. Tender Clarification
5. Commercial Resubmission
6. Letter of Award Acceptance
7. Contract Management
8. Purchase Order Acknowledgement
9. **Goods Acceptance / Service Confirmation**
10. Invoice Management & Payment

For Suppliers providing manpower services to PDSB (for PDSB Timewrite purposes), kindly skip the creation of Service Confirmation steps and proceed to Invoice Management & Payment.

Goods Acceptance / Service Confirmation

Acceptance process for goods will be done by PETRONAS upon receipt of material and service confirmation will be created by supplier in GEP SMART™ after service completion.

LEARNING OBJECTIVES

Suppliers will be able to view Goods Receipt Quantity in Purchase Order and create Service Confirmation in GEP SMART™

1. View Goods Acceptance & Return Note
2. Create Service Confirmation (Rate Based)

View Goods Acceptance & Return Note

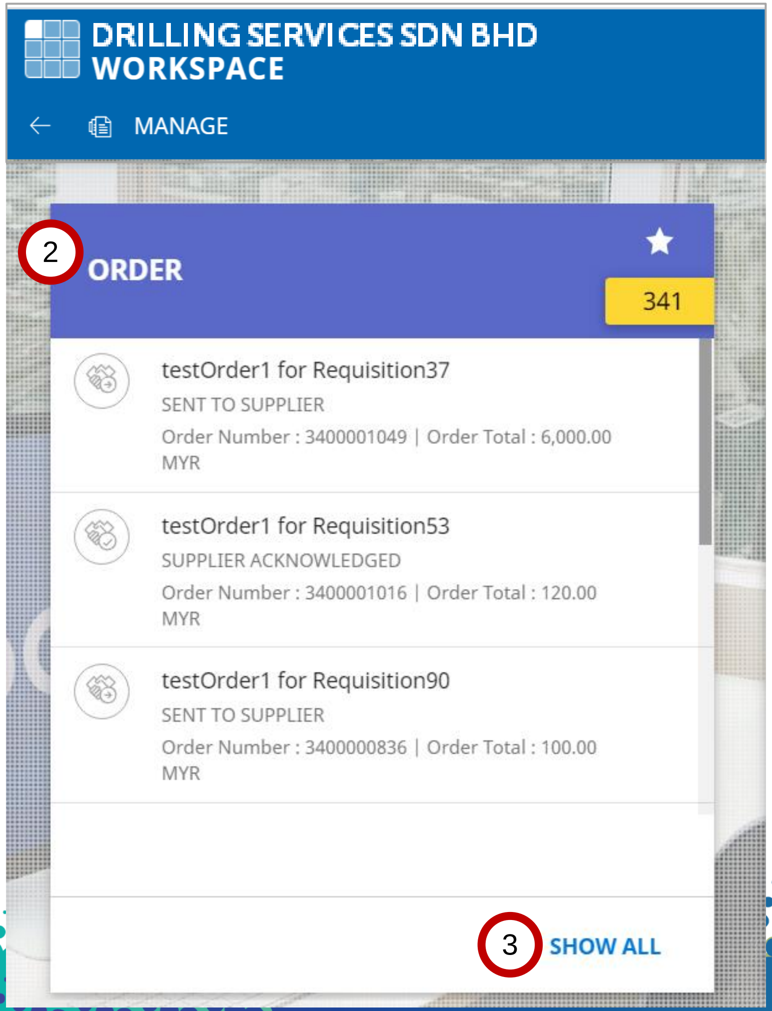
Supplier will be able to view Good Acceptance status and Return Note for materials in GEP SMART.

1. Goods Acceptance – Acceptance quantity, net of cancellations or return deliveries, will be displayed in the respective Purchase Order at item level.

2. Return Note – Return note will be created for item that fails Acceptance process. Supplier can view the individual return note document.

View Goods Acceptance

The Goods Acceptance status will be available in Purchase Order details in GEP SMART after PETRONAS creates the Good Received internally.

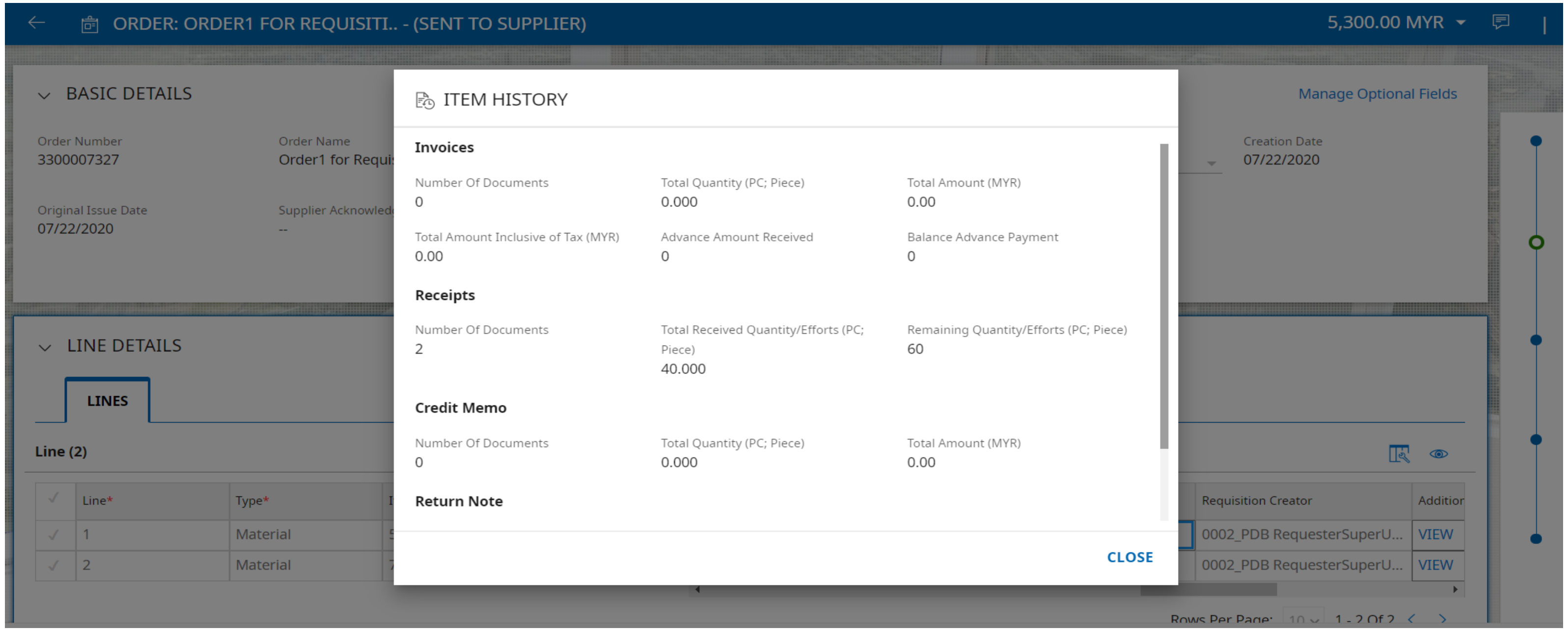


1	To view the Goods Acceptance Status for Purchase Orders, click on 'Manage' at the Home Page.
2	Select the desired Purchase Order.
3	Click 'Show All' to view all Purchase Orders.

View Goods Acceptance

The Good Acceptance status will be available in Purchase Order details in GEP SMART after PETRONAS creates the Good Received internally.

✓	Line*	Type*	Item Number*	Line Description*	Deliver To	Manufacturer Details	Item History*	Requisition Creator	Addit
✓	1	Material	50857308	CLOTH,COVERALL,...	belakang rumah	ADD	VIEW	4 DB RequesterSuperU...	VIEV
✓	2	Material	70000353	EMPTY LPG CYLIND...	belakang rumah	ADD	VIEW	0002_PDB RequesterSuperU...	VIEV



4 Supplier will be able to view the Acceptance Quantity by clicking the item history.

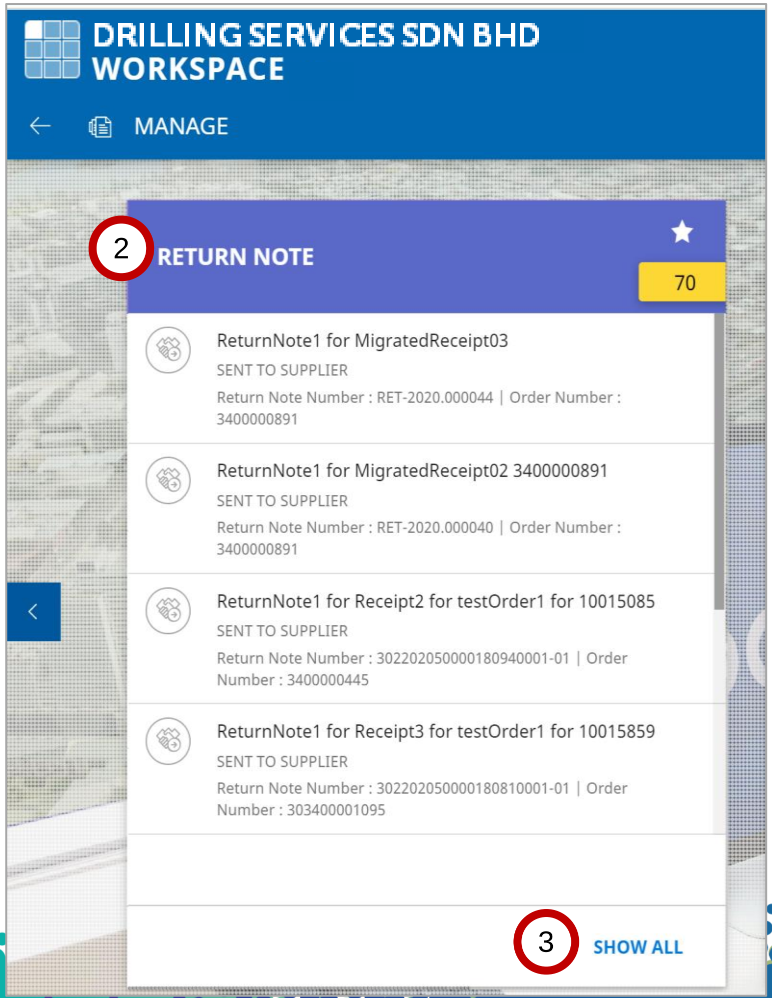
- If VIEW is clickable (blue), subsequent document (e.g. SC, receipt etc.) has been created.
- If VIEW is not clickable (grey), no subsequent document is created.

Total Received Quantity is the total accepted quantity.

Note: *Supplier to check on the Total Received Quantity prior to creation of invoice.*

View Return Note

Return Notes will be created for items that fail upon acceptance process. Supplier can view the individual Return Note document listed.



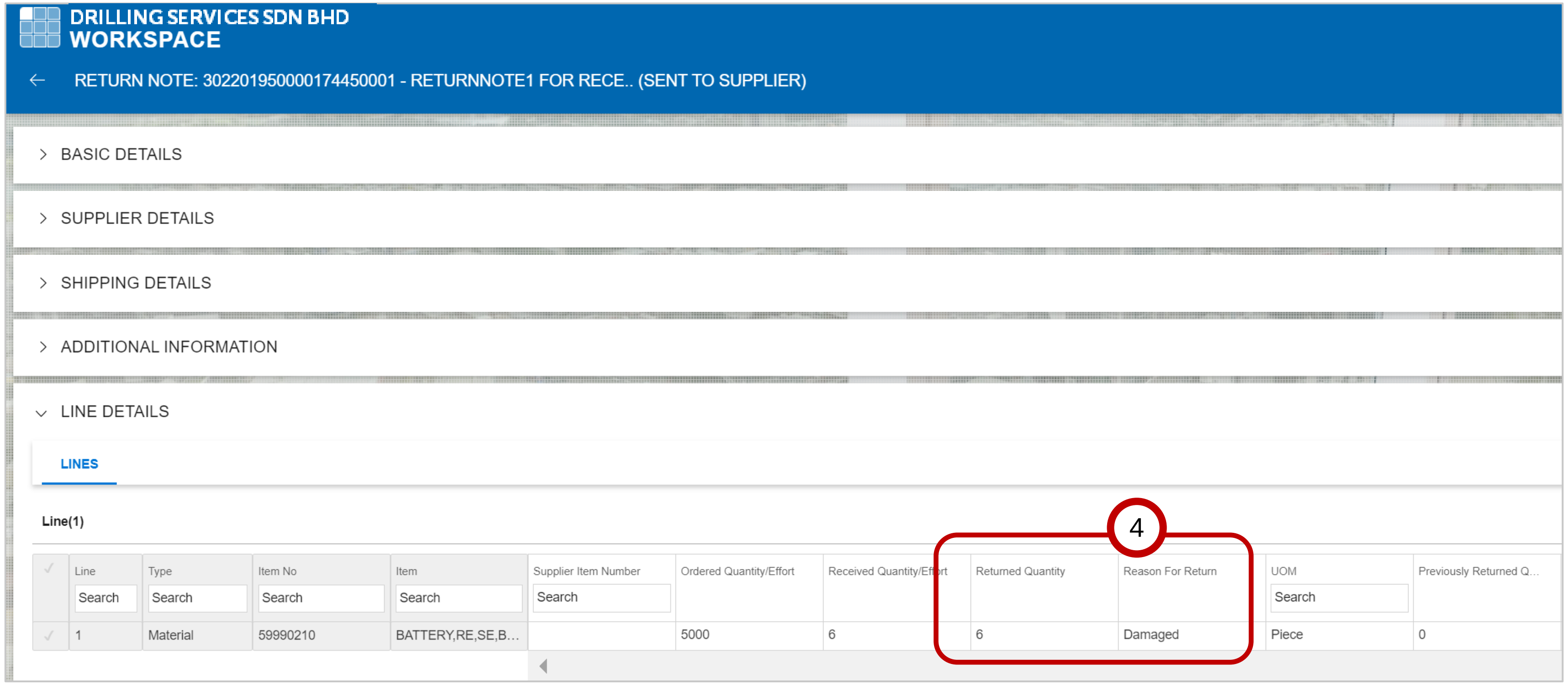
1	To view the list of Return Notes, click on 'Manage' at the Home Page.
2	Select the desired Return Note document.
3	Click 'Show All' to view all Return Notes created.

View Return Note

1 Goods Acceptance & Return Note

2 Service Confirm-ation (Rate Based)

A Return Note will be created for material that failed acceptance (e.g. material in damaged condition).



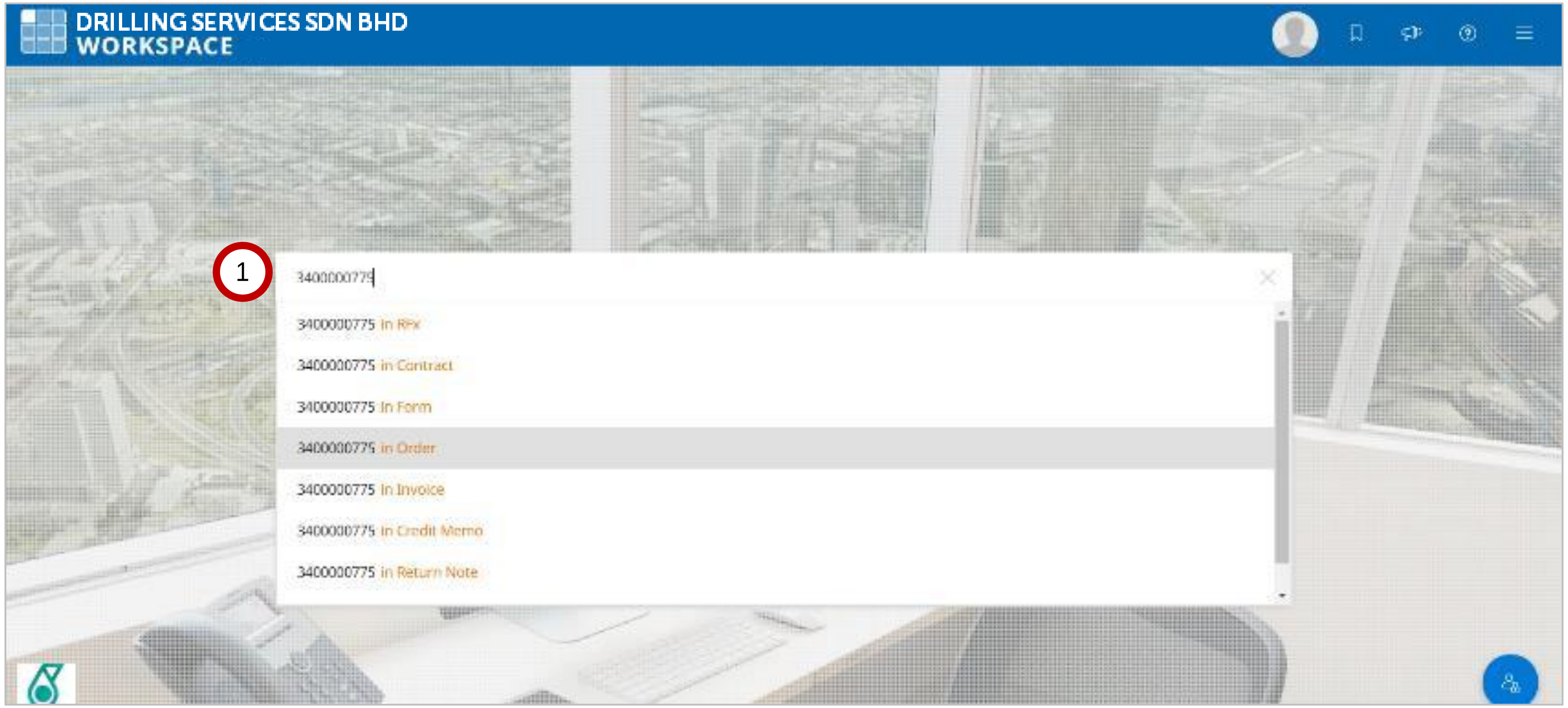
4 Supplier will be able to view the 'Returned Quantity' of each return note document, and the 'Reason **for Return'**.

Create Service Confirmation (Rate Based)

1 Goods Acceptance & Return Note

2 Service Confirm-ation (Rate Based)

Supplier to create service confirmation immediately upon completion of work as per agreed PO requirements.



1 Supplier to search for the PO number which they want to create Service Confirmation in the Search bar.

Alternatively, supplier may also search the PO number in the 'Manage' dashboard if they do not know the exact PO number.

This step is not applicable for Suppliers providing manpower services to PDSB (for PDSB Timewrite purposes).

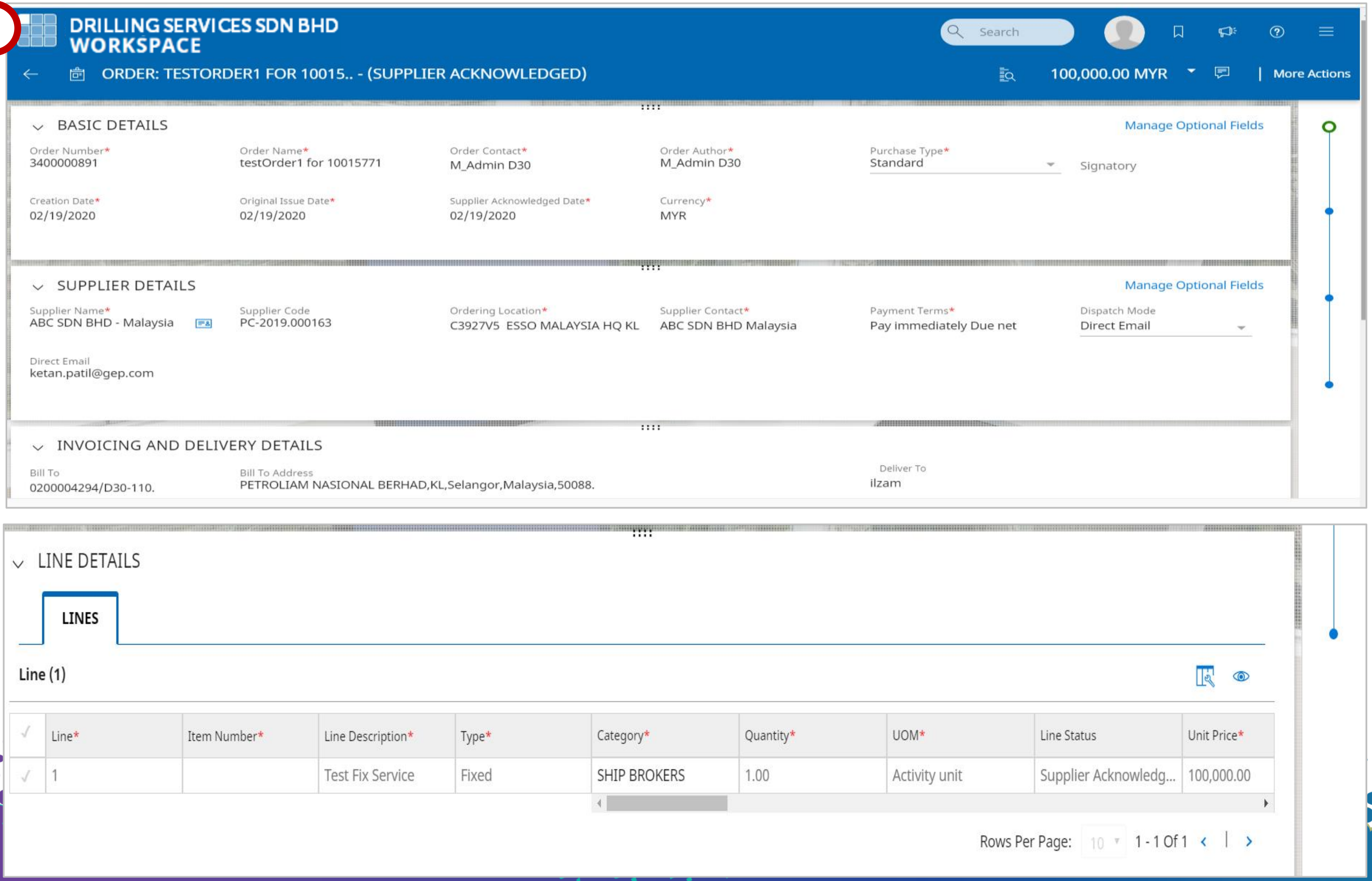
Create Service Confirmation (Rate Based)

1 Goods Acceptance & Return Note

2 Service Confirm-ation (Rate Based)

PO details will be display on screen.

2



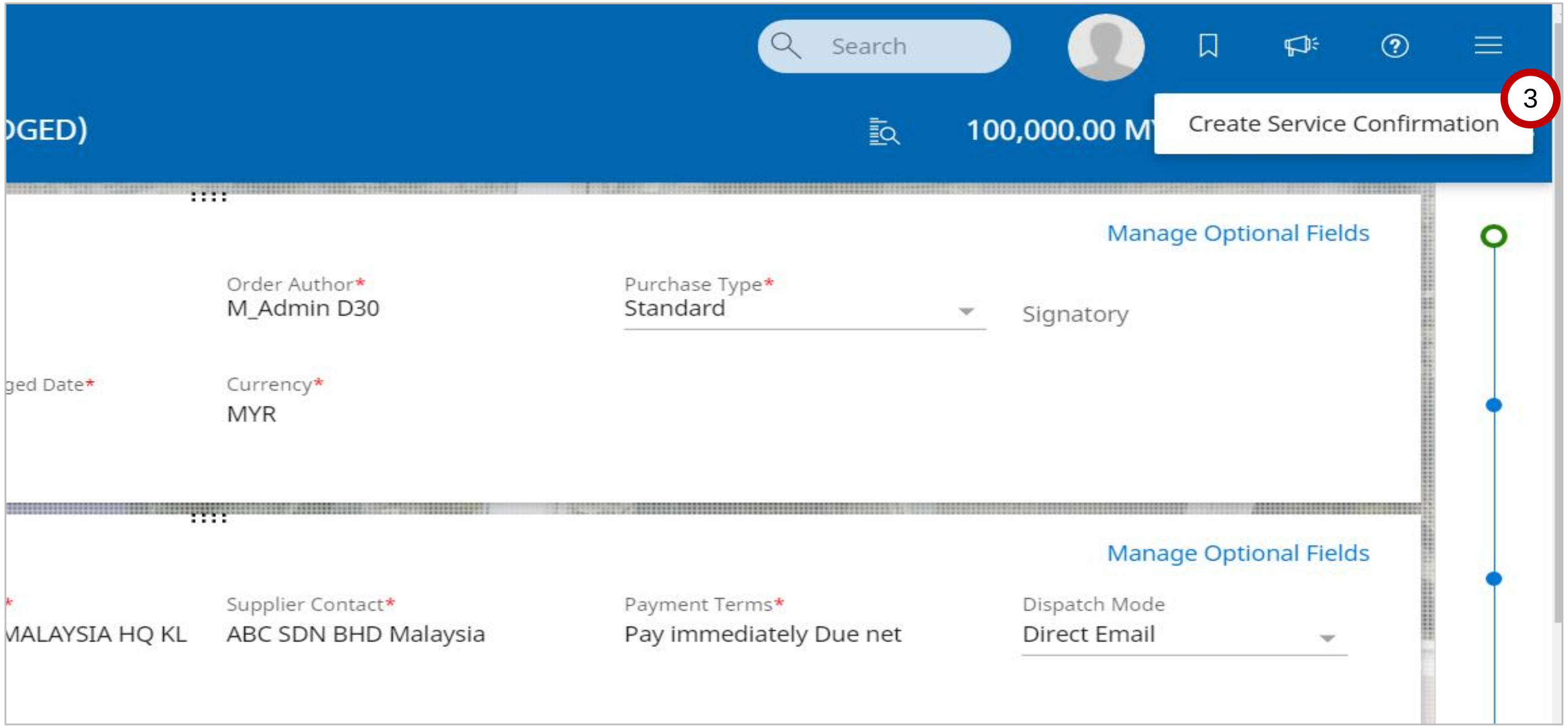
2

Ensure all PO details are correct and accurate based on PETRONAS request and Requirement prior to creation of Service Confirmation.

Create Service Confirmation (Rate Based)

1 Goods Acceptance & Return Note
2 Service Confirm-ation (Rate Based)

Supplier to verify and confirm the right Purchase Order for Service Confirmation creation.



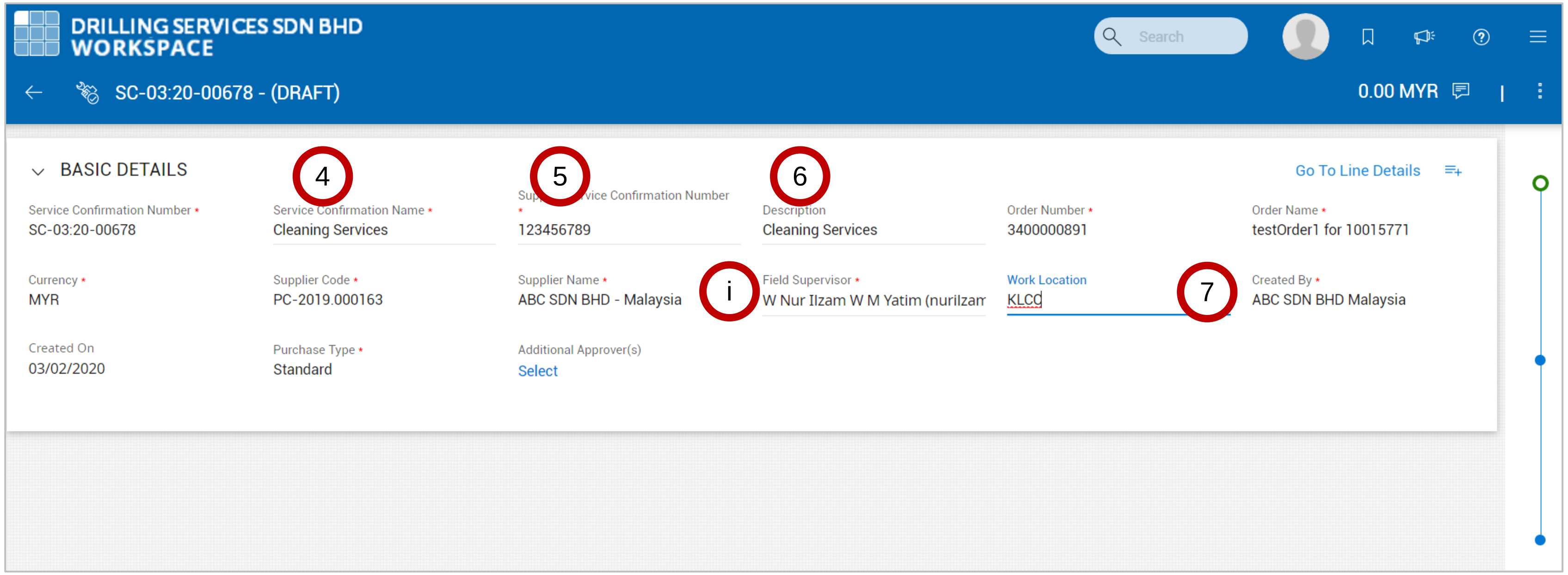
3 Once Supplier completes validating the Purchase Order Details, go to More Actions at the top right of screen and click on Create Service Confirmation.

Create Service Confirmation (Rate Based)

1 Goods Acceptance & Return Note

2 Service Confirm-ation (Rate Based)

Service Confirmation details will be displayed.



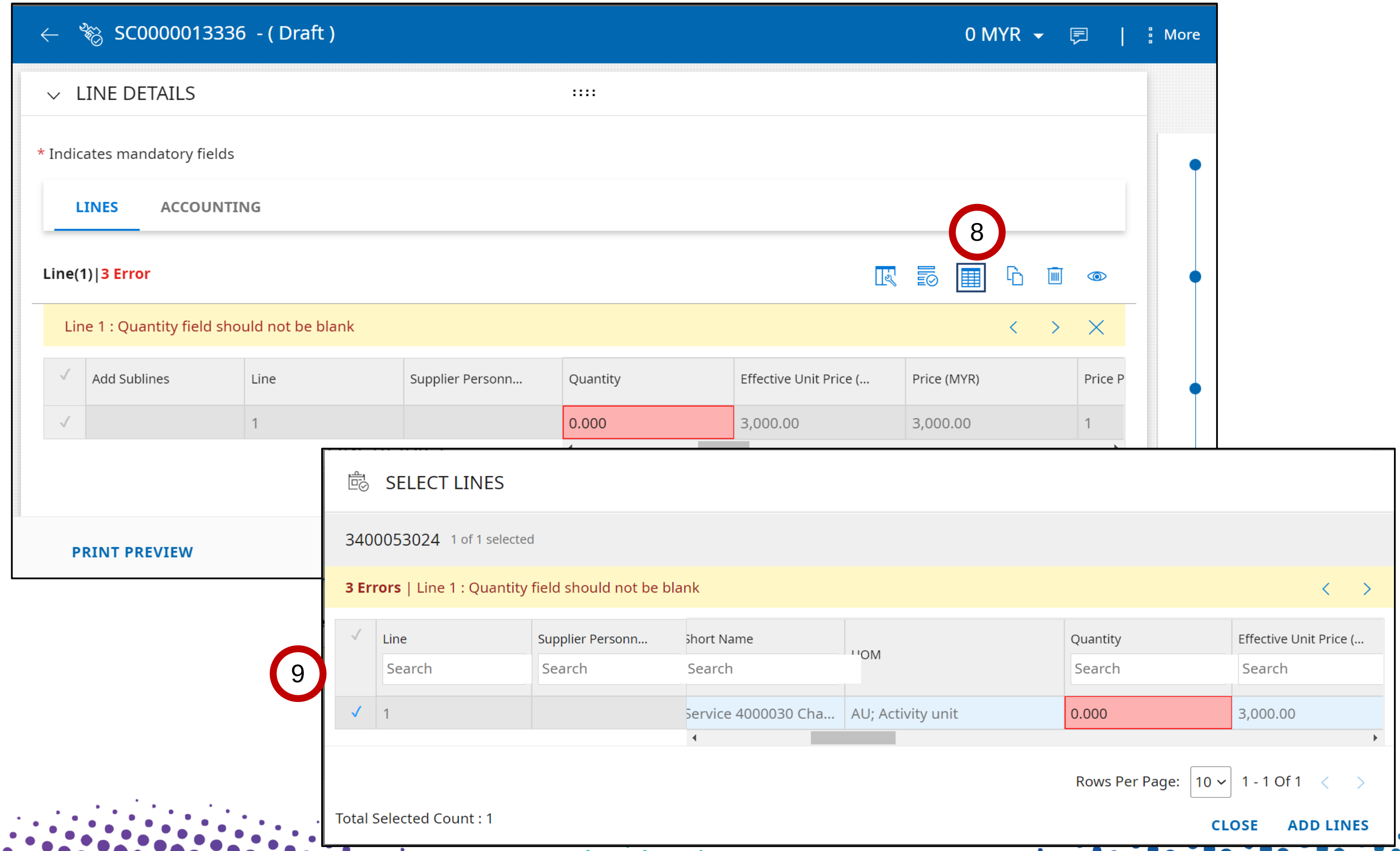
4	Supplier to insert the Service Confirmation Name.
5	Supplier to insert the Service Confirmation Number.
6	Supplier to insert the Service Confirmation Description.
7	Supplier to insert the Service Confirmation Work Location.
i	Supplier to confirm the field supervisor assign for SC verification process.

Supplier to ensure that all the basic details entered during Service Confirmation creation are correct and accurate based on the service completed.

Create Service Confirmation (Rate Based)

1 Goods Acceptance & Return Note — 2 Service Confirm-ation (Rate Based)

Line items details will be displayed for Supplier's confirmation.

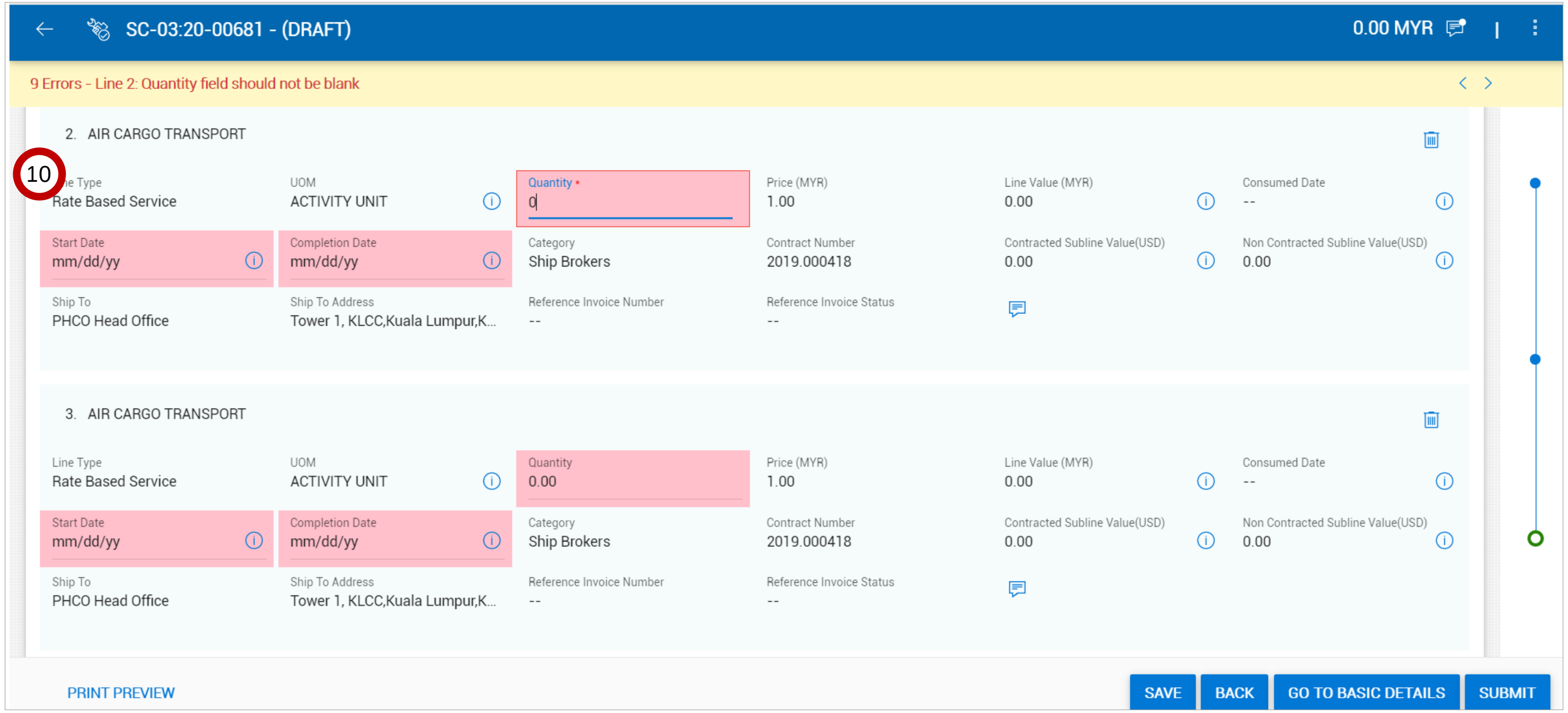


8	Click on the Table icon to view all the lines available in the PO document.
9	Supplier able to view all the lines available in PO and edit the Quantity, Start Date and End Date before adding to the Service Confirmation. Note: Maximum decimal places accepted for Quantity field is 3 decimal places.

Create Service Confirmation (Rate Based)

1 Goods Acceptance & Return Note
2 Service Confirm-ation (Rate Based)

Line items details will be displayed for Supplier's confirmation.



10 Alternatively, Supplier can enter the Quantity consumed, Start Date and End Date at each line item in the Service Confirmation document.

Once completed, please check to make sure accurate information has been entered.

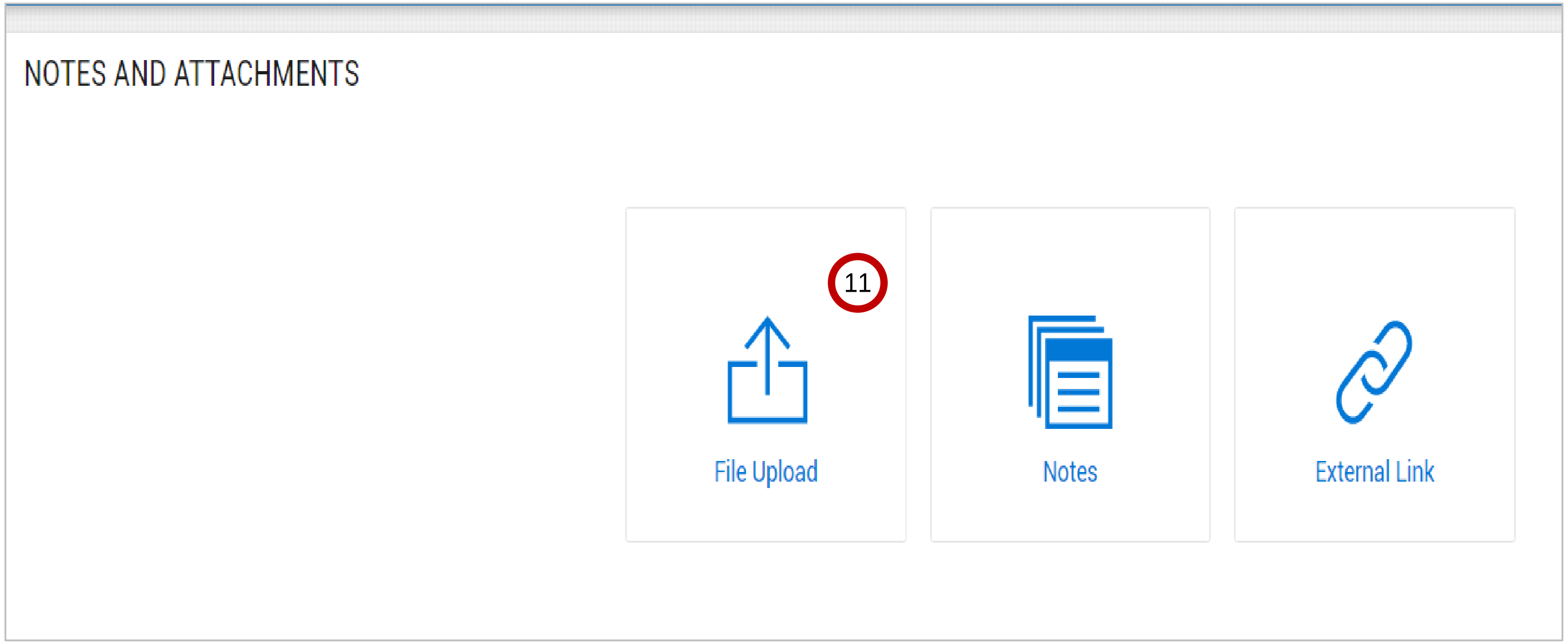
Note: Maximum decimal places accepted for Quantity field is 3 decimal places.

Supplier to ensure that all the details entered during Service Confirmation creation are correct and accurate based on the Service Completed.
If Supplier wants to only create Service Confirmation for selected line items, Supplier can remove the other line items by clicking on Delete icon for each.

Create Service Confirmation (Rate Based)

1 Goods Acceptance & Return Note
2 Service Confirm-ation (Rate Based)

Job Completion Ticket (JCT) or other relevant supporting documents to showcase the completion of work must be upload by suppliers.



11 Under the Notes and Attachments section, use the 'File Upload' feature to upload supporting documents.

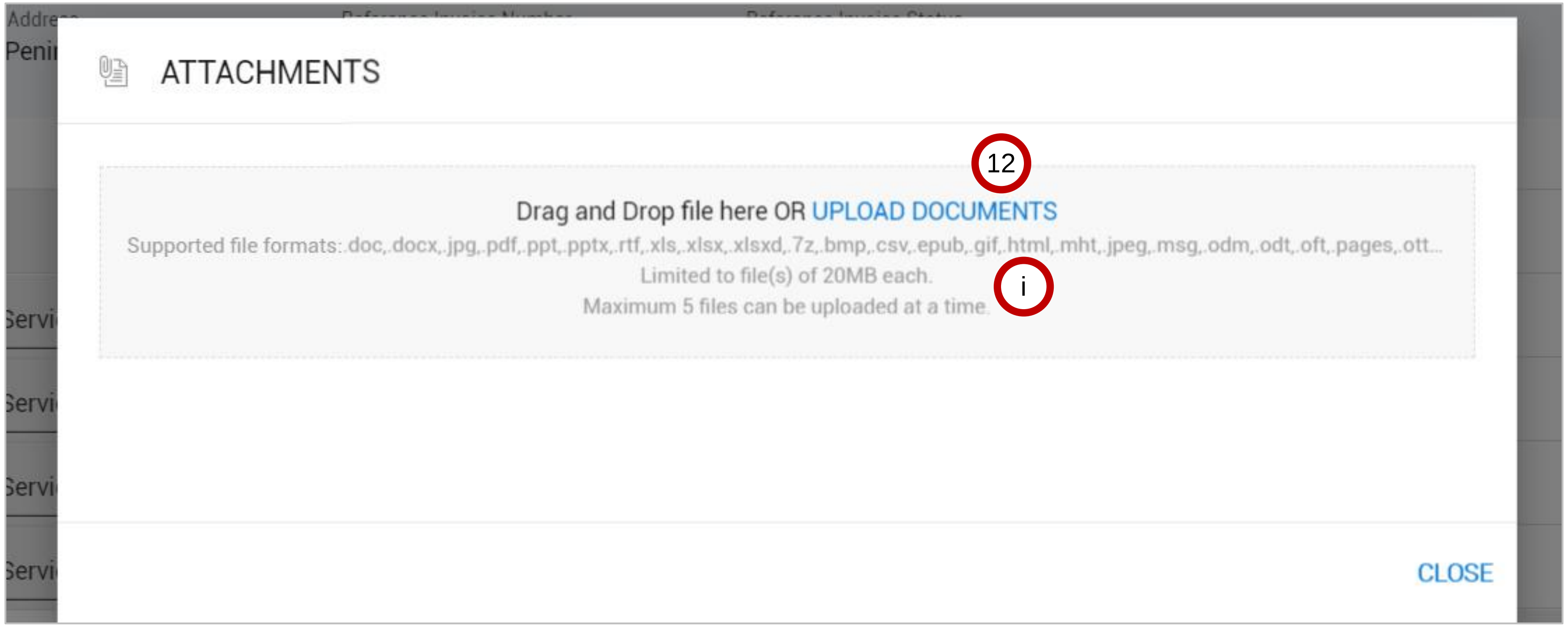
Supporting documentation (e.g. JCT) is a mandatory requirement by PETRONAS for reference during Service Acceptance Creation.

1 Goods Acceptance & Return Note

2 Service Confirm-ation (Rate Based)

Create Service Confirmation (Rate Based)

Job Completion Ticket (JCT) or other relevant supporting documents to showcase the completion of work must be upload by suppliers.



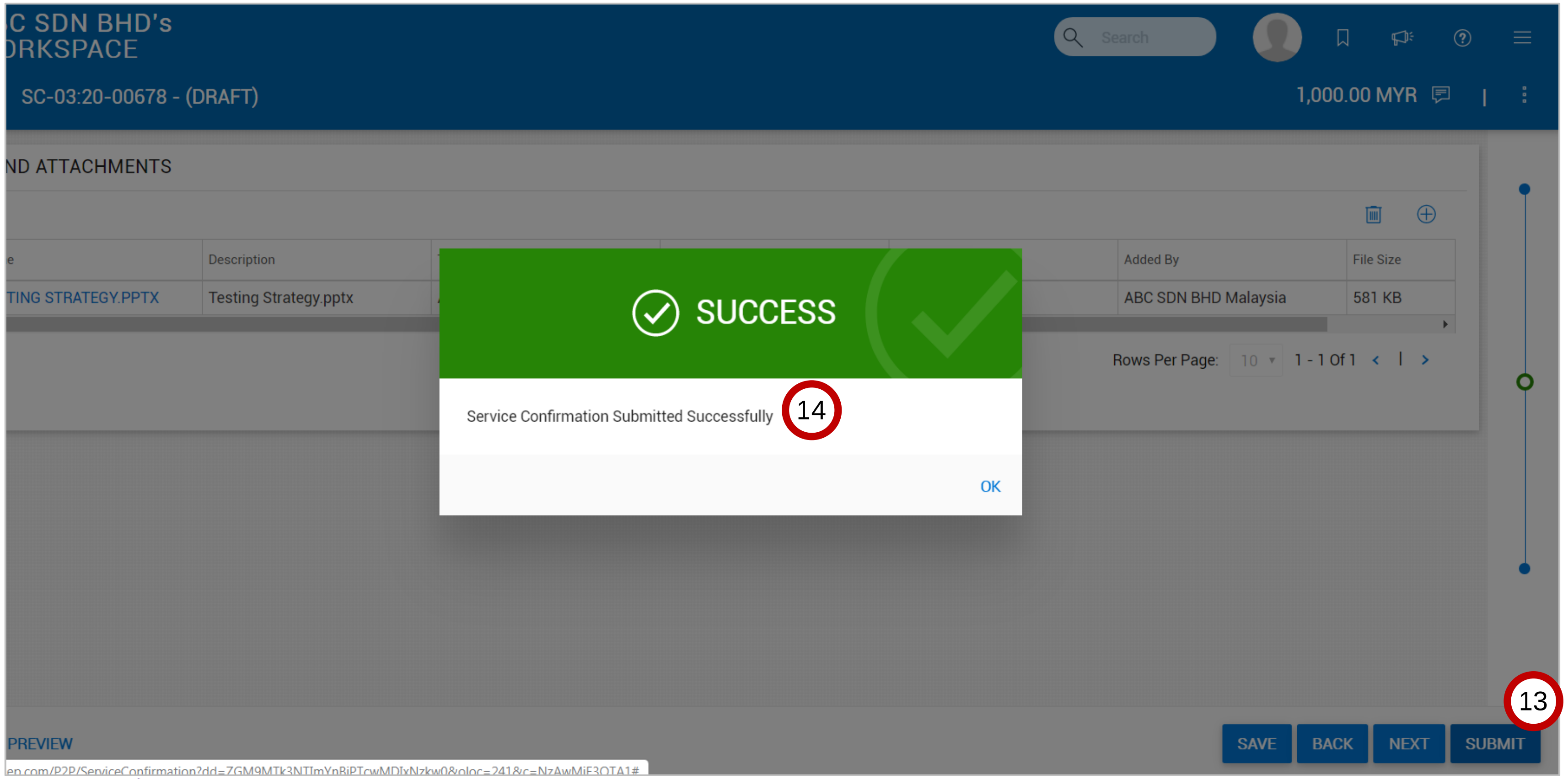
12	Click 'Upload Documents' to upload relevant supporting documentation.
i	Documents that supplier wish to upload must be in the accepted format type and must not exceed 20MB.

Attachment wish to be uploaded must be in the accepted format type in GEP SMART™ as per item i) and must not exceed 20MB.

Create Service Confirmation (Rate Based)

1 Goods Acceptance & Return Note — 2 Service Confirm-ation (Rate Based)

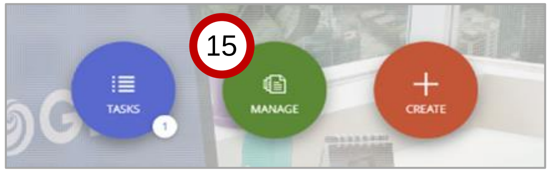
Supplier to proceed with submission of Service Confirmation.

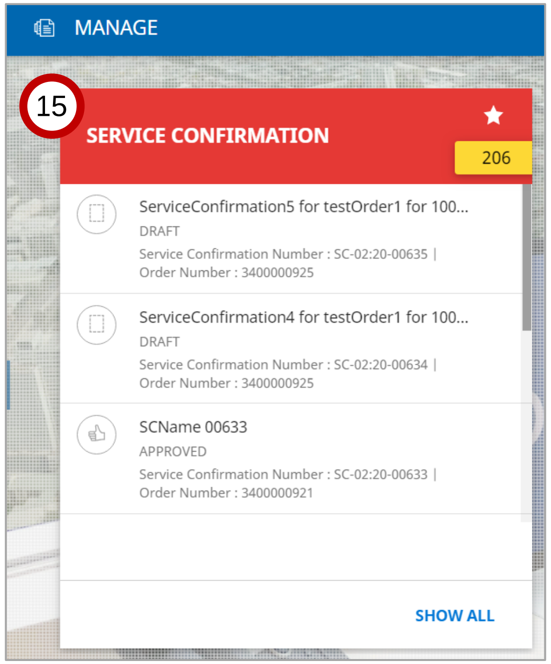


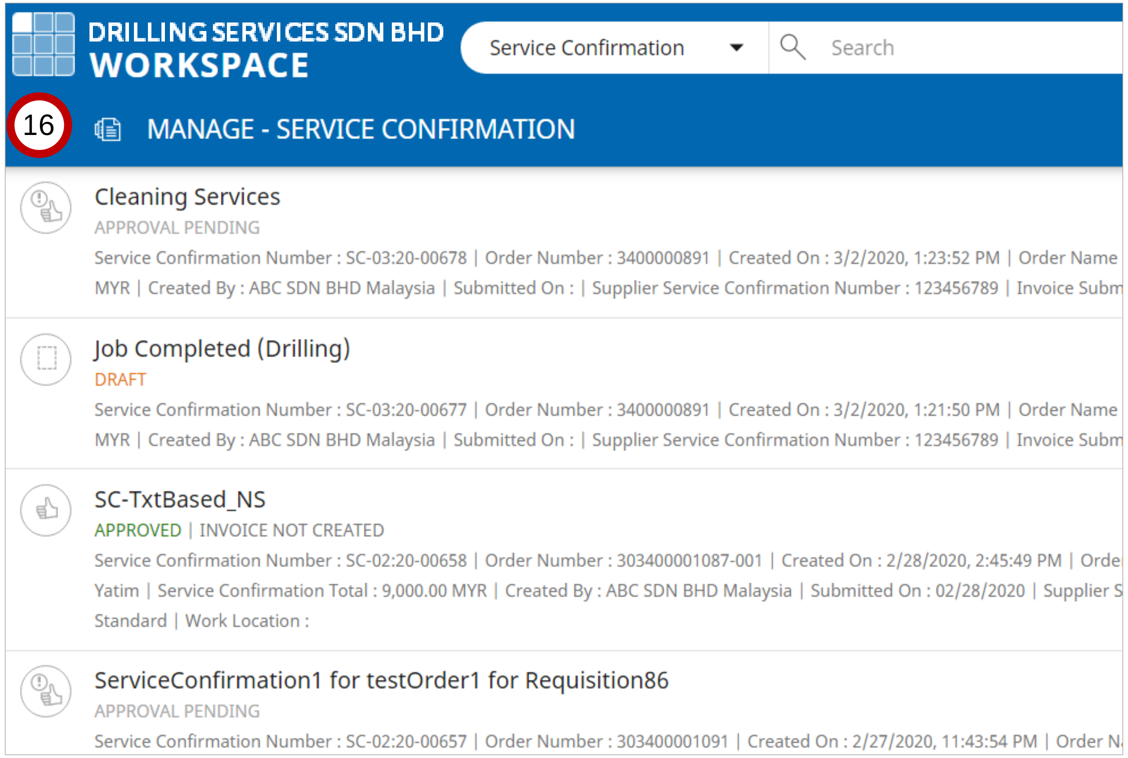
13	Click on 'Submit' button. It is supplier responsibility to ensure that all the info, details, notes and attachment submitted are correct and completed based on the actual service completion.
14	Success status will appear to confirm successful creation of Service Confirmation. Supplier will receive email notification once the Service Confirmation has been Accepted/Rejected by User

Create Service Confirmation (Rate Based)

The status of the Service Confirmation will be displayed upon successful creation of Service Confirmation.







15	Supplier will be able to view the status of Service Confirmation in 'Manage'.
16	Status of Service Confirmation will be displayed accordingly.

Once service confirmation is created, it will require PETRONAS to conduct Service Acceptance subject to the completeness of the Service Confirmation against the PO details and requirements.

APPLICATION DEEP DIVE

Invoice Management & Payment

Payment Requests can be initiated by supplier upon Service Confirmation and Good Acceptance by PETRONAS.

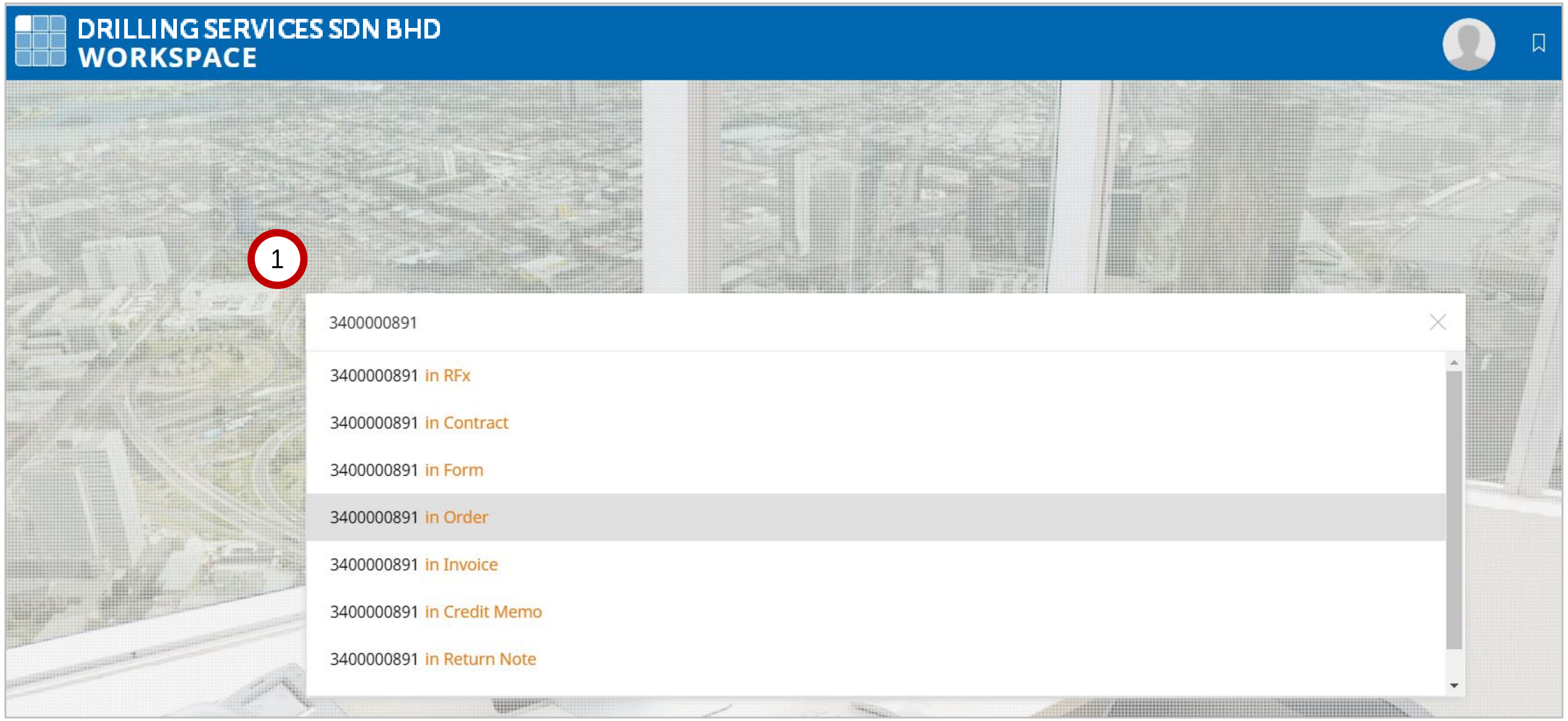
LEARNING OBJECTIVES

Suppliers will be able to create Payment Request in GEP SMART™

1. Create Payment Request (For Service Confirmation)
2. Create Payment Request (For Receipt)

Create Payment Request (For Service Confirmation)

Supplier can search the Purchase Order with approved service confirmation.



1 Supplier to search for the PO number which they wish to create a Payment Request for.

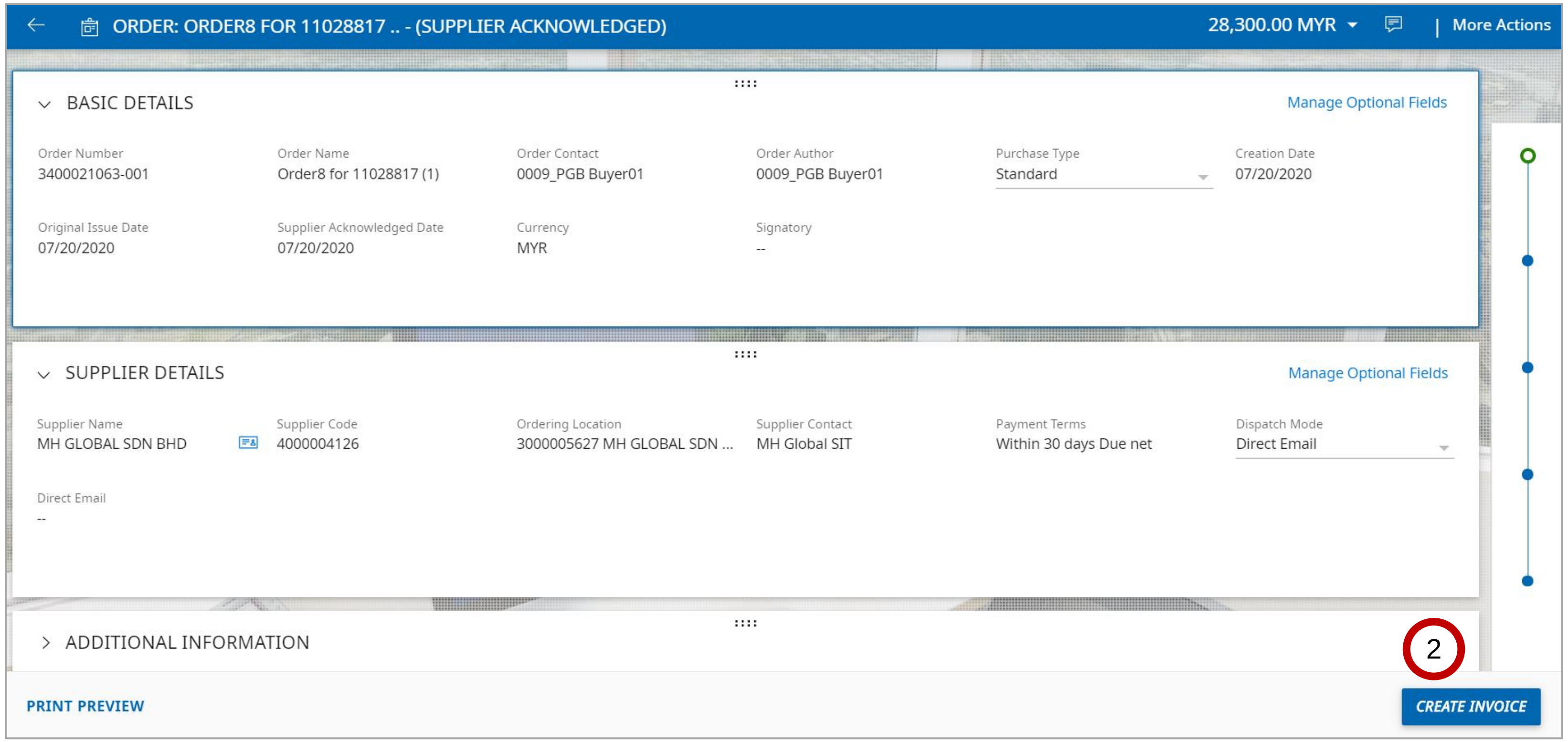
Alternatively, supplier may also search the PO number in the 'Manage' dashboard if they do not know the exact PO number.

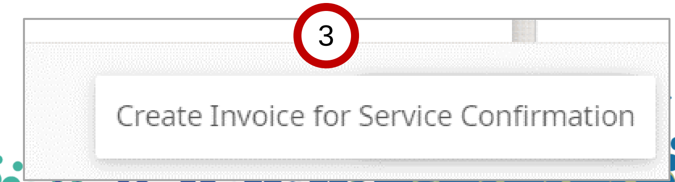
Create Payment Request (For Service Confirmation)

1 Payment Request (For Service Confirm-ation)

2 Payment Request (For Receipt)

Supplier can verify and create the invoice.





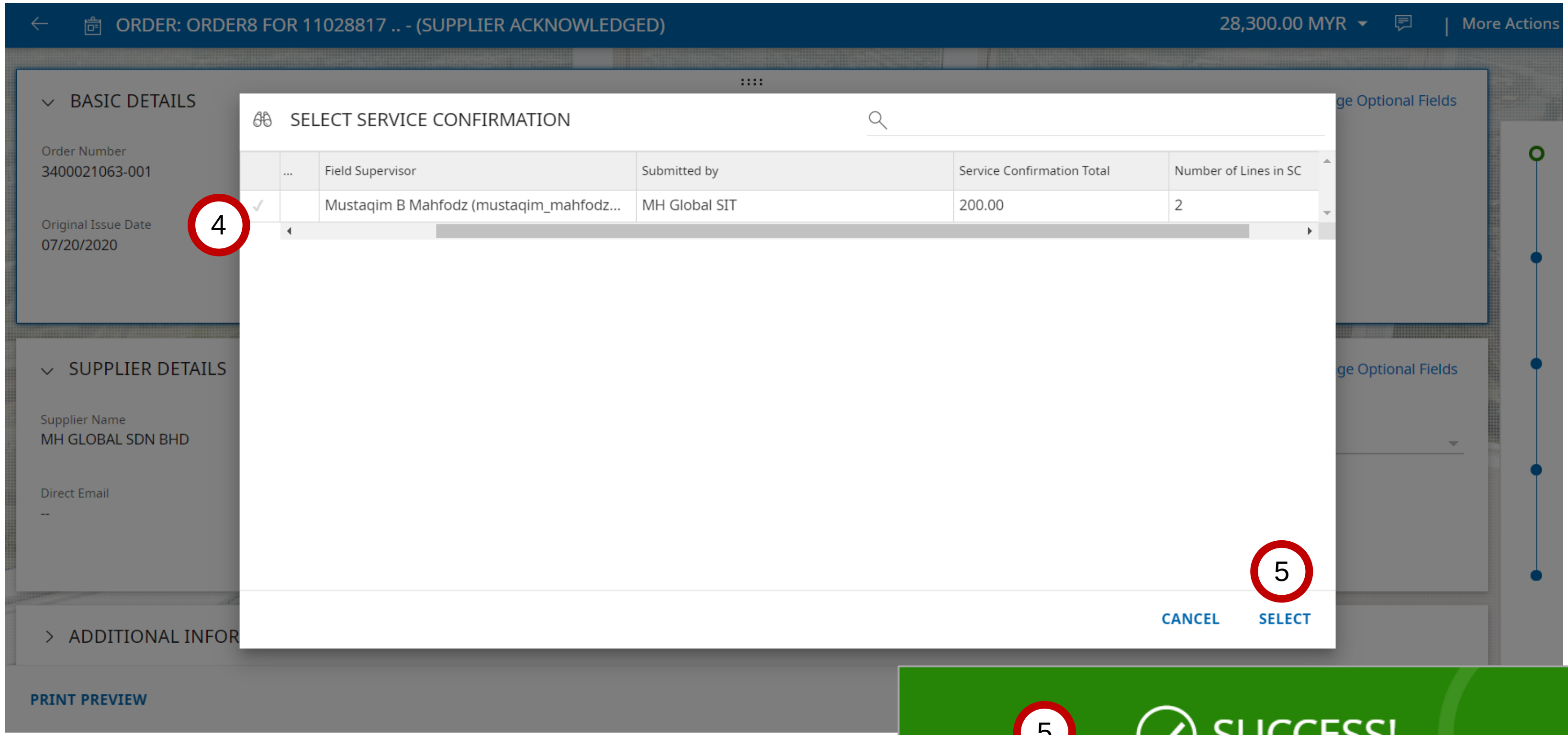
2	Supplier need to click on Create Invoice. A pop up will appear with two options (Only applicable if PO has both Service and Material line items):
3	Click 'Create Invoice for Service Confirmation' to proceed.

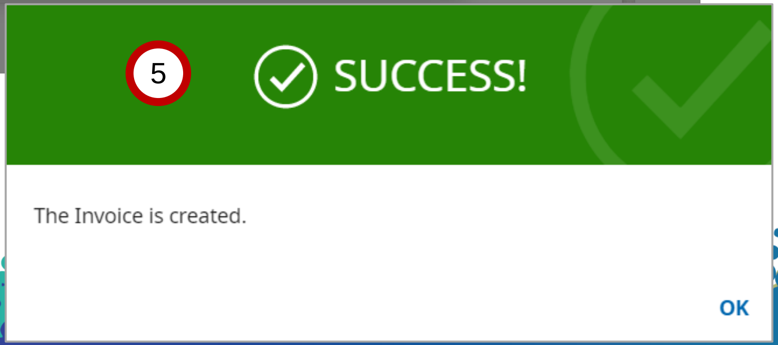
1 Payment Request (For Service Confirm-ation)

2 Payment Request (For Receipt)

Create Payment Request (For Service Confirmation)

For Purchase Orders with service item category, suppliers are required to create the payment request based on the Service Confirmation document.





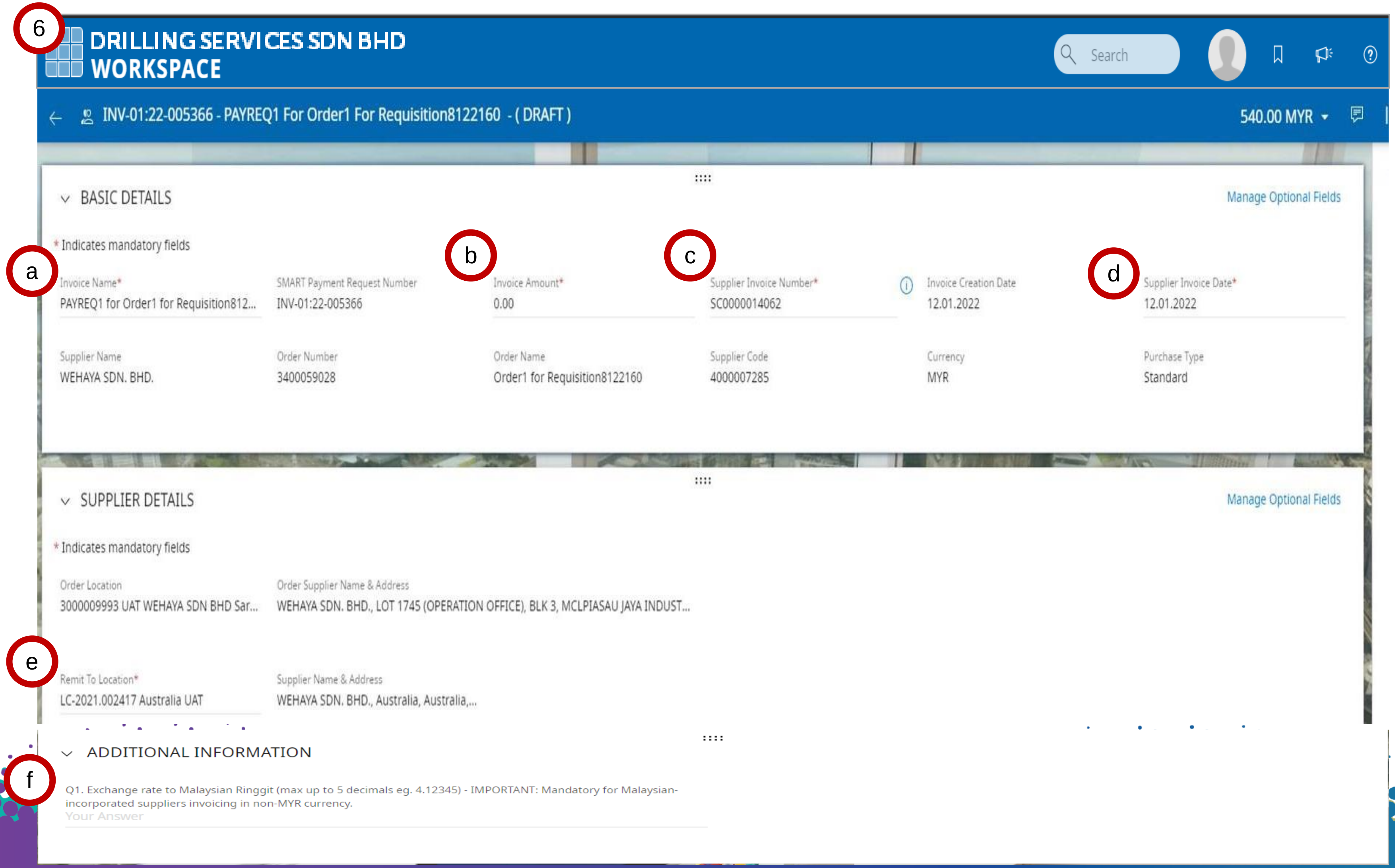
4 A list of 'Service Confirmations' will appear. Select the applicable one.

5 Click '**Select**' to confirm.

Success status will appear to show the invoice has been created.

Create Payment Request (For Service Confirmation)

Supplier will then proceed to enter the necessary details in the invoice.



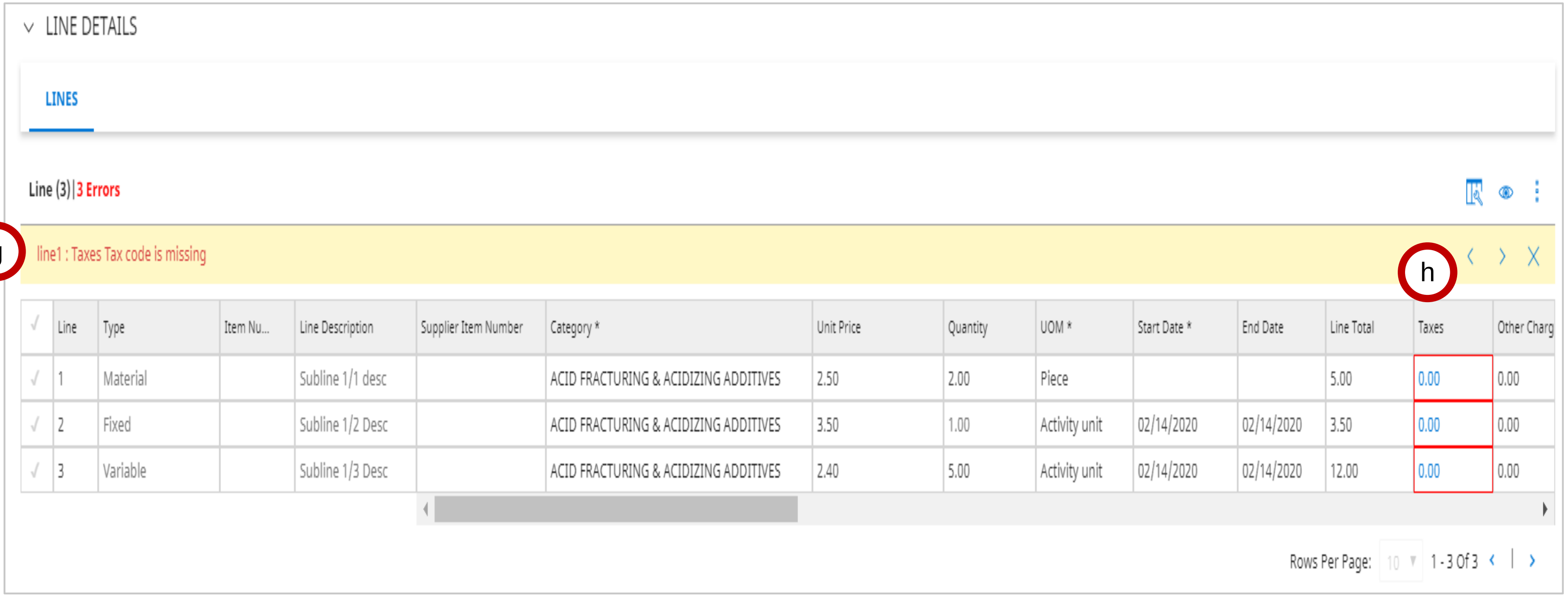
6	Fill in details in all required fields for the invoice.
a	Insert the Invoice Name.
b	Insert the Invoice Amount.
c	Insert the Supplier Invoice Number. The Supplier Invoice Number must be unique to each transaction. Due to a character limit within the system, please ensure that the invoices you submit adhere to a MAXIMUM of sixteen (16) character invoice number per invoice, including spaces and special characters.
d	Insert the Supplier Invoice Date.
e	Insert or change the Remit To Location (Supplier Bank Account).
f	Insert the Exchange Rate if invoice document currency is non-MYR. Note: for non-Malaysian incorporated suppliers invoicing in non-MYR currency, please enter zero value (0). Otherwise, please leave blank

Create Payment Request (For Service Confirmation)

1 Payment Request (For Service Confirm-ation)

2 Payment Request (For Receipt)

Tax categories will be available at each of the line item.



	Line	Type	Item Nu...	Line Description	Supplier Item Number	Category *	Unit Price	Quantity	UOM *	Start Date *	End Date	Line Total	Taxes	Other Charg
√	1	Material		Subline 1/1 desc		ACID FRACTURING & ACIDIZING ADDITIVES	2.50	2.00	Piece			5.00	0.00	0.00
√	2	Fixed		Subline 1/2 Desc		ACID FRACTURING & ACIDIZING ADDITIVES	3.50	1.00	Activity unit	02/14/2020	02/14/2020	3.50	0.00	0.00
√	3	Variable		Subline 1/3 Desc		ACID FRACTURING & ACIDIZING ADDITIVES	2.40	5.00	Activity unit	02/14/2020	02/14/2020	12.00	0.00	0.00

g System will prompt error message to insert tax code for each line item.

h By default, taxes value is 0.00 and supplier need to select the correct tax code from drop down list.

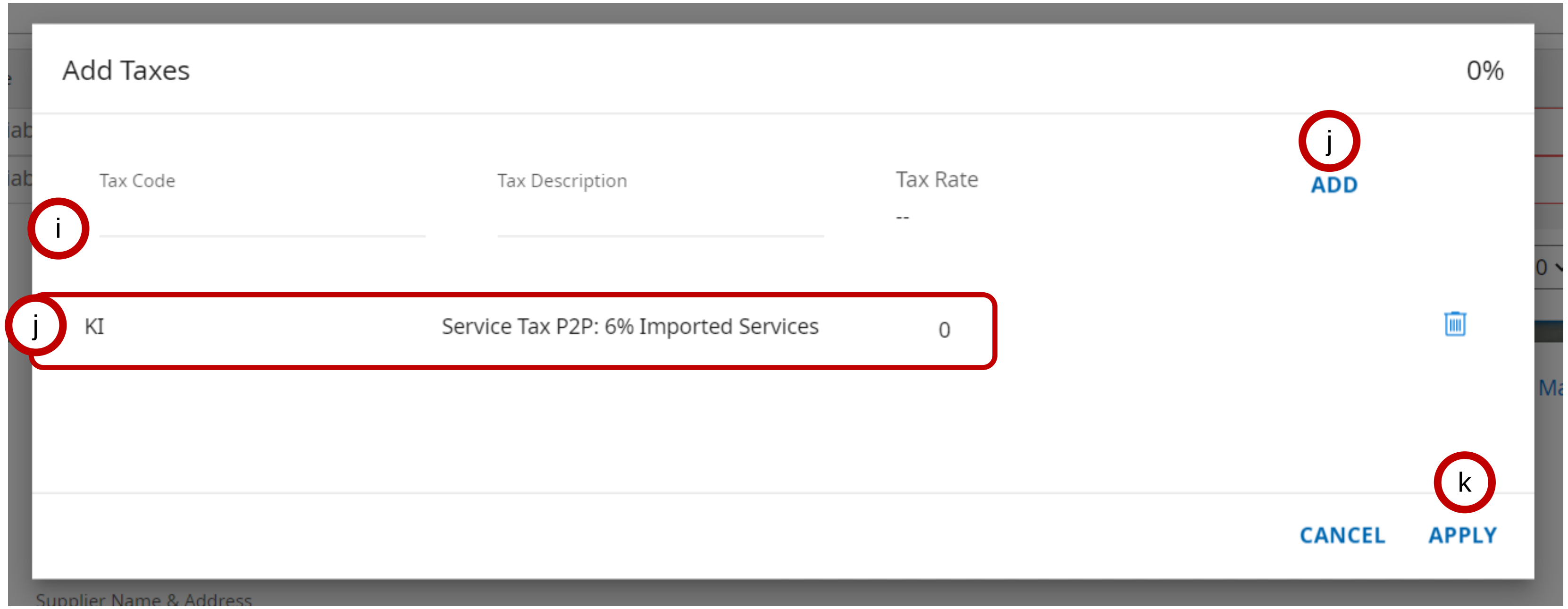
Supplier to ensure that invoice price is correct as per agreed items in the 'Line Details' section. The line item quantity in the invoice created is based on the service confirmation.

Create Payment Request (For Service Confirmation)

1 Payment Request (For Service Confirm-ation)

2 Payment Request (For Receipt)

Tax categories will be available at each of the line item.



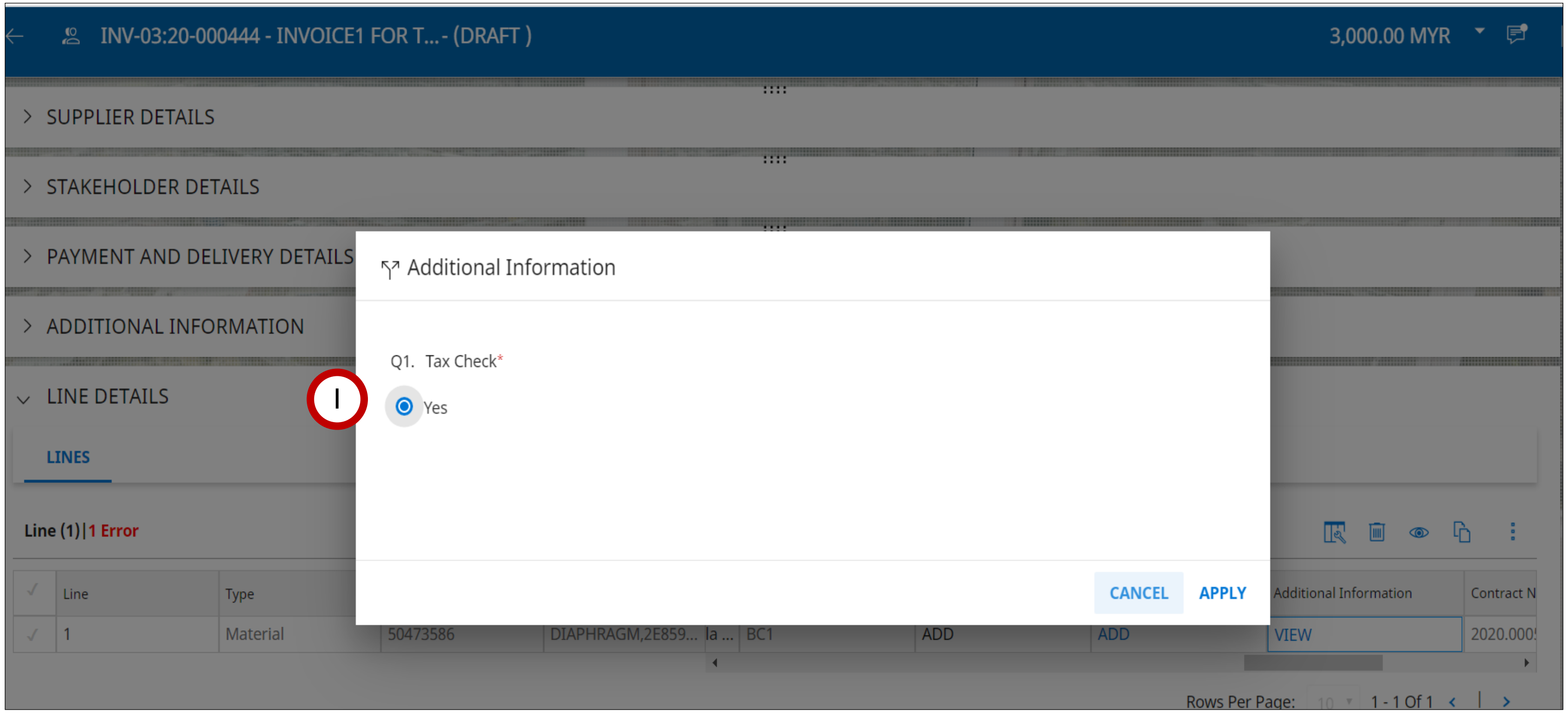
i	Insert the applicable Tax Code as per the available options: • Sales Tax P2P : 0% Default (B0) • Sales Tax P2P: Non Taxable (B1) • Sales Tax P2P: 5% (BA) • Sales Tax P2P: 10% (BB) • Service Tax P2P : 0% Default (K0) • Service Tax P2P: 6% (KA) • Service Tax P2P: 6% Imported Services (KI) Note: *For full definition of the tax code, kindly refer to <u>here</u>*
j	Click 'Add'. A line will appear below the fields.
k	Once satisfied with the tax code selections, click on 'Apply'. Repeat the same step for each line item. Note: *Only one tax code is allowed to be selected. Supplier can only charge for category of tax registered with Royal Malaysian Customs Department.*

It is Supplier's responsibility to ensure that the right tax code and tax treatment is being selected and declared based on actual job completed.

Supplier can only charge for category of tax registered with Royal Malaysian Customs Department.

Create Payment Request (For Service Confirmation)

Tax check will be available at each of the line item in the 'Additional Information' field.



I

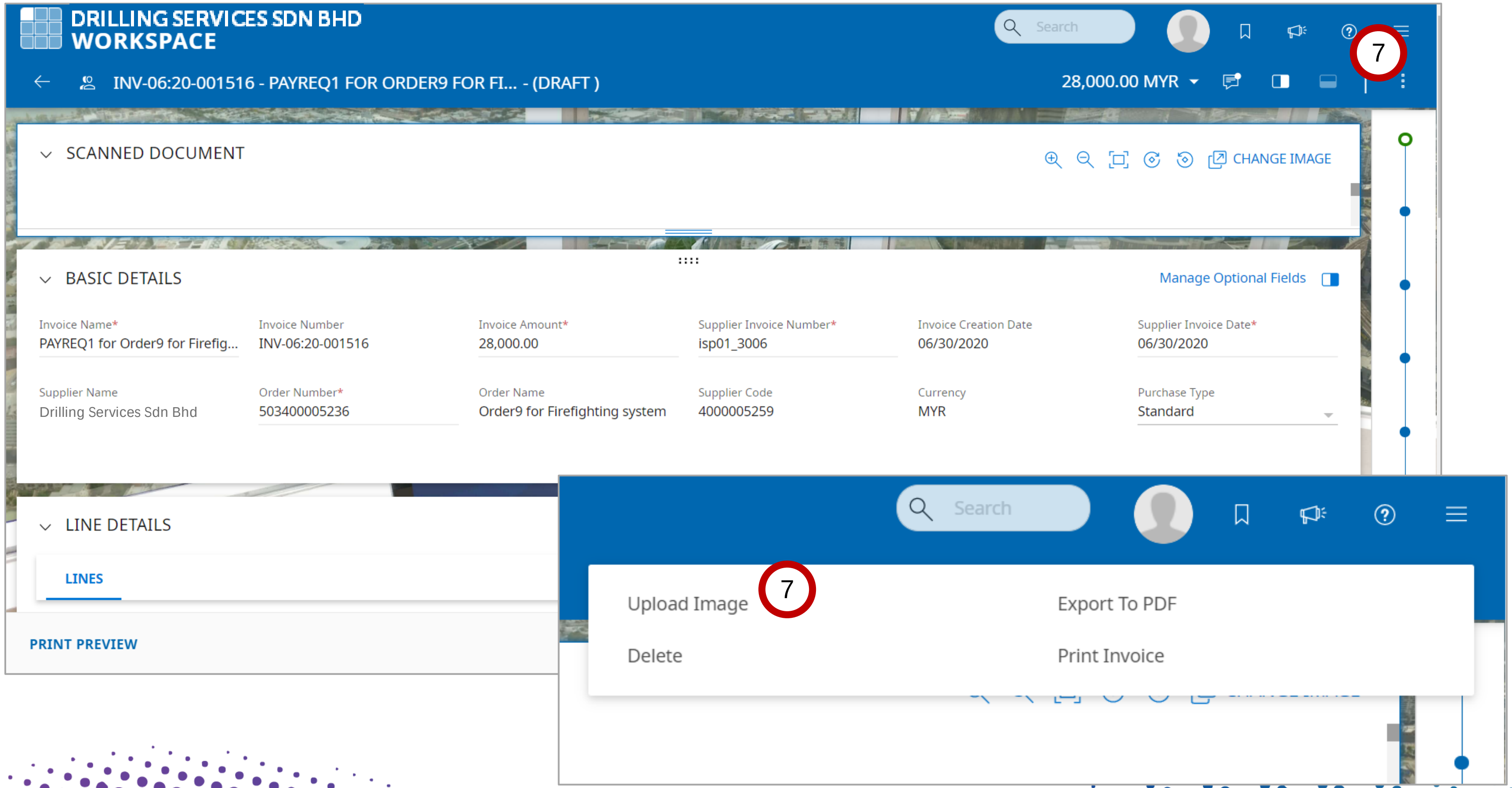
Check the box for Tax Check once satisfied with the tax code selection and click on Apply at the bottom right of the pop up.

Repeat the same step for each line item.

Create Payment Request (For Service Confirmation)

1 Payment Request (For Service Confirm-ation)
2 Payment Request (For Receipt)

Supplier is required to upload a scanned copy of the original invoice.



7 Go to the Kebab icon at the top right corner of the scree and click on Upload Image to upload the Original Invoice document.

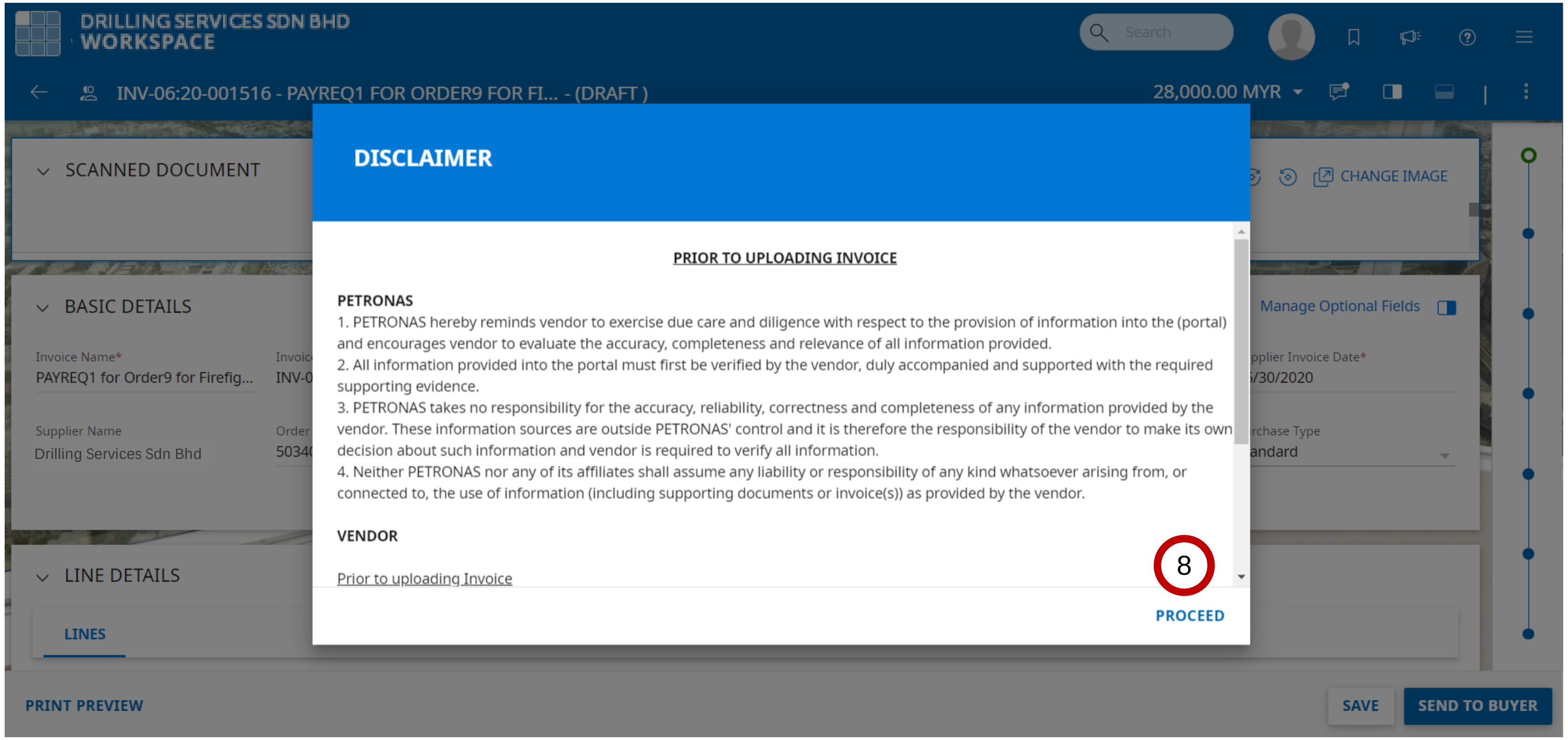
The scanned copy of the Original invoice is a mandatory requirement by PETRONAS. Kindly ensure the value of the Original invoice uploaded is the same as per payment request created in GEP SMART™

Create Payment Request (For Service Confirmation)

1 Payment Request (For Service Confirm-ation)

2 Payment Request (For Receipt)

Disclaimer will be displayed prior to upload of scanned Invoice documents.



8 Click ‘**Proceed**’ upon reviewing the disclaimers for uploading the scanned Invoice.

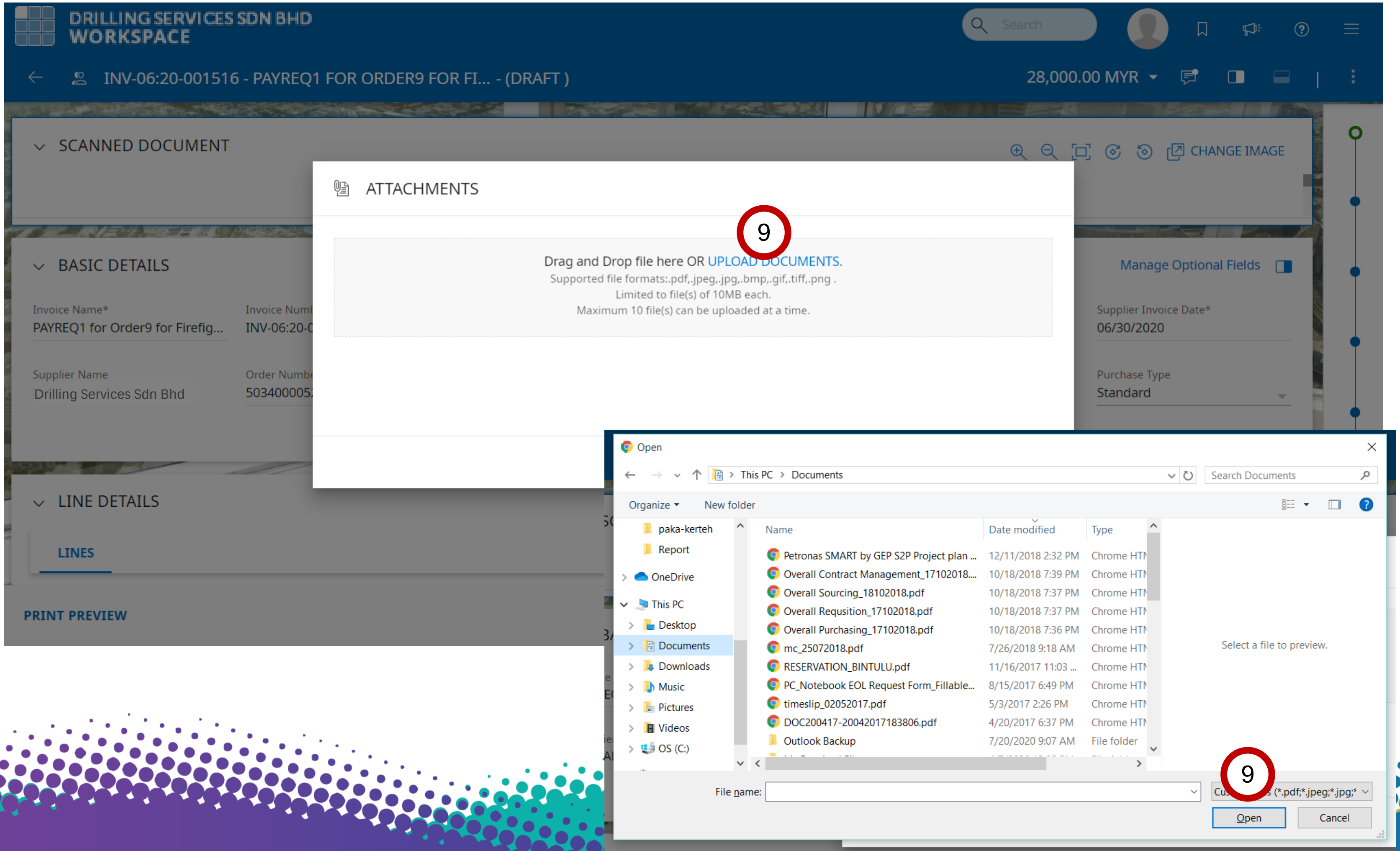
It is supplier’s responsibility to ensure that all the document attached is correct and accurate based on actual job completion as per PO requirements and deliverables.

Create Payment Request (For Service Confirmation)

1 Payment Request (For Service Confirm-ation)

2 Payment Request (For Receipt)

Supplier to upload the scanned Tax Invoice.

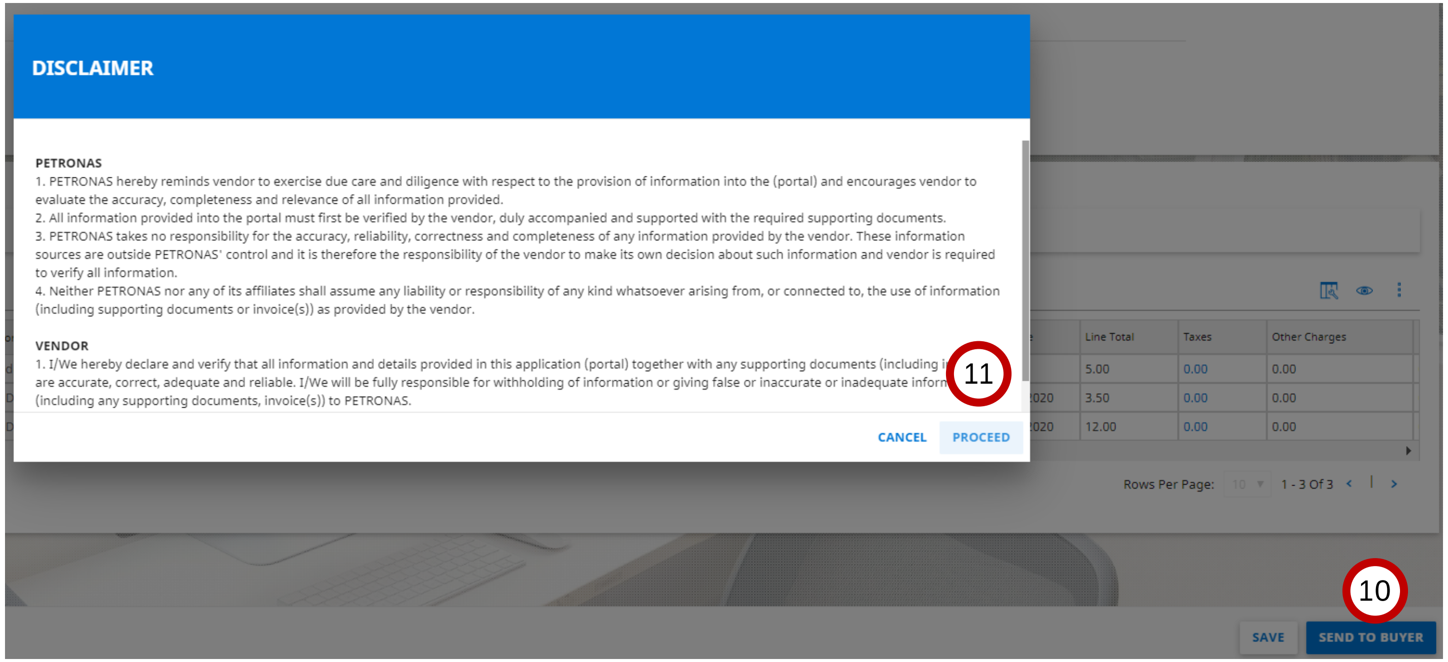


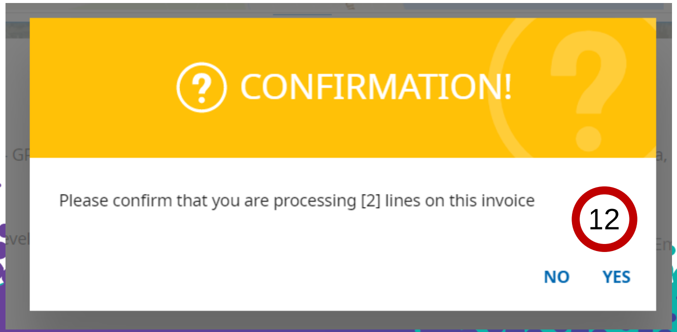
9 On the pop up, click 'Upload Documents' and select the scanned invoice to be uploaded, then click Open.

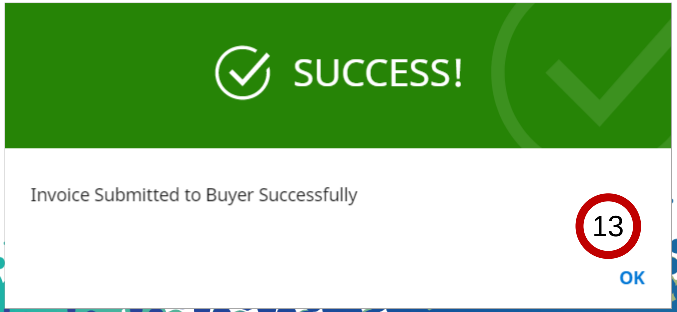
Create Payment Request (For Service Confirmation)

1 Payment Request (For Service Confirm-ation)
2 Payment Request (For Receipt)

Supplier to proceed with submission of Payment Request to PETRONAS. Another disclaimer for invoice submission will be displayed.







10	Click 'Send to Buyer' once satisfied with all the details and attachments. **Send to Buyer**
11	Click 'Proceed' upon reviewing the disclaimers for Invoice submission.
12	A confirmation pop up will appear to confirm the number of line items that will be processed in this invoice. Click 'Yes' to proceed.
13	Success status will appear upon successful submission of Payment Request.

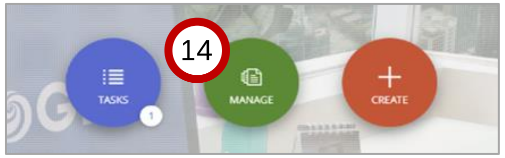
Create Payment Request (For Service Confirmation)

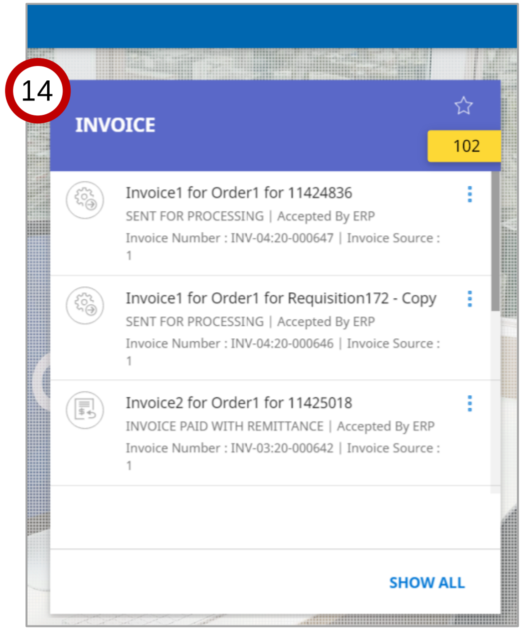
1 — 2

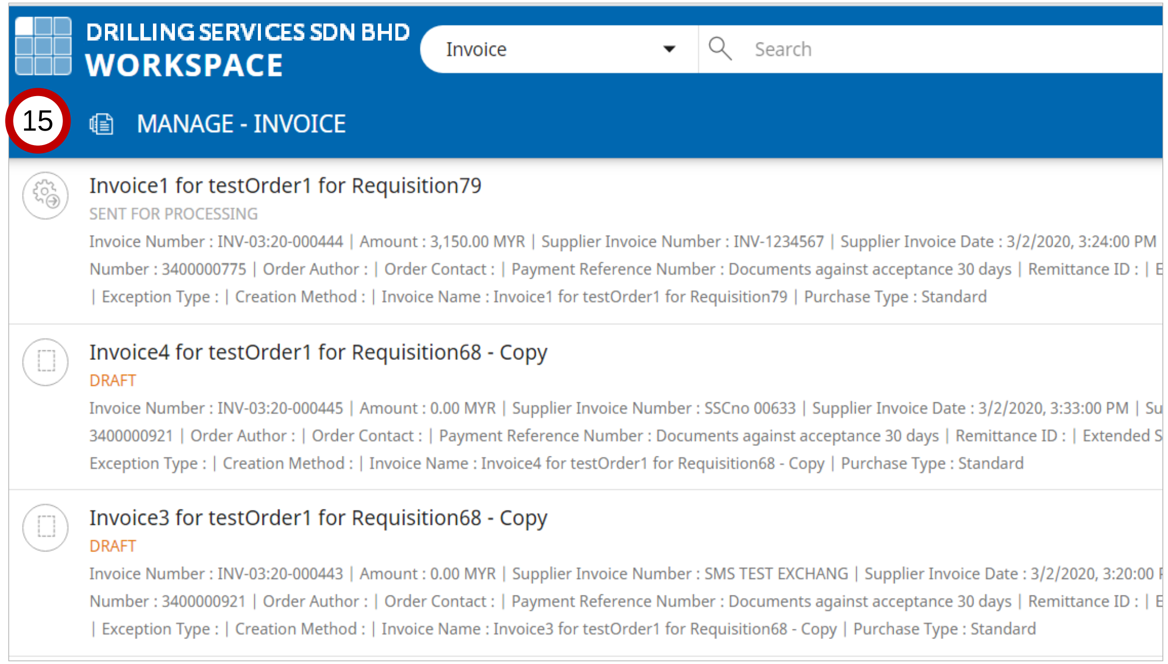
Payment Request (For Service Confirm-ation)

Payment Request (For Receipt)

The status of the Payment Request will be displayed accordingly.





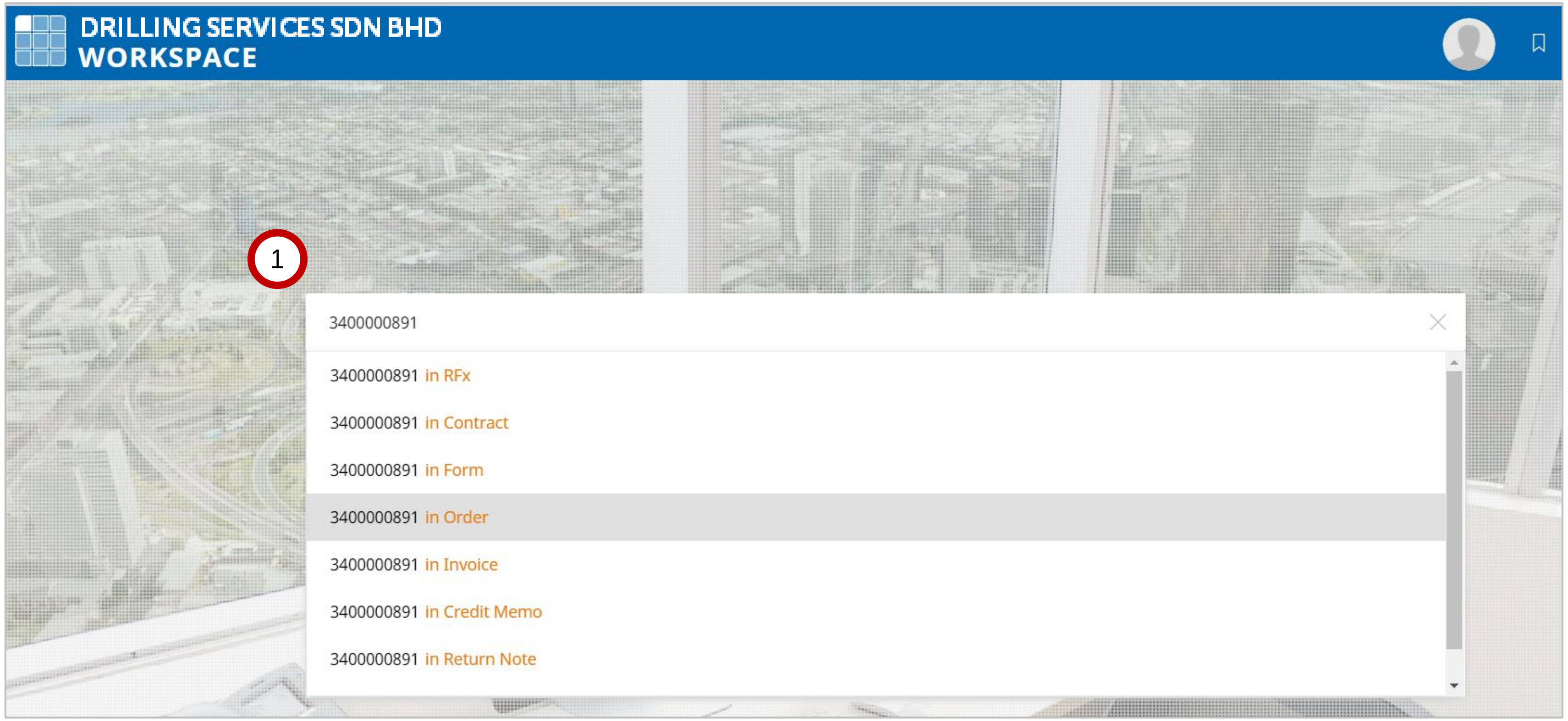


14	Supplier will be able to view the status of the Payment Request in ‘Manage’.
15	Status of Payment Request will be displayed accordingly.

Create Payment Request (For Receipt)

1 Payment Request (For Service Confirm-ation)
2 Payment Request (For Receipt)

For Purchase Orders with material line-item category, supplier are required to create the payment request from the Purchase Order itself.



1 At the Search bar, supplier to search for the PO number which they wish to create a Payment Request for.

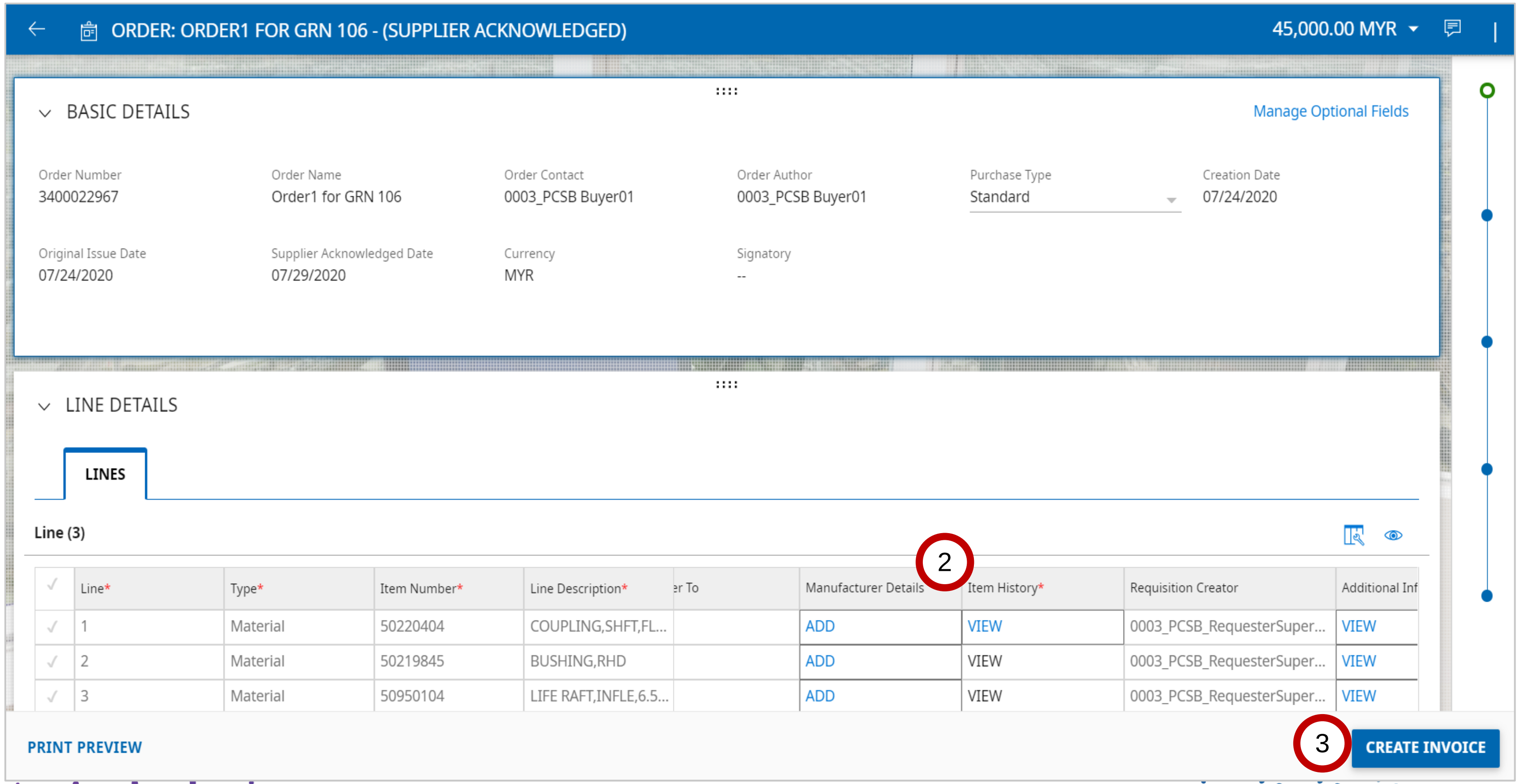
Alternatively, supplier may also search the PO number in the 'Manage' dashboard if they do not know the exact PO number.

Create Payment Request (For Receipt)

1 Payment Request (For Service Confirm-ation)

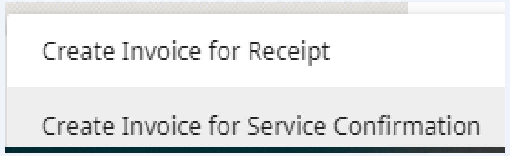
2 Payment Request (For Receipt)

From the PO screen, supplier can create a payment request based on total quantity accepted displayed in the item history.



2 The item history shows the total quantity that has been received for this PO material line item.

3 Supplier need to click on Create Invoice. A pop-up list will appear to show the below options (Only applicable if PO has both Service and Material line items):



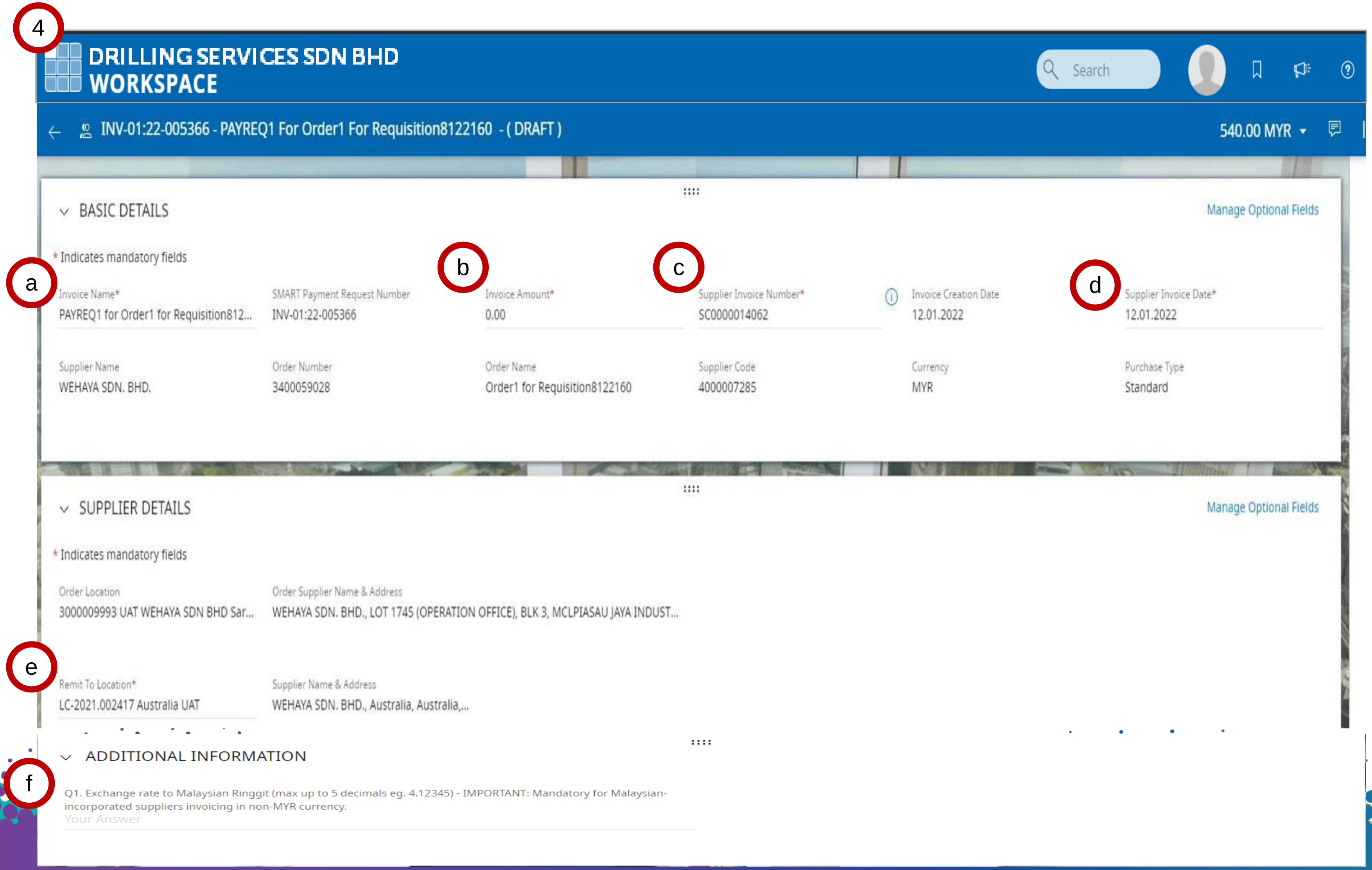
Click 'Create Invoice for Receipt' to proceed.

If there is only Material line item, clicking the Create Invoice will directly create a Payment Request.

Create Payment Request (For Receipt)

1 Payment Request (For Service Confirm-ation)
2 Payment Request (For Receipt)

Supplier to fill up the information as required.



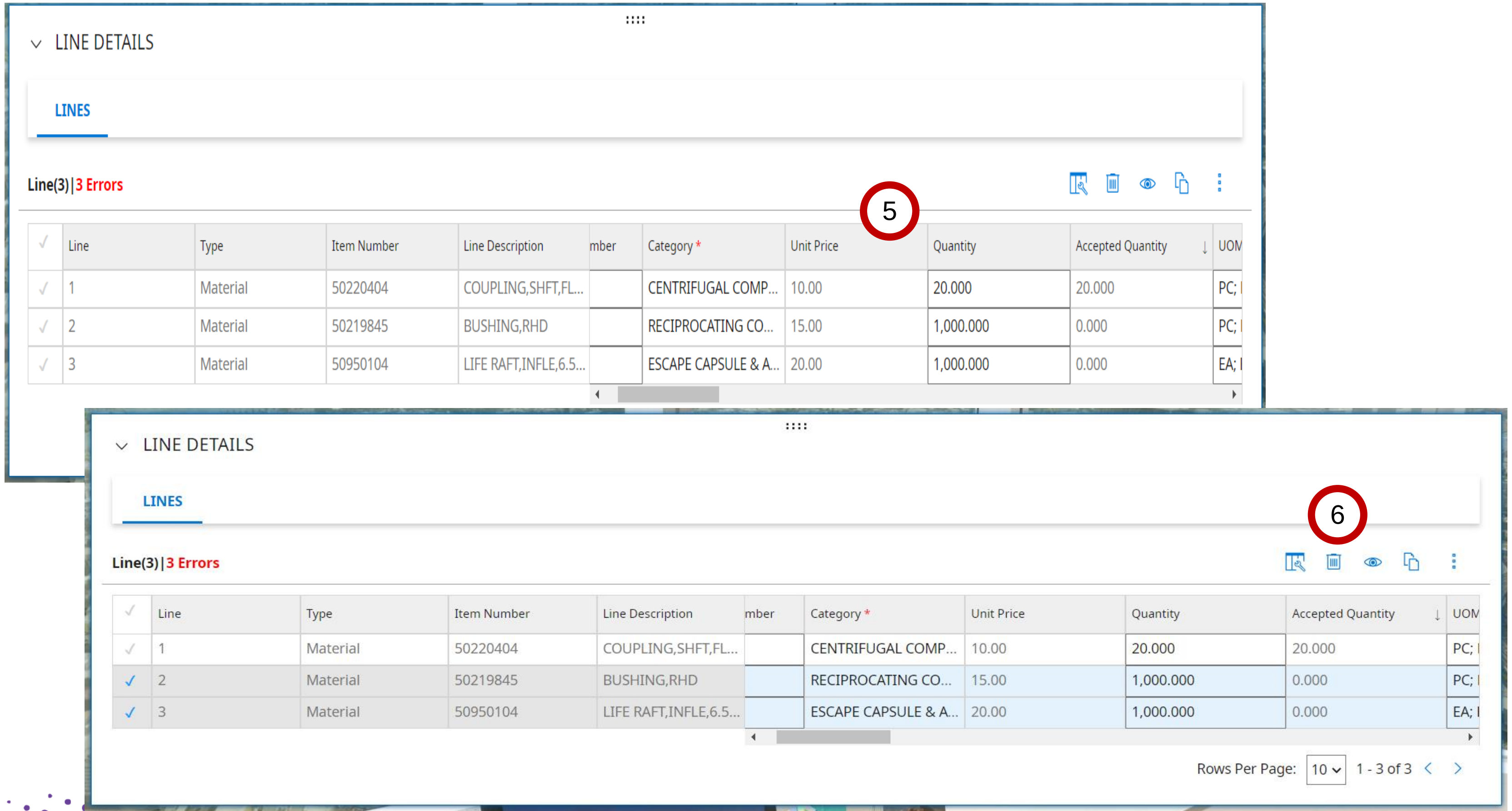
4	Fill in details in all required fields for the invoice.
a	Insert the Invoice Name.
b	Insert the Invoice Amount.
c	Insert the Supplier Invoice Number. The Supplier Invoice Number <u>must be unique</u> to each transaction. Due to a character limit within the system, please <u>ensure that the invoices you submit adhere to a MAXIMUM of sixteen (16) character invoice number per invoice</u>, including spaces and special characters.
d	Insert the Supplier Invoice Date.
e	Insert the Remit To Location (Supplier Bank Account).
f	Insert the Exchange Rate if invoice document currency is non-MYR. Note: for non-Malaysian incorporated suppliers invoicing in non-MYR currency, please enter zero value (0). Otherwise, please leave blank

Create Payment Request (For Receipt)

1 Payment Request (For Service Confirm-ation)

2 Payment Request (For Receipt)

Supplier is required to only claim the allowable quantity for the invoice based on the receipt. The system will reject any invoice that exceeded the total value of receipts.



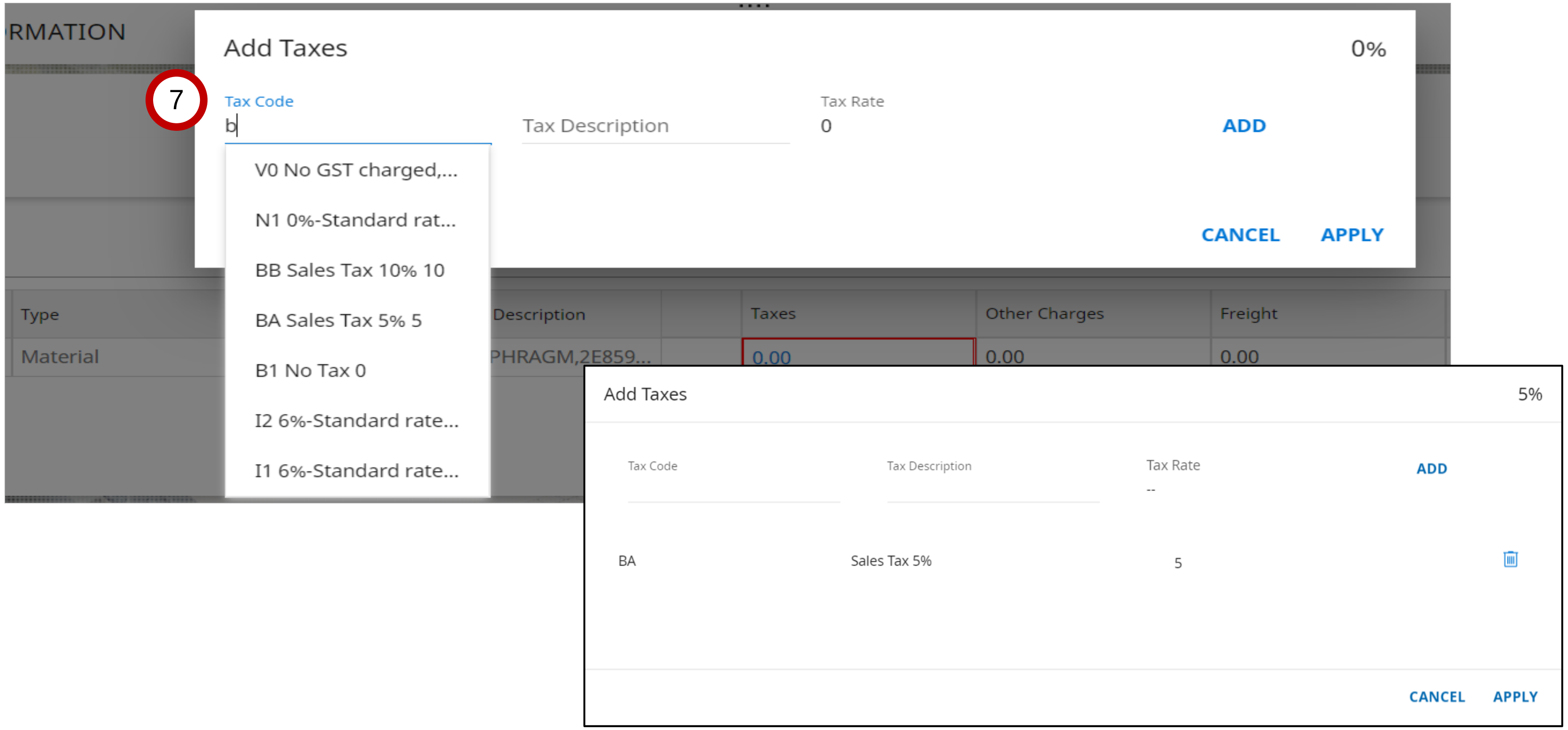
5	Enter the quantity that is allowable in the system for the line item with receipt. You can view the accepted quantity as a reference.
6	In the event of submitting invoice for selected line item, highlight the line item where there no receipt or invoice to be submitted. Click Delete icon to remove the highlighted line item with zero quantity.

Create Payment Request (For Receipt)

1 Payment Request (For Service Confirm-ation)

2 Payment Request (For Receipt)

Tax categories will be available at each of the line item.



It is Supplier's responsibility to ensure that the right tax code and tax treatment is being selected and declared based on actual job completed.

Supplier can only charge for category of tax registered with Royal Malaysian Customs Department.

7 Insert the Tax Code, the supplier can go to the 'Taxes' field and click.

A popup will appear and once selected, supplier to click 'Add' then click on 'Apply' once satisfied with the tax code selection. Repeat the same step for each line item (if applicable).

Note: *Only one tax code is allowed to be selected. Supplier can only charge for category of tax registered with Royal Malaysian Customs Department.*

Below are the available options:
Sales Tax P2P : 0% Default (B0)
Sales Tax P2P: Non Taxable (B1)
Sales Tax P2P: 5% (BA)
Sales Tax P2P: 10% (BB)
Service Tax P2P : 0% Default (K0)
Service Tax P2P: 6% (KA)
Service Tax P2P: 6% Imported Services (KI)

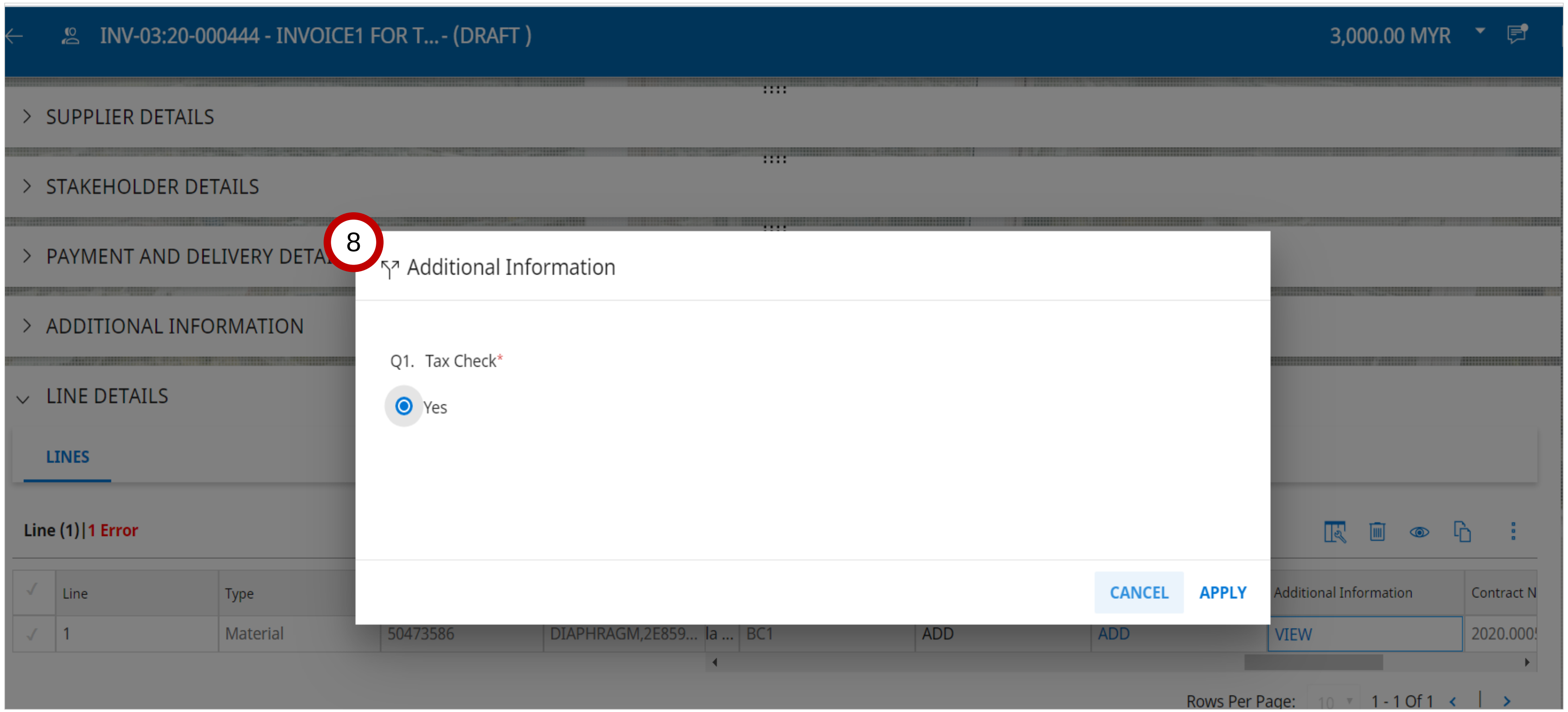
Note: *For full definition of the tax code, kindly refer to* ***here***

Create Payment Request (For Receipt)

1 Payment Request (For Service Confirm-ation)

2 Payment Request (For Receipt)

Tax check will be available at each of the line item in the ‘Additional Information’ field.



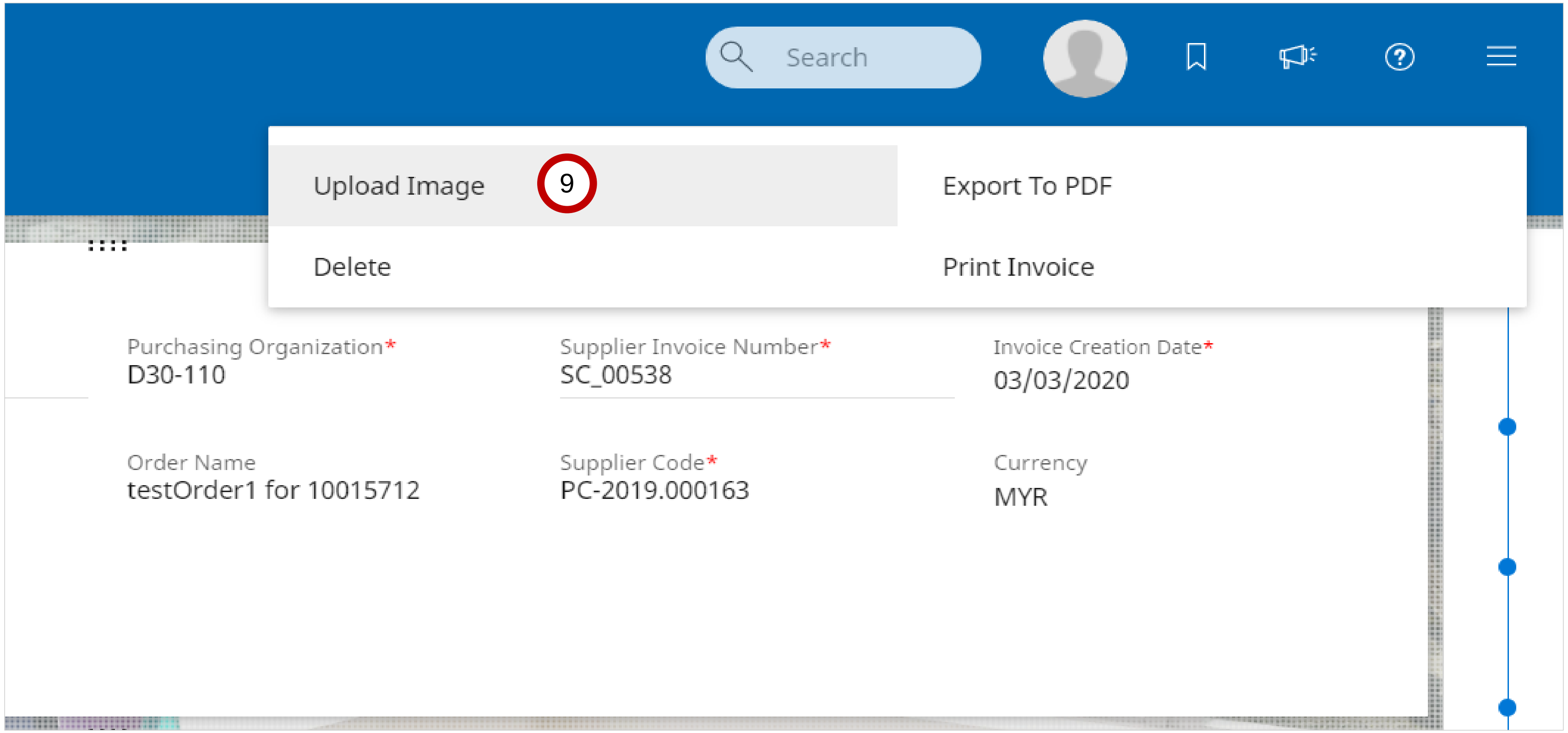
8 Click Tax Check once satisfied with the Tax code selection and then click ‘Apply’.

Repeat the same step for each line item.

Please note that Tax Check is mandatory for all line items.

Create Payment Request (For Receipt)

Supplier to upload the Scanned copy of the Original Invoice document.



9 Go to Kebab icon at the top right corner of the screen and click 'Upload Image' to upload the original invoice and other supporting documents.

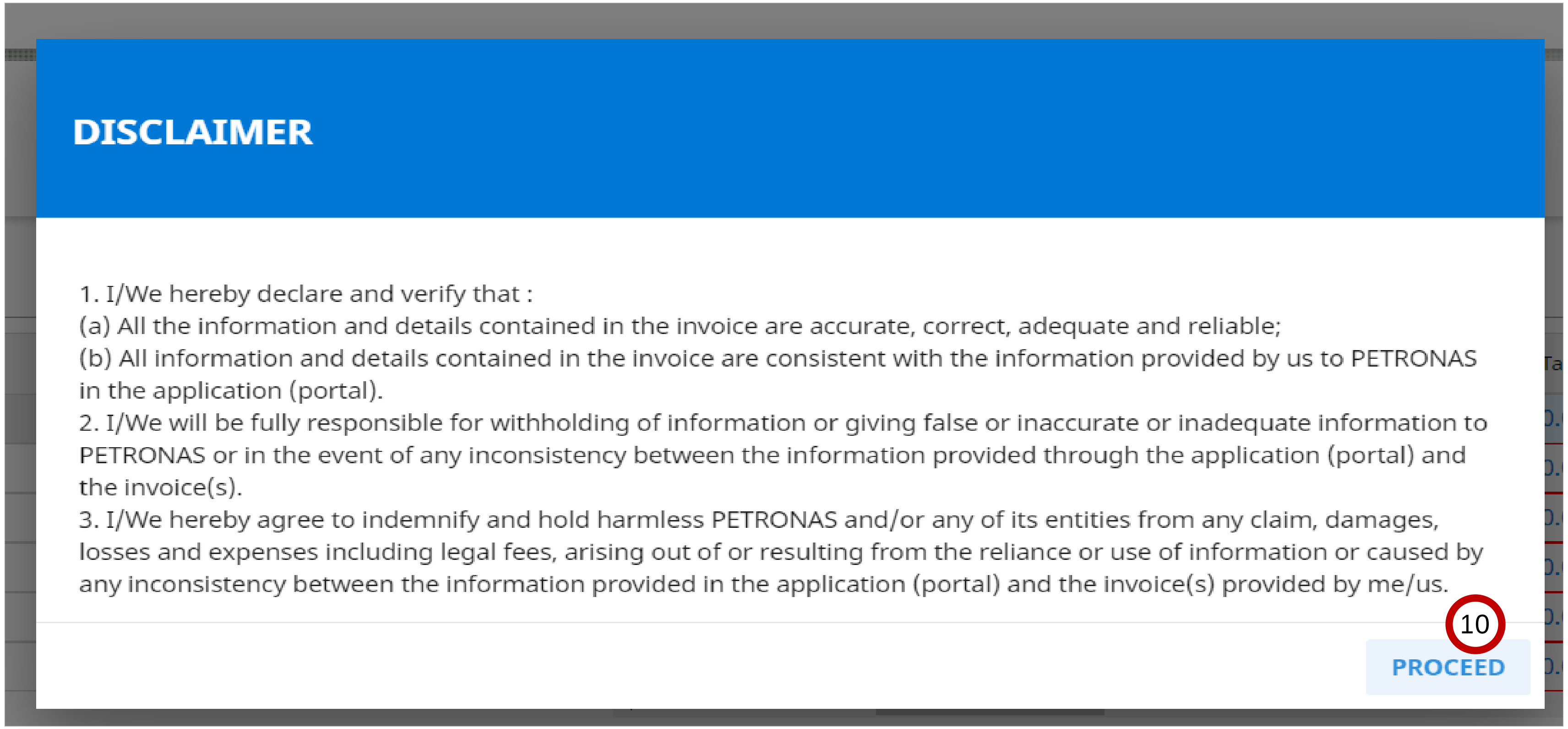
The scanned copy of the Original invoice is a mandatory requirement by PETRONAS. Kindly ensure the value of the original invoice uploaded is the same as per payment request created in GEP SMART™

Create Payment Request (For Receipt)

1 Payment Request (For Service Confirm-ation)

2 Payment Request (For Receipt)

A disclaimer will be displayed prior to upload of scanned invoice and documents.


DISCLAIMER

1. I/We hereby declare and verify that :
(a) All the information and details contained in the invoice are accurate, correct, adequate and reliable;
(b) All information and details contained in the invoice are consistent with the information provided by us to PETRONAS in the application (portal).
2. I/We will be fully responsible for withholding of information or giving false or inaccurate or inadequate information to PETRONAS or in the event of any inconsistency between the information provided through the application (portal) and the invoice(s).
3. I/We hereby agree to indemnify and hold harmless PETRONAS and/or any of its entities from any claim, damages, losses and expenses including legal fees, arising out of or resulting from the reliance or use of information or caused by any inconsistency between the information provided in the application (portal) and the invoice(s) provided by me/us.

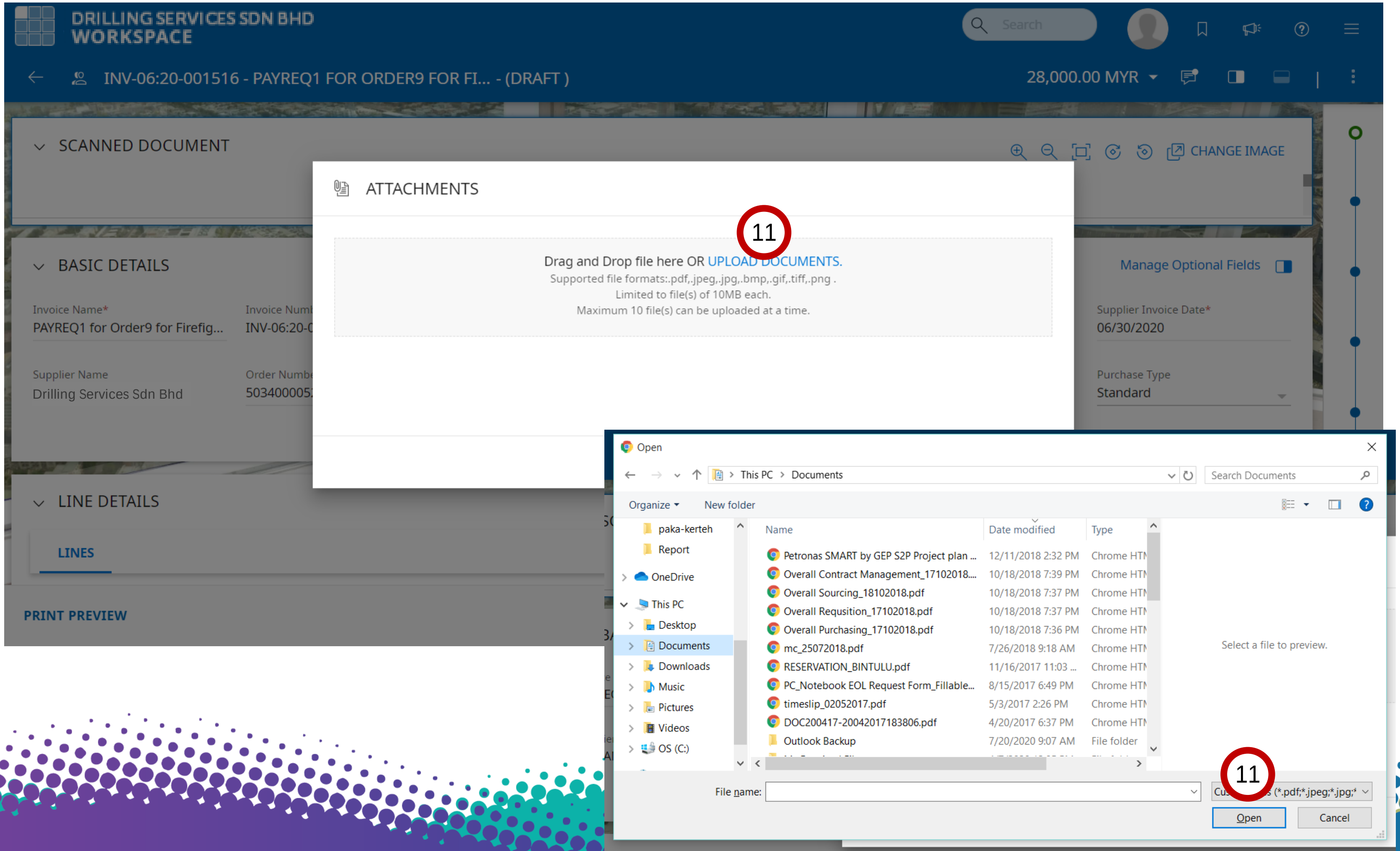
10	Click 'Proceed' after reviewing the disclaimer for invoice and document upload. It is supplier's responsibility to ensure that all the documents uploaded are correct and accurate based on actual job completion as per PO requirements.

Create Payment Request (For Receipt)

1 Payment Request (For Service Confirm-ation)

2 Payment Request (For Receipt)

Supplier to upload the invoice document.

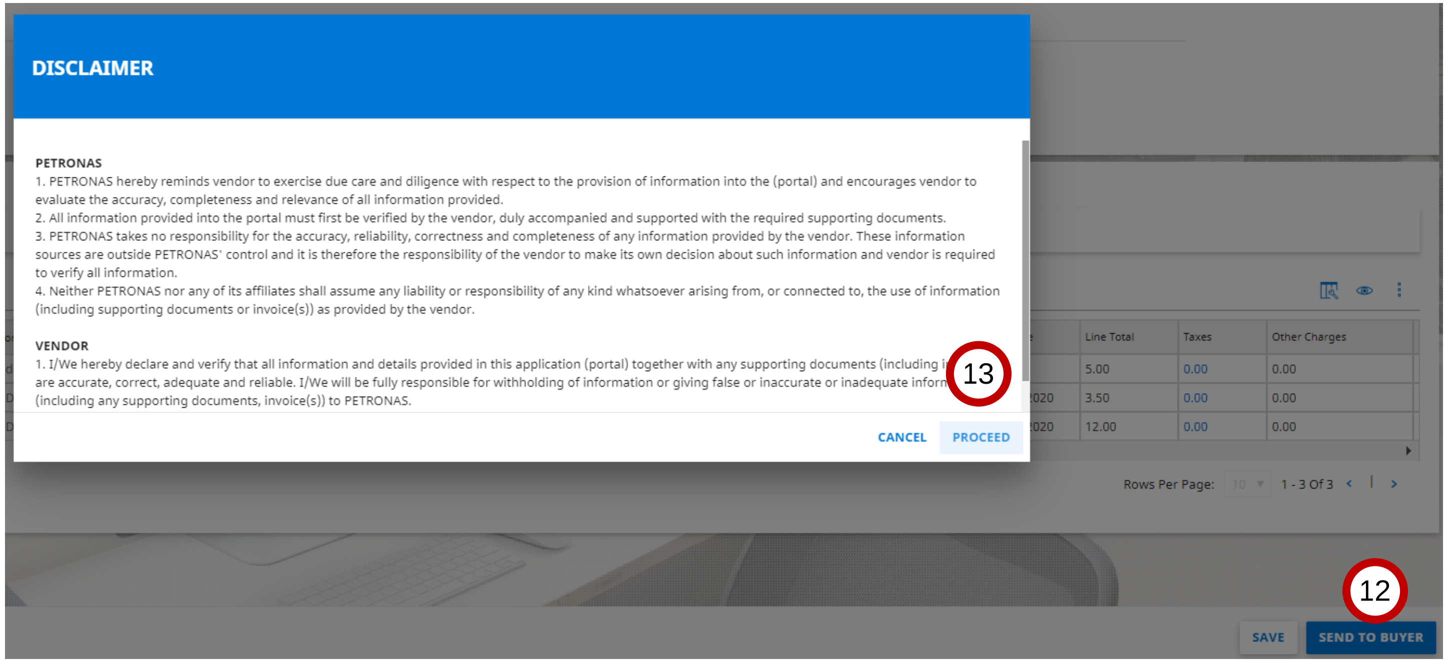


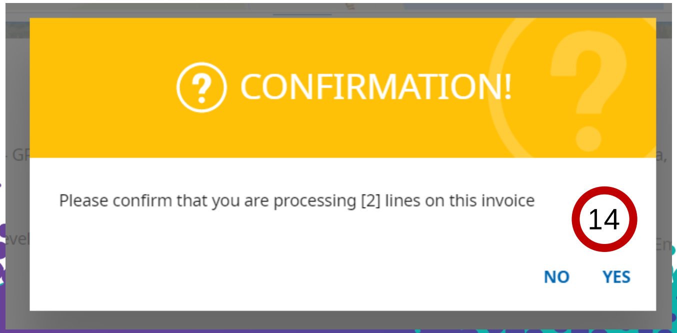
11	On the pop up, click 'Upload Documents' and select the scanned invoice to be uploaded, then click Open.

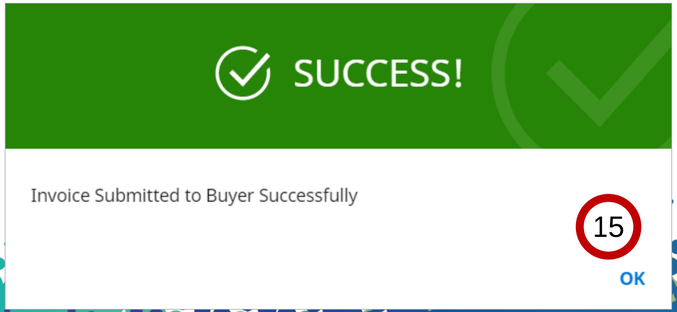
Create Payment Request (For Receipt)

1 Payment Request (For Service Confirm-ation)
2 Payment Request (For Receipt)

Supplier to proceed with submission of Payment Request to PETRONAS. Another disclaimer for invoice submission will be displayed.







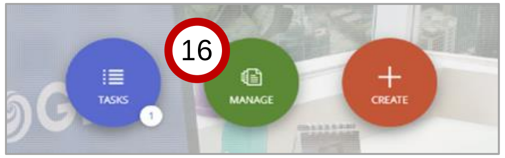
12	Click 'Send to Buyer' once satisfied with all the details and attachments. **Send to Buyer**
13	Click 'Proceed' upon reviewing the disclaimers for Invoice submission.
14	A confirmation pop up will appear to confirm the number of line items that will be processed in this invoice. Click 'Yes' to proceed.
15	Success status will appear upon successful submission of Payment Request.

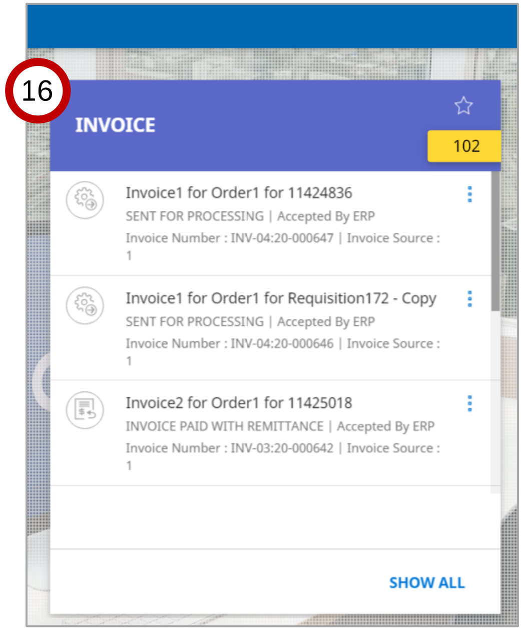
Create Payment Request (For Receipt)

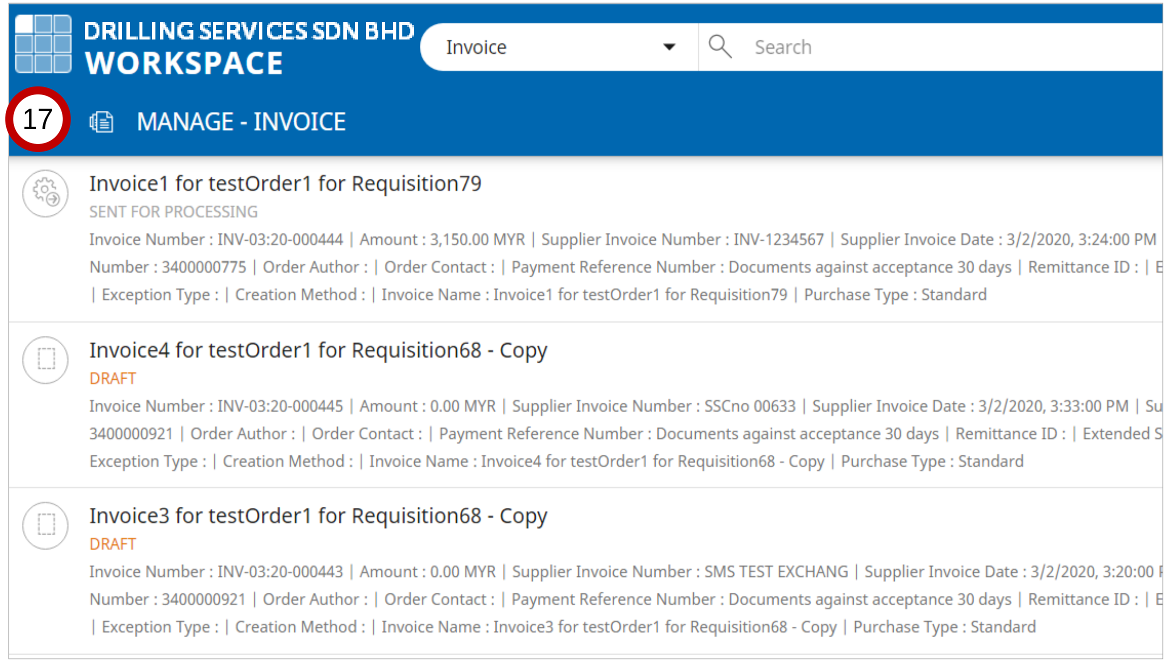
1 Payment Request (For Service Confirm-ation)

2 Payment Request (For Receipt)

The status of the Payment Request will be displayed accordingly.







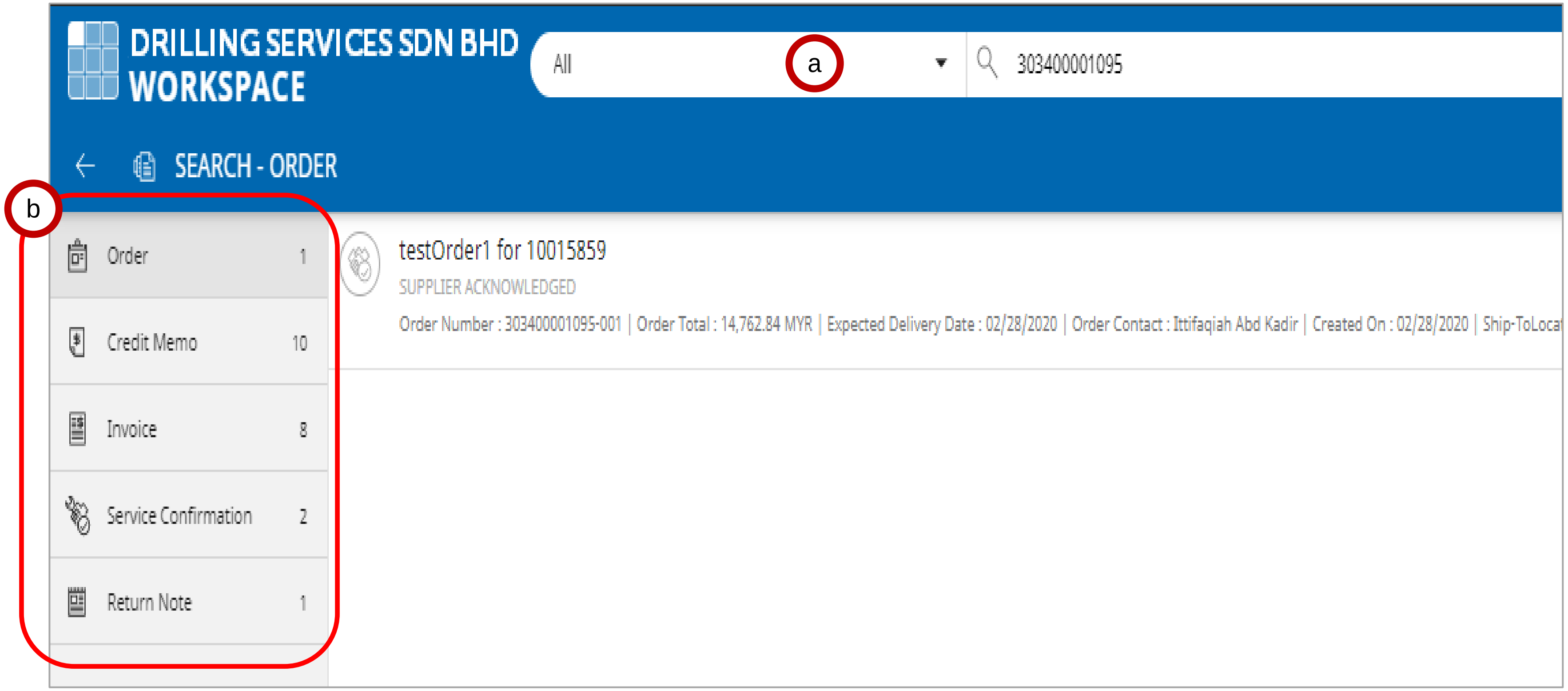
16	Supplier will be able to view the status of the Payment Request in ‘Manage’.
17	Status of Payment Request will be displayed accordingly.

Create Payment Request (For Receipt)

1 Payment Request (For Service Confirm-ation)

2 Payment Request (For Receipt)

Supplier will be able to see all subsequent related documents created for PO **document by selecting 'All' as shown below.**



a	When entering PO number and selecting 'All' document types, system will display list of subsequent related documents created for this PO number. Each Invoice document will show details of invoiced quantity.
b	Supplier can further filter and click on the relevant related documents.

Troubleshooting Invoice Submission Error or Rejection

Supplier could try the below steps in the event invoice could not be submitted or if invoice is rejected.

If you face errors in submitting your invoice…

- Make sure that you fill in the mandatory fields especially Line Details section
- Do fill in Tax Code in Tax field (refer to *here* for list of tax codes and descriptions; please note that the tax codes are subject to changes)
- Tick Tax Check field under Additional Info column of the Line Details section
- Ensure that the PO number and Invoice number for scanned invoice follows SMART PO and Invoice number
- Alternatively, create a new invoice (Go back to the PO and click on More Actions, click on Create Invoice)

If your invoice was rejected…

- Ensure that an SC has been created for the PO prior to creating the invoice
- SC quantity/ amount must be within PO quantity/ amount
- Total invoice quantity/ effort/ unit price must be within the accepted quantity/ effort/ amount
- Fill in Remit to Location information and ensure scanned invoice bank account number same as system bank account number

Definition of Tax Code

Supplier to insert the applicable Tax Code for invoicing as per the available options below.

Tax Code	Listing Type	SST Percentage	Definition
B0	Purchase	0%	acquisition of materials/products that are not subject to SST
B1		Non-taxable	acquisition of materials/products from local vendor (non-registered vendor)
BA		5%	acquisition from sales tax registrant (5% sales tax)
BB		10%	acquisition from sales tax registrant (10% sales tax)
K0		0%	acquisition of services that is not subject to SST
KA		6%	acquisition of services from local vendor/foreign vendor (Service tax registrant in Malaysia)
K1		6%	acquisition of imported taxable services from foreign vendor (non-registered)

Create Credit Memo

Credit Memo can be created from an invoice

LEARNING OBJECTIVES

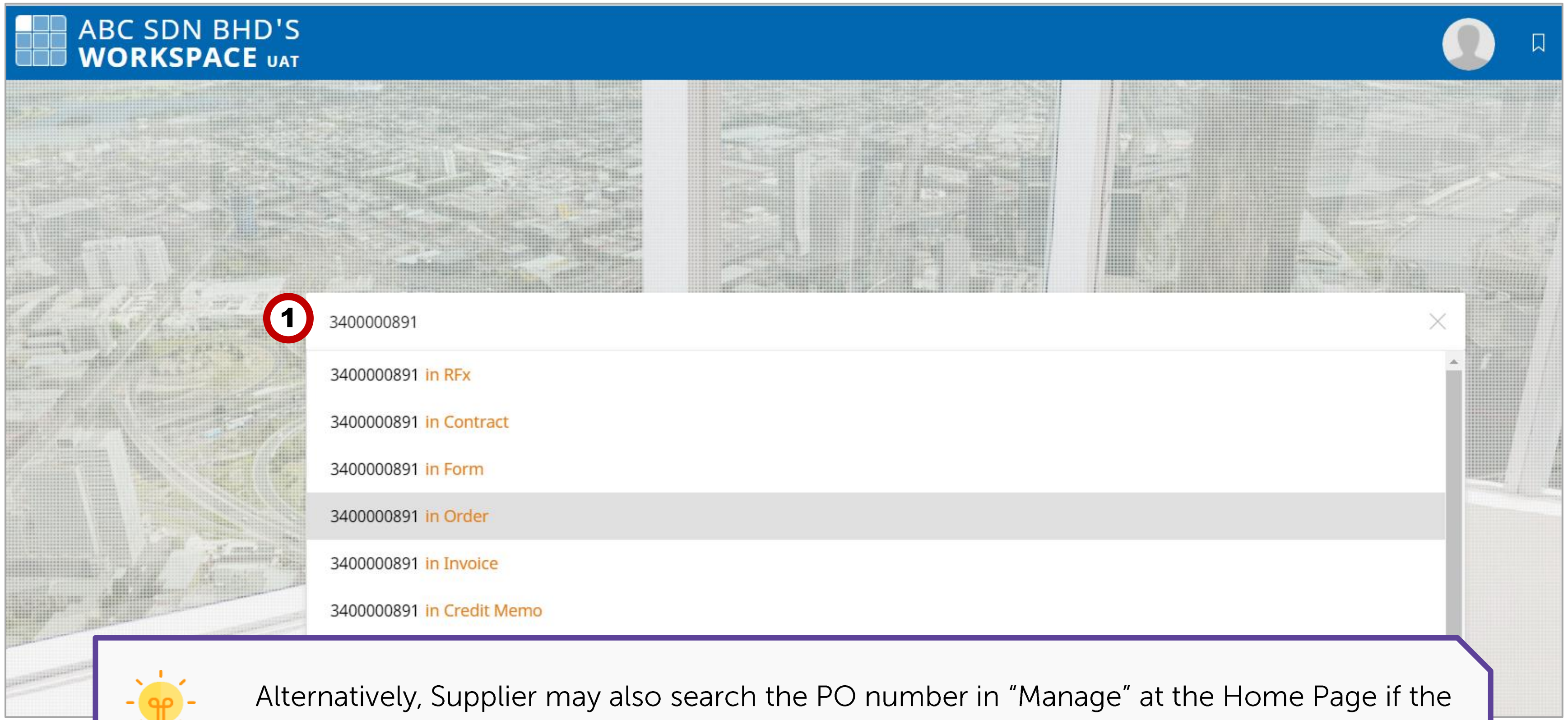
Suppliers will be able to create Credit Memo in SMART

1

Create Credit Memo

Create Credit Memo

Suppliers can create Credit Memo from Invoice document, which can be found by searching PO number

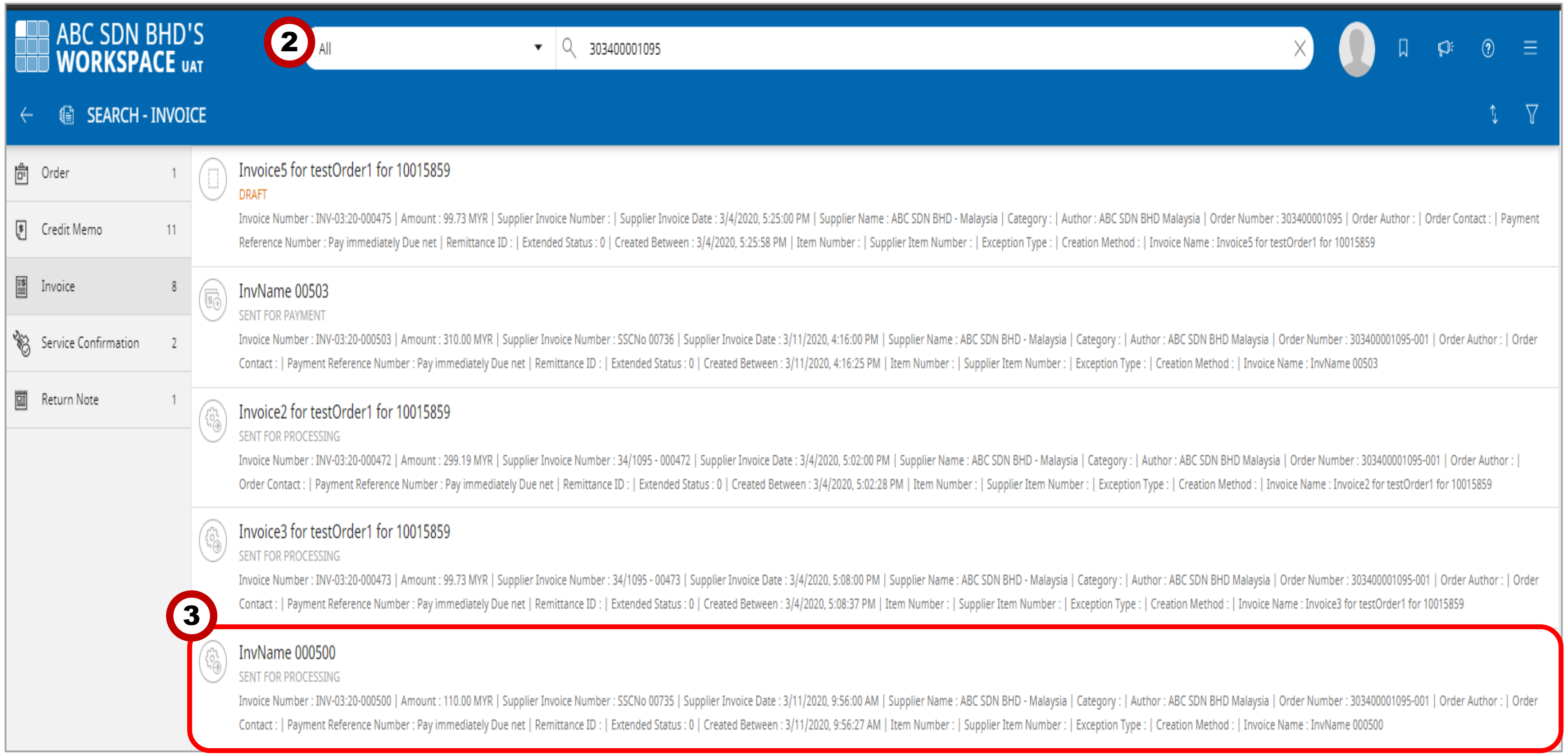


1	Search for the PO number to display subsequent related documents including Invoice documents from the Search field

Alternatively, Supplier may also search the PO number in “Manage” at the Home Page if the exact PO number is not known. Supplier can also directly search for the invoice number if the SMART Invoice number is known.

Create Credit Memo

Credit Memo creation is only permitted for Invoice document with certain statuses

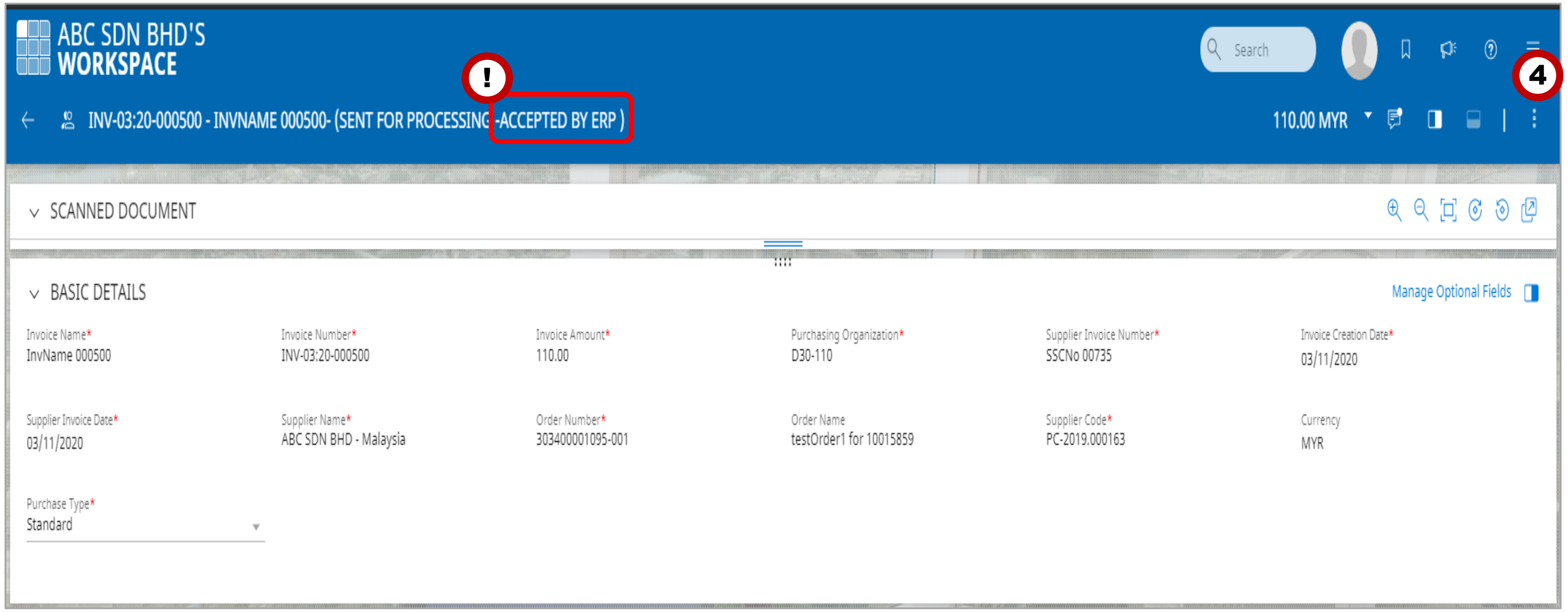


2	When entering PO number and selecting **"All" document types,** system will display list of subsequent related documents created for this PO number
3	Select Invoice with permitted status to proceed with Credit Memo creation

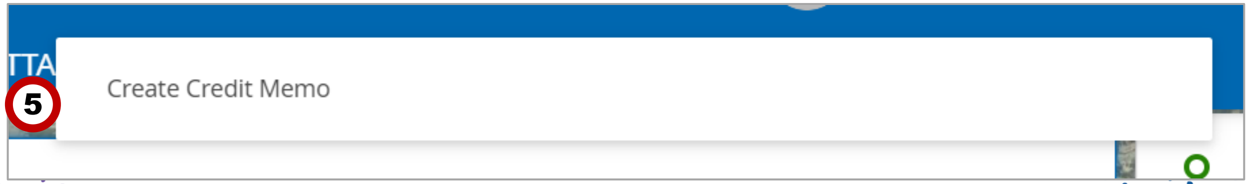
Credit Memo creation is only permitted for Invoice document with status "Sent For Processing", "Sent For Payment" or "Invoice Paid With Remittance" only. Any submission for Invoice with "Draft" status is not permitted.

Create Credit Memo

Supplier to ensure the Invoice document with status “Sent For Processing”, “Sent For Payment” or “Invoice Paid With Remittance” prior to creating



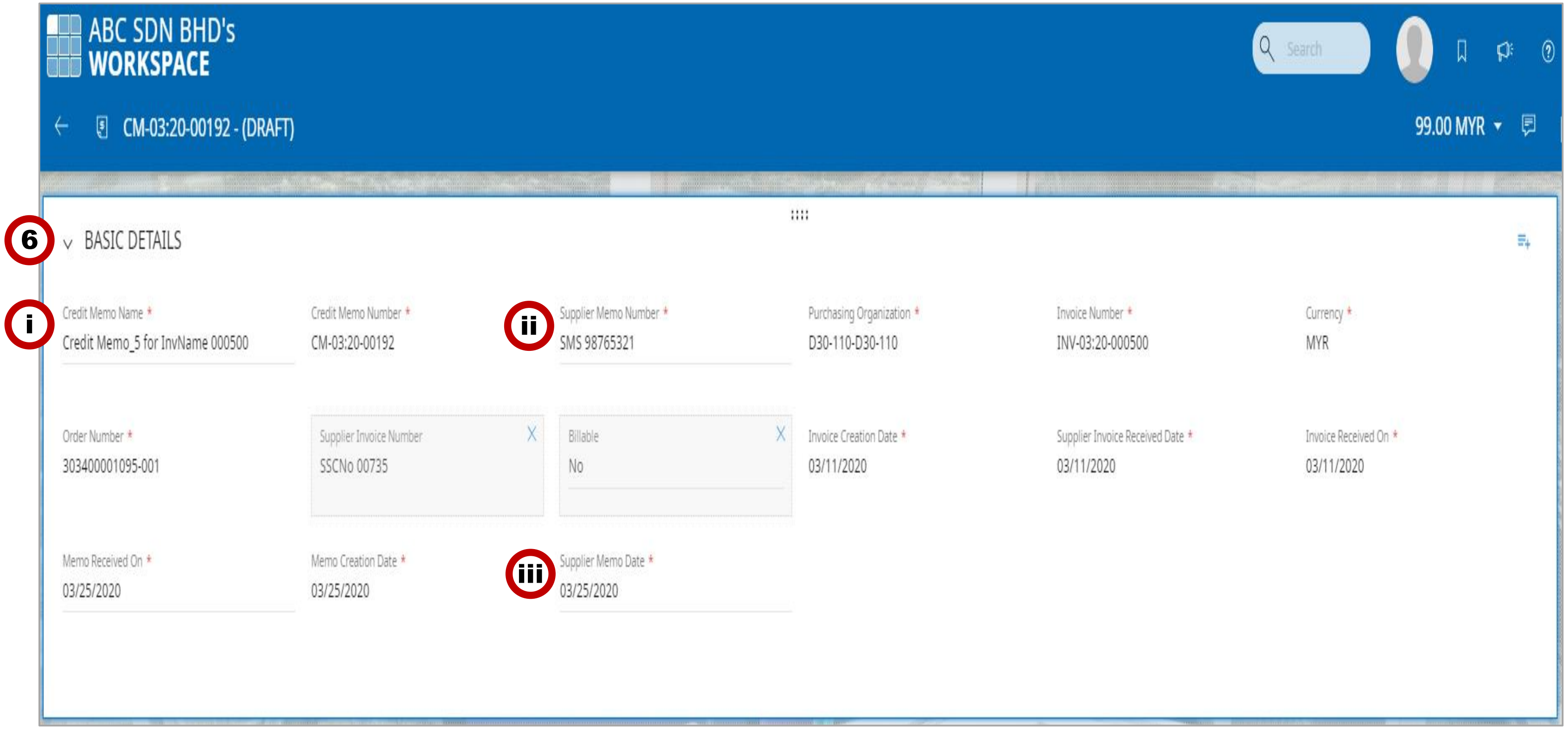
!	Supplier to ensure the invoice status must be ‘Sent For Processing’, ‘Sent For Payment’ or ‘Invoice Paid With Remittance’ only.
4	Supplier to click on the Kebab menu
5	Select option Create Credit Memo Create Credit Memo



Open

Create Credit Memo

Supplier to insert the required details in the Credit Memo



6	Fill in Basic Details section
i	Insert the Credit Memo Name
ii	Insert the Supplier Memo Number. Supplier Credit Memo Number <u>must be unique</u> to each transaction.
iii	Insert the Supplier Memo Date

Create Credit Memo

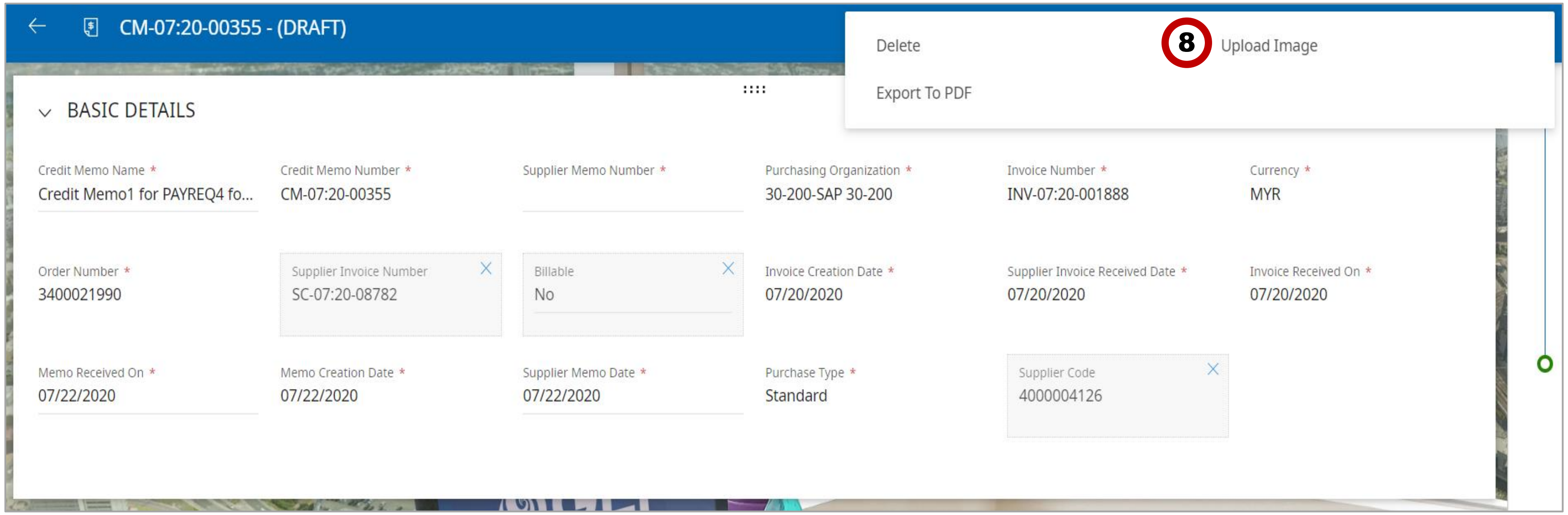
2 types of Credit Memo:		
1	Credit Memo (Amount-based)	Supplier is required to update credit memo amount only. This credit amount must not exceed the invoice amount.
2	Credit Memo (Quantity-based)	Supplier is required to update credit memo quantity only. This credit quantity must not exceed the invoice quantity.

7	Fill in the Line Details section
i	For Amount-based: Insert the amount under **‘Credit Amount’.** System will give error message if supplier enter higher amount than invoice amount.
ii	For Quantity-based: Insert the correct quantity under **‘Credit Quantity’.** System will give error message if supplier insert higher amount than invoice quantity.

- Credit Memo creation is only permitted for Invoice document with status “Sent For Processing”, “Sent For Payment” or “Invoice Paid With Remittance” only. Any submission for Invoice with “Draft” status is not permitted.
- For Timewrite suppliers, you are required to submit Credit Memo (Amount-based) only upon receiving email notification.

Create Credit Memo

Supplier to upload the scanned copy of the Original Credit Memo for verification.

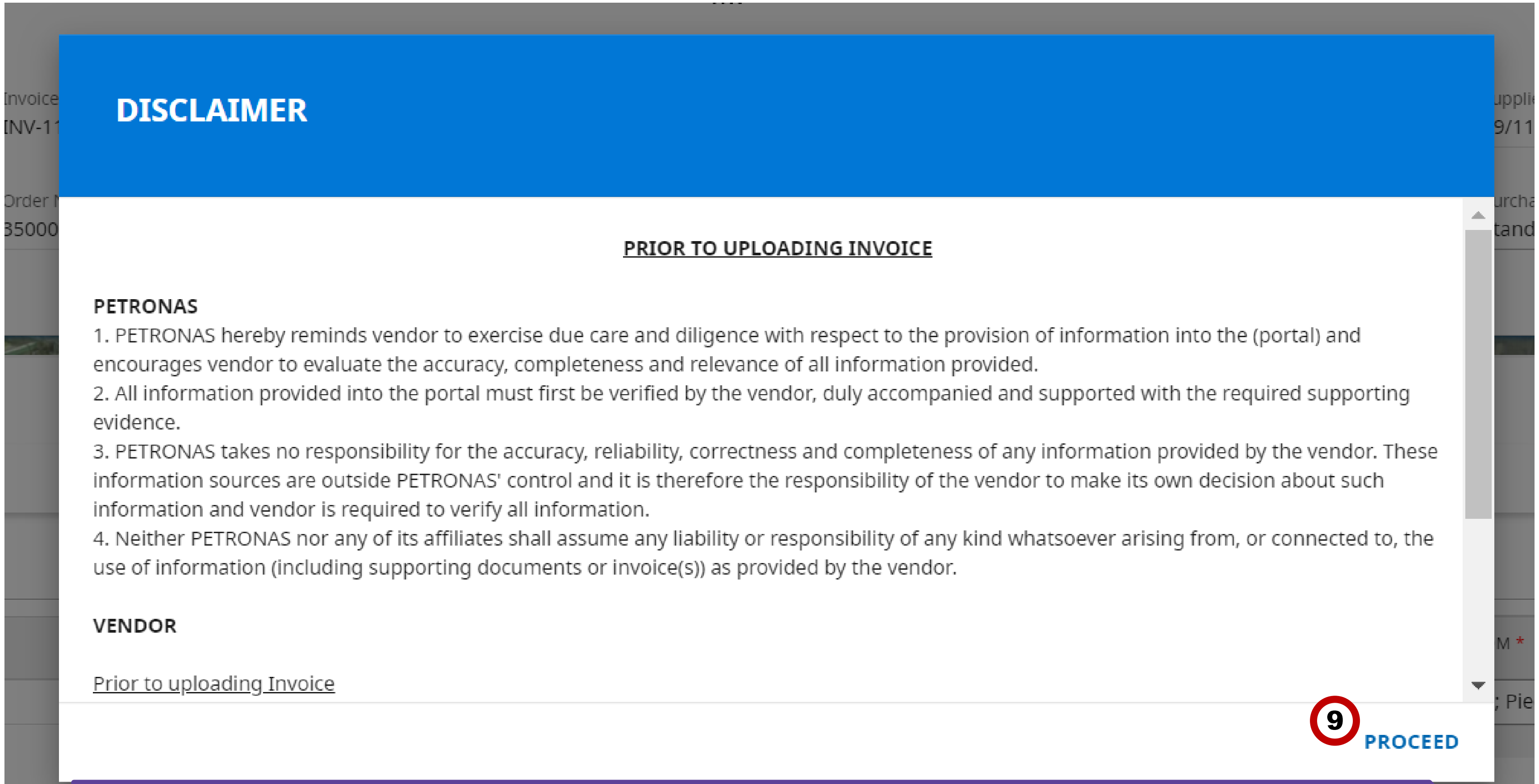


8	Click the Upload Image to upload the Original Credit Memo document.

The scanned copy of the Original Credit Memo is a mandatory requirement by PETRONAS. Kindly ensure the value of the Original Credit Memo uploaded is the same as per credit memo document created in SMART

Create Credit Memo

Disclaimer will be display upon upload of scanned Credit Memo documents

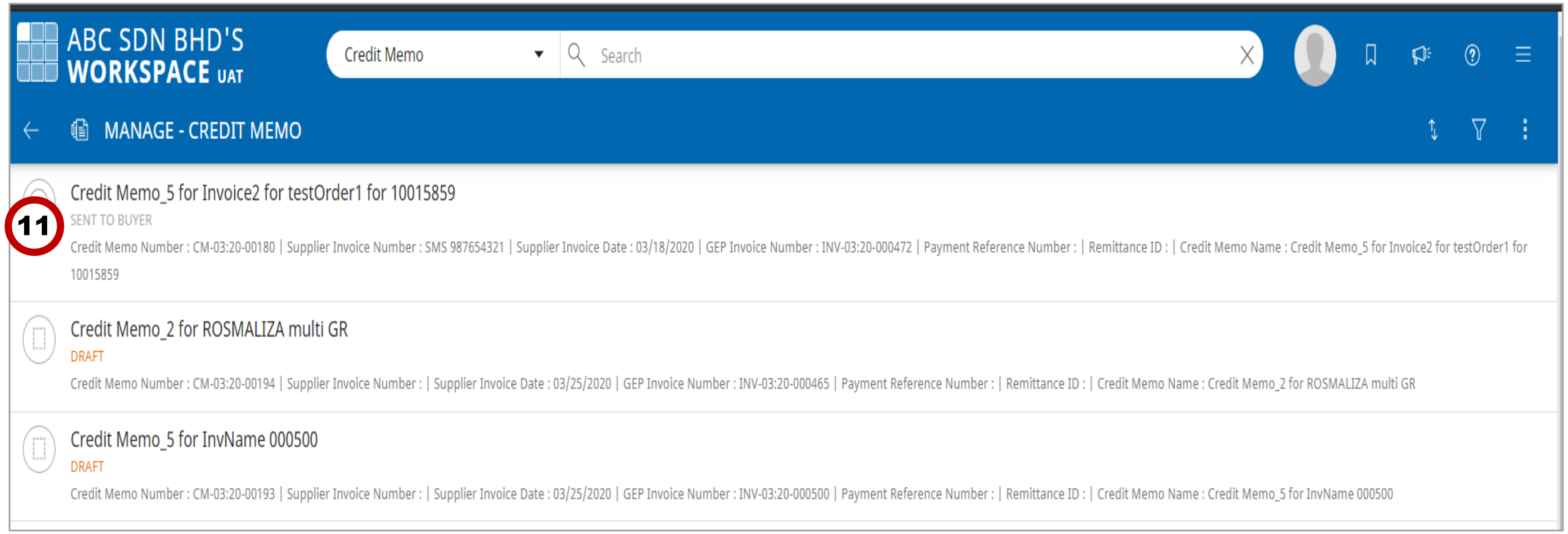


9 Click **"Proceed"** upon reviewing the disclaimers for uploading the scanned Credit Memo.

It is supplier's responsibility to ensure that all the document attached is correct and accurate based on actual job completion as per PO requirements and deliverables.

Create Credit Memo

Supplier to proceed with submission of Credit Memo to PETRONAS



10	Click **"Send to Buyer"** at the bottom of the page once satisfied with all the details and attachments. **Send to Buyer**
11	Credit Memo status will change from "Draft" to "Sent to Buyer"

The status of the Credit Memo will be display upon submitting the Credit Memo to buyer.

GROUP PROCUREMENT

DGP

SUPPORT CONTACT

Support Contact

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

E-MAIL : supplier.servicedesk@petronas.com.my

CALL : 1-800-88-0011

PETRONAS CONTACT CENTRE

THANK YOU!