

# GROUP PROCUREMENT

**DGP**

 **GEP** | **SMART**<sup>™</sup> SUPPLIER USER GUIDE

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**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.

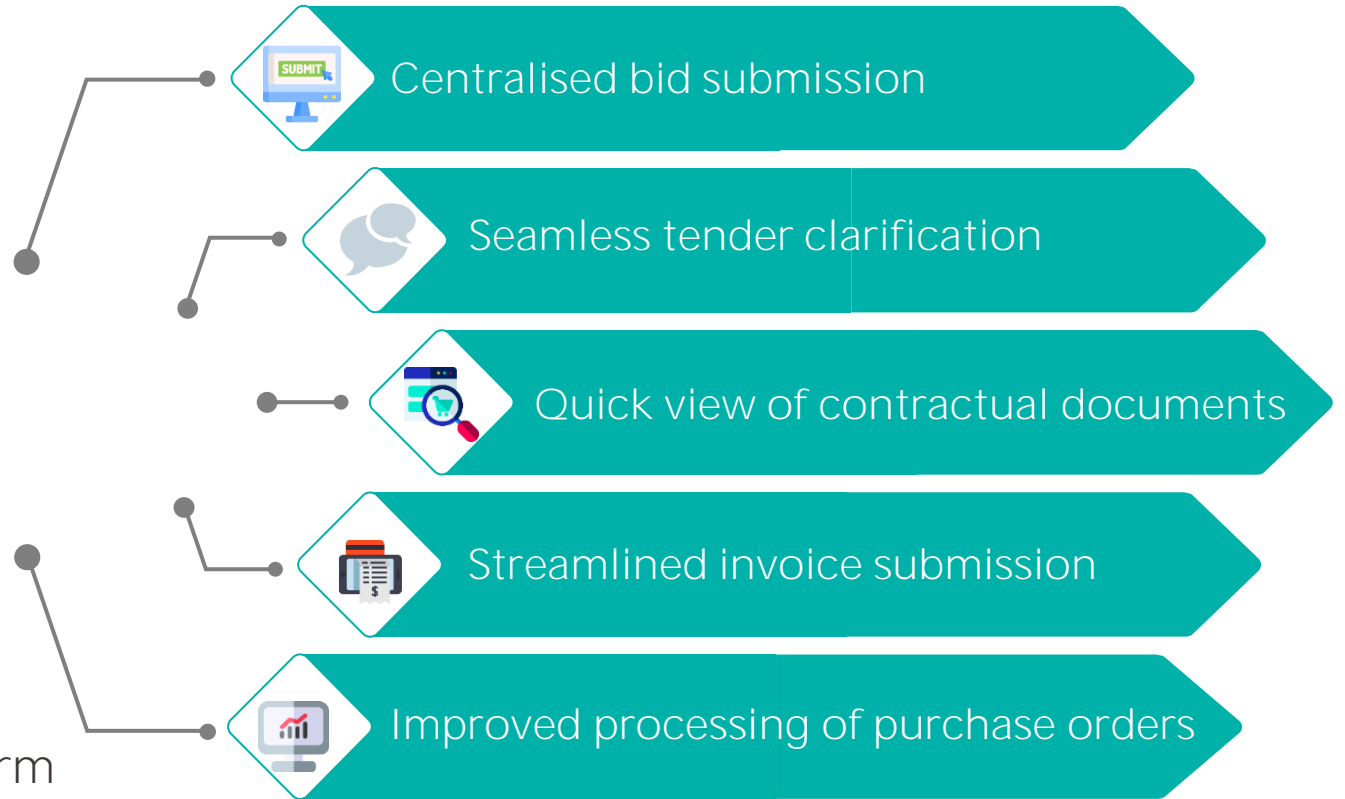
3 To recognise the high level benefits of the system and the new ways of working around it.

# 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



# GEP SMART™ at a glance

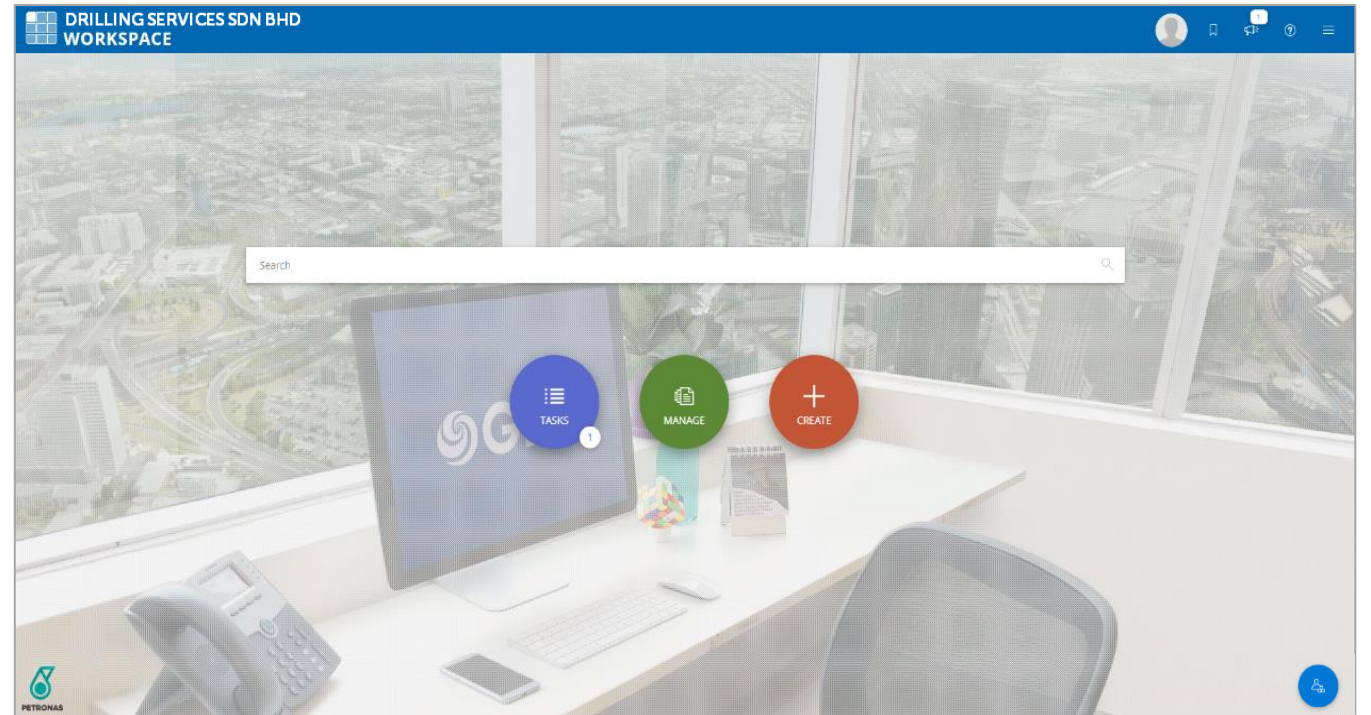
New simplified and compact Home Page.

## 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.



Thu 9/12/2019 4:41 PM  
smartuat@gep.com  
**Test Notification – Primary registration request from Petronas**

Dear ABC,

Petronas has sent you a primary registration request for the following event:

[Click Here](#)

Please enter the details and you can then view the event details.

You can also add the event to your watchlist so you can access SMART notifications with GEP family.

**ACTION PENDING** 69

- Sourcing for Equipments\_Demo  
Event Number : 000854-jul2019 | Author : Jean Buyer
- testOrder1 for Requisition65  
Supplier : Vertex | PO Total : 1,200.00
- Dual\_RFX Tech\_Manpower Services\_Afig\_20 | ...  
Event Number : 000842-jul2019 | Author : Jean Buyer
- Requisition10 - test rfx notification - 2  
Event Number : 000833-jul2019 | Author : Buyer Pers1

[SHOW ALL](#)

# 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.



The screenshot displays a web application interface for bid submissions. The header shows the event ID '001040-SEP2019 - 001040-SEP2019 (NEW)' and a countdown timer 'Response closing in 13d 11h 38m 44s'. The main content is organized into sections:

- BASIC DETAILS:** Includes fields for Event Name (001040-Sep2019), Event Description, Event Type (Request for Proposal), Event Currency (MYR), and Event Overview.
- Category, Business Unit, and Region:** Shows 'Chemicals' for Category, 'BOARD OF DIRECTORS' for Business Unit, and 'Malaysia' for Region.
- EVENT TIMELINES:** Displays a table with columns for Name, Start Date & Time, and End Date & Time. A 'Response Timeline' is listed with a start time of 09/13/2019 12:00 PM and an end time of 09/26/2019 11:59 PM.
- TEAM MEMBERS (SUPPLIER CONTACTS) (1):** A section for listing team members, currently empty.

At the bottom right, there are 'CANCEL' and 'SUBMIT RESPONSE' buttons.



# GEP SMART™ at a glance

A consolidated channel for tender clarification and negotiation.

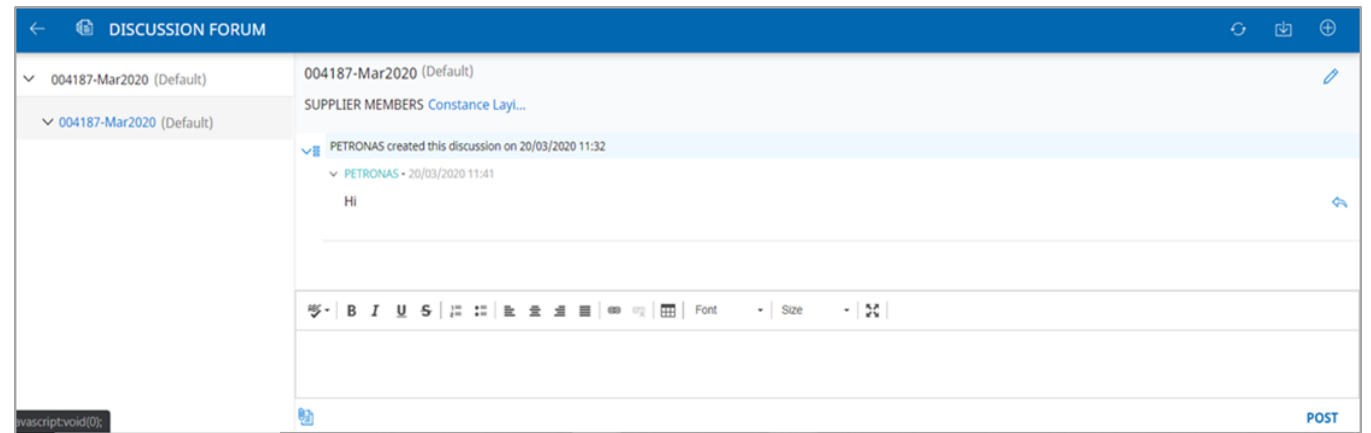
## BEFORE

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.



The screenshot displays the 'DRILLING SERVICES SDN BHD WORKSPACE' interface. At the top, there is a search bar and a user profile icon. Below the header, the page is titled 'MANAGE - CONTRACT'. The main content area shows a list of contracts with the following details:

Contract Name	Status	Document Type	Contract Type	Contract Administrator	Contract Sponsor
jo test contract D30 M010	LIVE	Advertising / Marketing Agreement	Once-off purchase	M_Admin D30	M_Admin D30
Contract Testing ABC(1)	LIVE	Advertising / Marketing Agreement	Once-off purchase	Soon Boon Hooi	Buyer 30 - 4 30
Contract Testing ABC	LIVE	Advertising / Marketing Agreement	Once-off purchase	Soon Boon Hooi	Buyer 30 - 4 30
Copy of Contract Testing ABC	LIVE	Advertising / Marketing Agreement	Once-off purchase	Soon Boon Hooi	Buyer 30 - 4 30
Contract Testing ABC	LIVE	Advertising / Marketing Agreement	Once-off purchase	Soon Boon Hooi	Buyer 30 - 4 30
Contract Testing ABC	LIVE	Advertising / Marketing Agreement	Once-off purchase	Soon Boon Hooi	Buyer 30 - 4 30
Test Contract	EXPIRED	Advertising / Marketing Agreement	Once-off purchase	Anik Bhattacharjee	Anik Bhattacharjee
Amend RO for expired contract N surcharge	EXPIRED	Supply & Delivery Agreement	Unit Rate/ Term Contract	Aquaman Buyer	Aquaman Buyer
Test123	EXPIRED	Advertising / Marketing Agreement	Once-off purchase	Anuja Jadhav	Purushottam Sagvekar

# 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™.



ORDER: TESTORDER1 FOR REQUI.. - (SENT TO SUPPLIER)					
<b>BASIC DETAILS</b>					
Order Number*	Order Name*	Order Contact*	Order Author*	Purchase Type*	Signatory
3400001049	testOrder1 for Requisition37	Mustaqim B Mahfodz	Mustaqim B Mahfodz	Standard	
Creation Date*	Original Issue Date*	Supplier Acknowledged Date*	Currency*		
02/26/2020	02/26/2020	01/01/0001	MYR		
<b>SUPPLIER DETAILS</b>					
Supplier Name*	Supplier Code	Ordering Location*	Supplier Contact*	Payment Terms*	Dispatch Mode
ABC SDN BHD - Malaysia	PC-2019.000163	C3927V5 ESSO MALAYSIA HQ KL	ABC SDN BHD Malaysia	Pay immediately Due net	Portal
<b>INVOICING AND DELIVERY DETAILS</b>					
Bill To	Bill To Address	Deliver To			
PETROLIAM NASIONAL BERHAD.	P.O. Box 95, Kuala Lumpur, KUL, Malaysia, 50450.	KSB			
Contact Email					
<a href="#">PRINT PREVIEW</a>					<a href="#">ACKNOWLEDGE ORDER</a>

# 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



DRILLING SERVICES SDN BHD  
WORKSPACE

← INV-03:20-000455 - INVOICE1 FOR T... - (DRAFT)

Upload Image    Export To PDF  
Delete    Print Invoice

✓ BASIC DETAILS

Invoice Name*	Invoice Number*	Invoice Amount*	Purchasing Organization*	Supplier Invoice Number*	Invoice Creation Date*
Invoice1 for testOrder1 for 100...	INV-03:20-000455	0.00	D30-110	SC_00538	03/03/2020
Supplier Invoice Date*	Supplier Name*	Order Number*	Order Name	Supplier Code*	Currency
03/03/2020	ABC SDN BHD - Malaysia	3400000700-001	testOrder1 for 10015712	PC-2019.000163	MYR

Purchase Type\*  
Standard

✓ SUPPLIER DETAILS

Order Location*	Order Supplier Name & Address
C3927V5 ESSO MALAYSIA HQ KL	ABC SDN BHD - Malaysia, Stree...
Remit To Location*	Supplier Name & Address*
LC-2019.000062 MAYBANK AMPA	ABC SDN BHD - Malaysia, 13 JA..
Supplier Contact*	Supplier Contact Email & Phone

PRINT PREVIEW

SAVE    SEND TO BUYER



**GROUP  
PROCUREMENT** **DGP**

APPLICATION DEEP DIVE

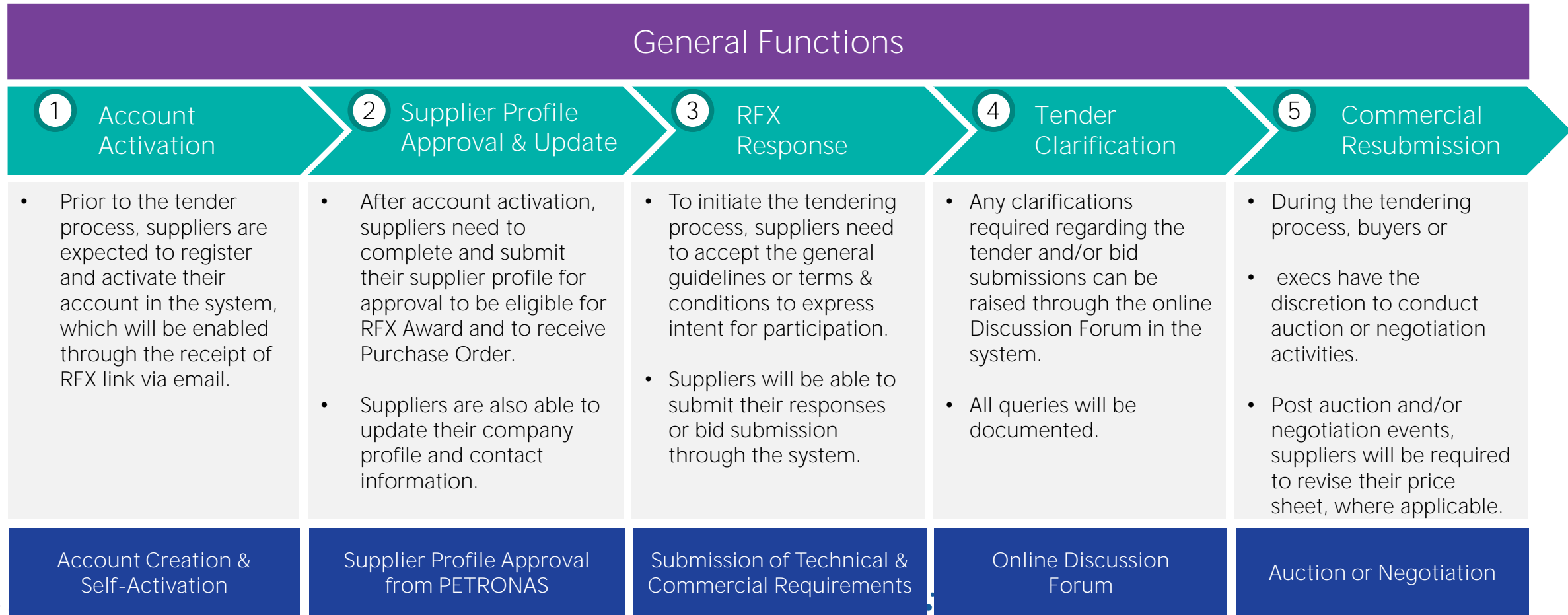
# Procurement in **GEP SMART**

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.



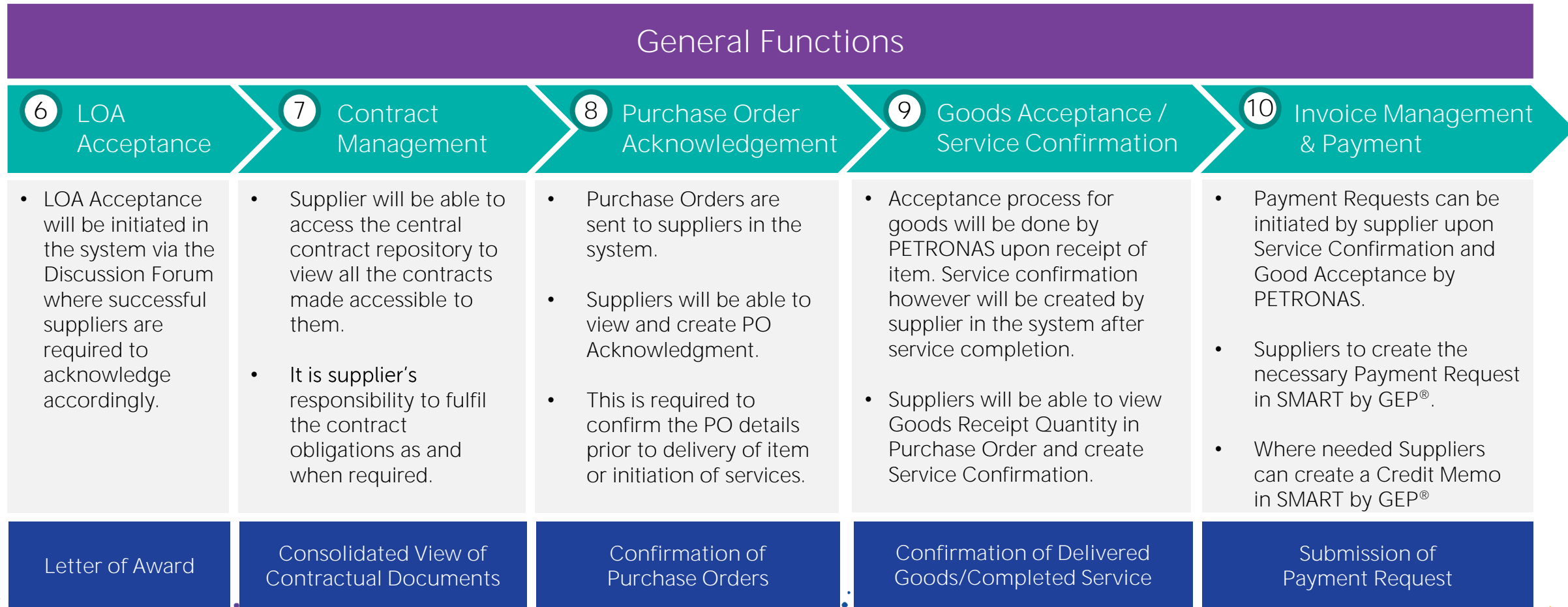
# Procurement in (Pre-Award)

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



# Procurement in (Post-Award)

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



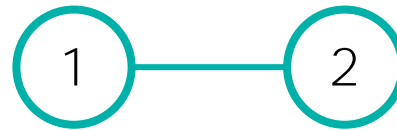


# General Functions

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

## LEARNING OBJECTIVES

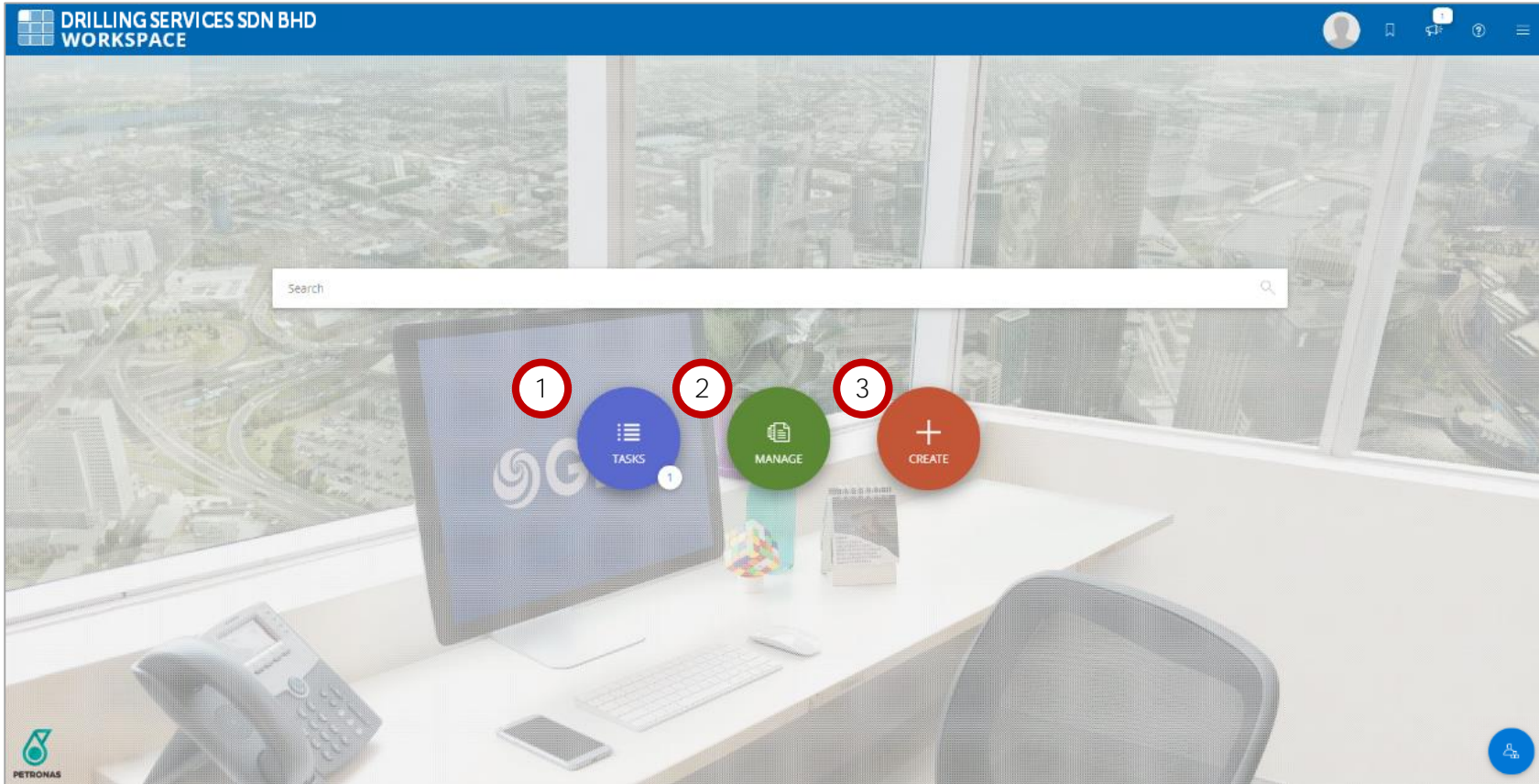
Suppliers will be able to learn basic system features and familiarise themselves with the interface to capably navigate the system.



Home Page

Update  
Contact

# Home Page



1 Under 'Tasks', the documents displayed are the documents that are awaiting action.

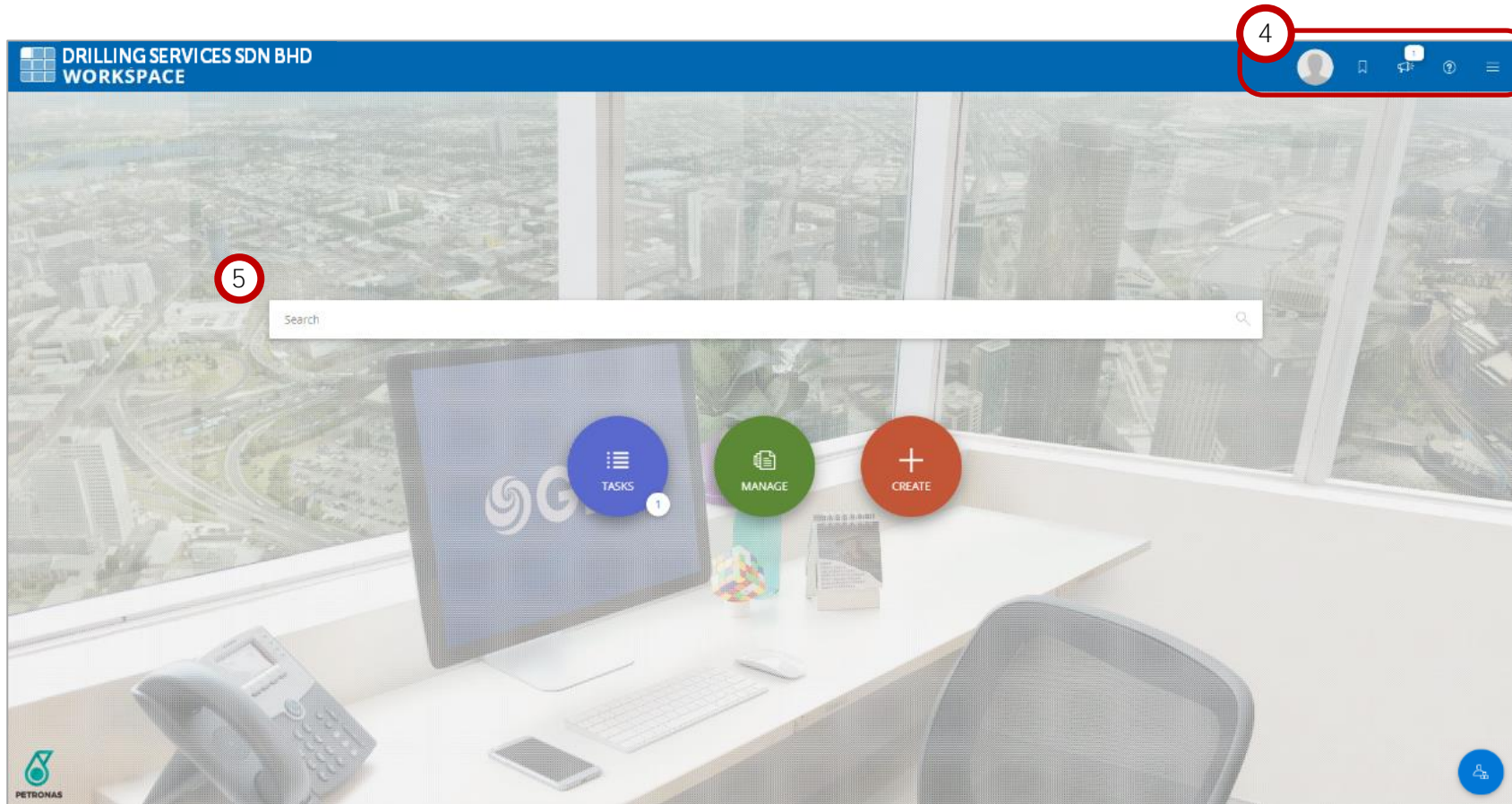
Additionally, these documents are organised based on the different action types required.

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



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

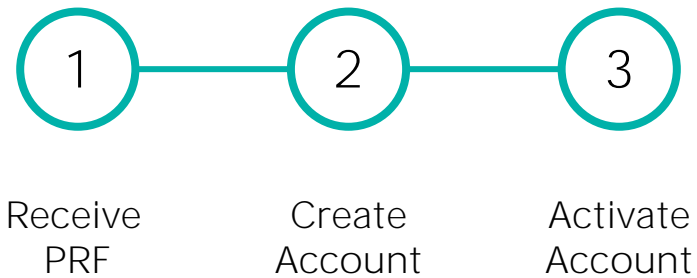


# Account Activation

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.



# Receive PRF



Receive PRF      Create Account      Activate Account

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

1 Registration request from PETRONAS Inbox x

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.

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.

- 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.

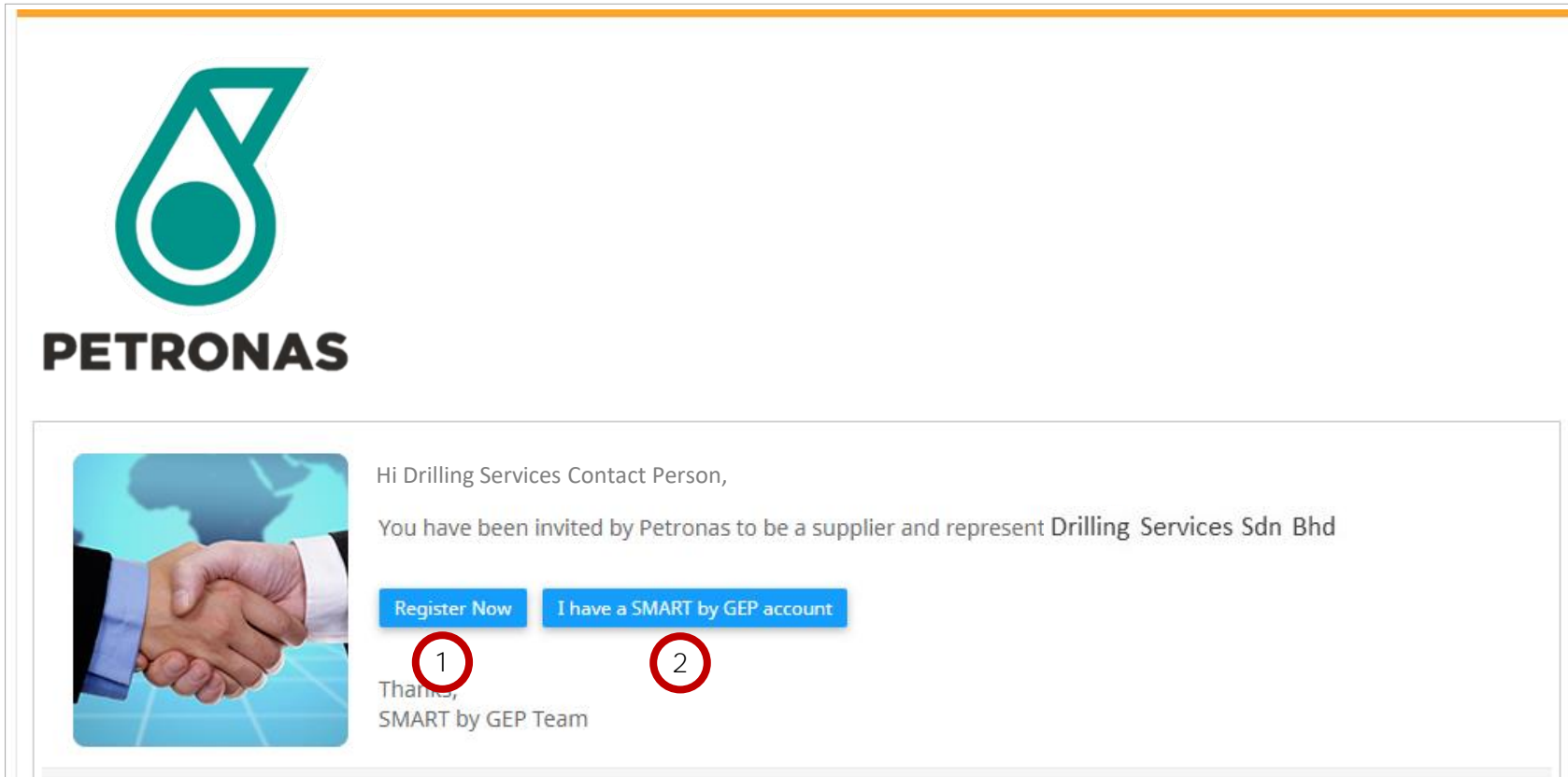
 It is imperative to update your current contact details and ensure the correct email address is provided to minimize the risk of not receiving RFX.

# Create Account



Receive PRF      Create Account      Activate 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



Receive PRF      Create Account      Activate Account

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

The image displays two screenshots of the PETRONAS Primary Registration Form. The left screenshot shows the 'Account Credentials' section with a red box around the Username, User Email, Password, and Confirm Password fields, and a red circle with the number '1' next to it. The right screenshot shows the 'Primary Contact Information' and 'Secondary Contact Information' sections with red circles containing the numbers '2' and '3' next to the 'Contact Role' dropdown and the 'Submit' button respectively.

- 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



Receive  
PRF

Create  
Account

Activate  
Account

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

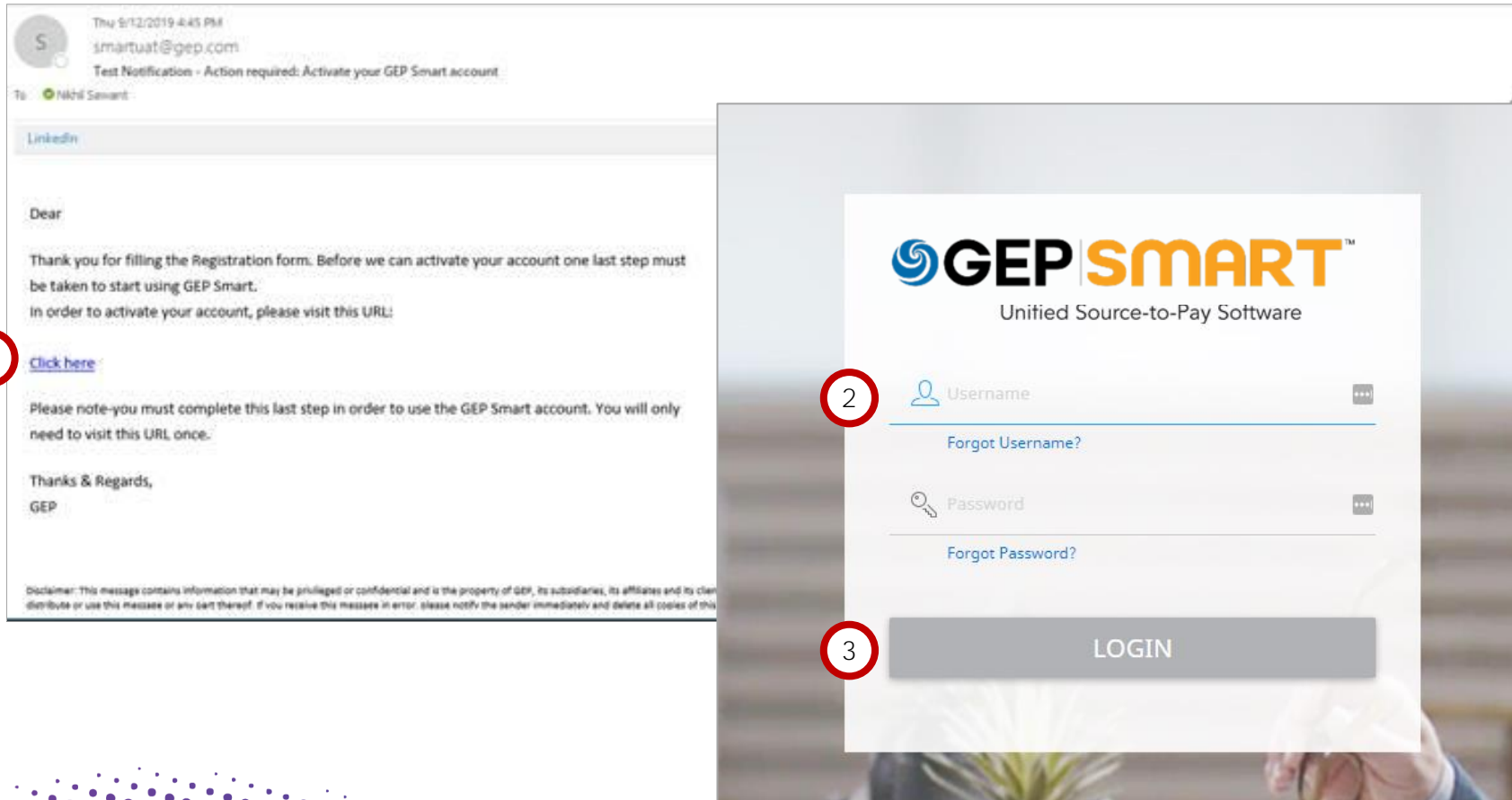
- 1 To use an existing GEP SMART™ account, suppliers are required to:
  - provide existing account credentials
  - provide and/or validate the company's registration detailsSome company information has been populated as part of the migration exercise from SRM ROS to GEP SMART™ prior to go-live or input 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



Receive PRF      Create Account      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.

# Activate Account



Receive PRF

Create Account

Activate Account

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

**GEP SMART™**  
Unified Source-to-Pay Software

### Select Supplier

Please select the Supplier organization that you represent:

PETRONAS

Logo Company B

Submit

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.

# Activate Account

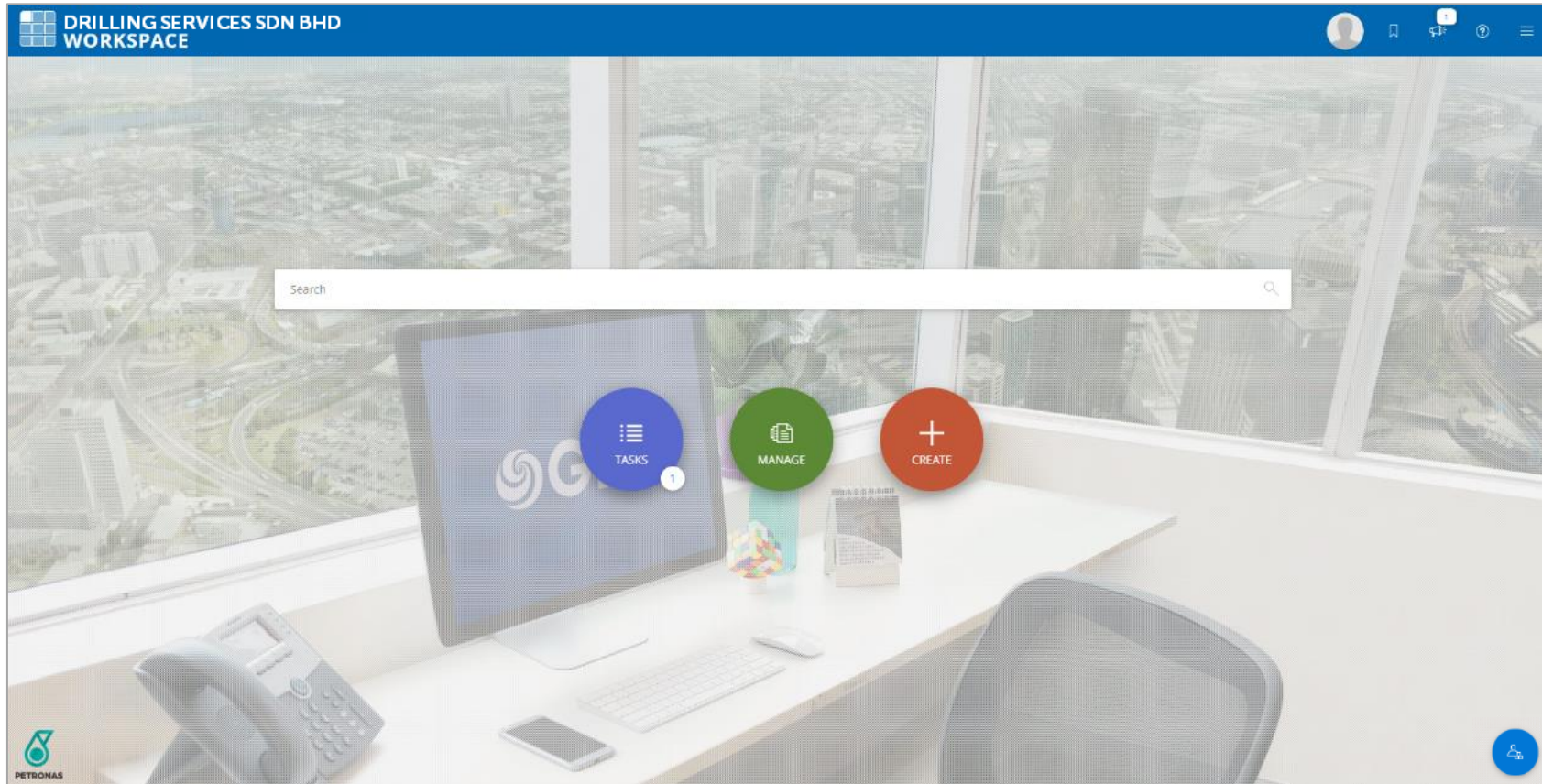


Receive PRF

Create Account

Activate Account

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



# APPLICATION DEEP DIVE



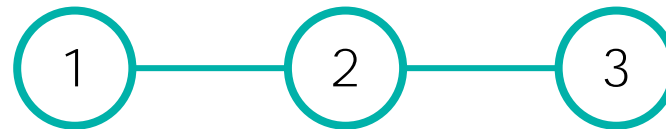
# Supplier Profile Approval & Update

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.



Complete  
Supplier  
Profile

Submit For  
Approval


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	<ol style="list-style-type: none"> <li>1. Headquarter Address</li> <li>2. At least (1) Ordering Location Address</li> </ol>	
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.

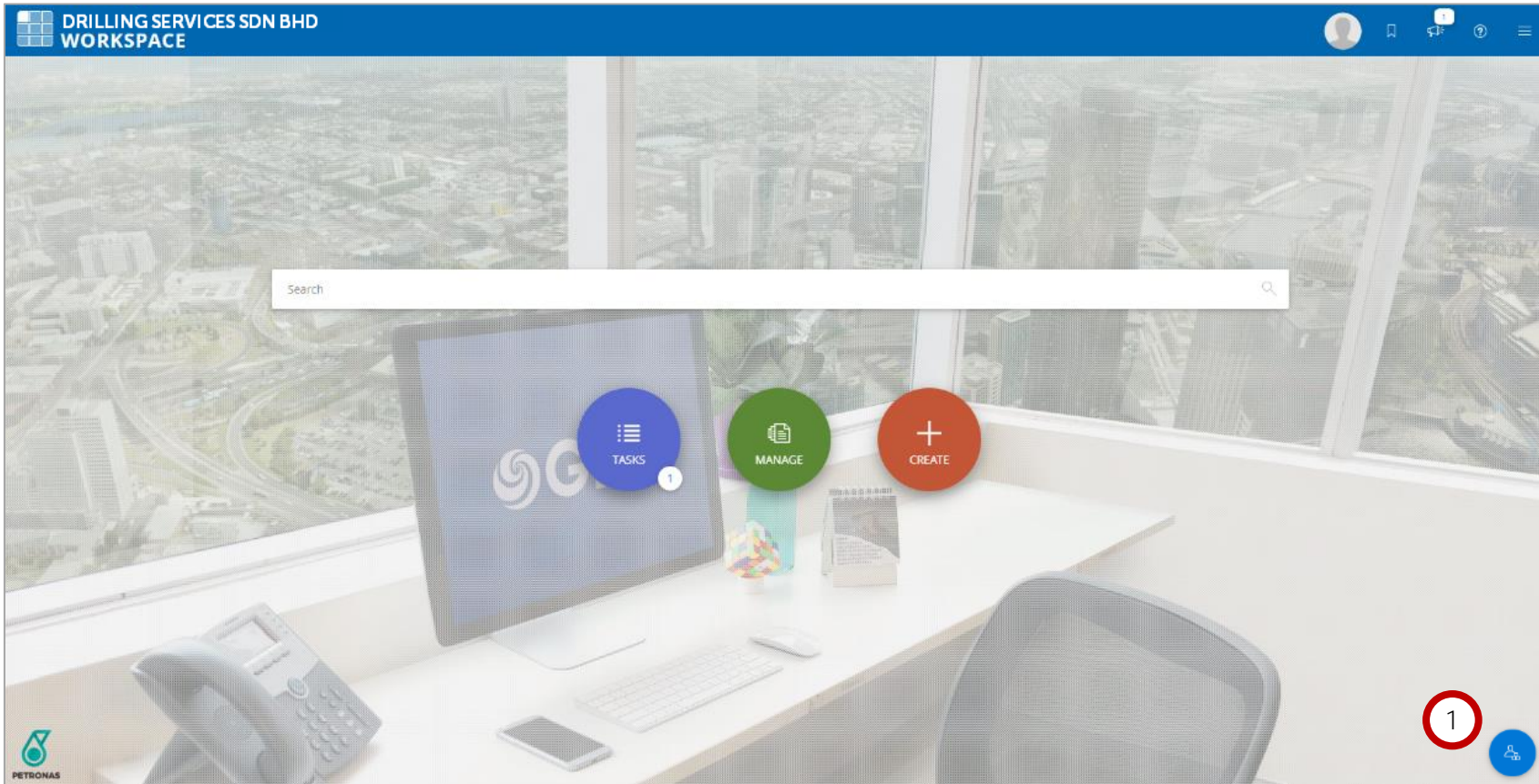


# Complete Supplier Profile




Complete Supplier Profile    Submit For Approval    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



Complete Supplier Profile    Submit For Approval    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.

4

25% PROFILE COMPLETENESS



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!

# Basic Details



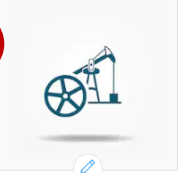
Complete Supplier Profile    Submit For Approval    Update Supplier Profile

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

**DRILLING SERVICES SDN BHD WORKSPACE**

SDS OFFSHORE SDN BHD (PC-2020.005101)

**BASIC DETAILS**

1 

2 **Supplier's Legal Name\***  
Drilling Services Sdn Bhd

3 **Parent Company's Identification Type**  
Parent Company Name

4 **Doing Business As**  
SDS

Category: Digital & ICT    Region: Malaysia    Supplier Managers: 1stPetronas Admin    Status: Invited

**IDENTIFICATION INFORMATION**

Identification type	Number
Please Select	Please Enter

**LOCATION INFORMATION (3)**

**CONTACT INFORMATION**

**PETRONAS LICENSE & REGISTRATION INFORMATION**

**DOCUMENTS**

30% PROFILE COMPLETENESS

CLOSE    SAVE AND SUBMIT

- 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



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

Supplier is required to provide the Basic Details 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



Complete Supplier Profile    Submit For Approval    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.

# Identification Information



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

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

DRILLING SERVICES SDN BHD WORKSPACE

DRILLING SERVICES SDN BHD

**BASIC DETAILS**

Supplier's Legal Name\* Drilling Services Sdn Bhd  
Parent Company's Identification Type Parent Company Name  
Doing Business As SDS  
Formerly Known As Formerly Known As

Category Digital & ICT  
Region\* Malaysia  
Supplier Managers 1stPetronas Admin  
Status Invited

**IDENTIFICATION INFORMATION**

Identification type	Number
Please Select	Please Enter
ROC (Old)	
VAT	
GST	
SST	
ROC (New)	

CLOSE SAVE AND SUBMIT

- 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



Complete Supplier Profile    Submit For Approval    Update Supplier Profile

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

Identification Type	Number
ROC (Old)	884342-N*
MY: Sales Tax	W23-2321-00015331
MY: Service Tax	W23-2321-00015334

Location Name	Location Code	Type
Jalan Ampang 123		Headquarter
KL	LC-2022.003032	Ordering Location
Melaka	LC-2022.003033	Ordering Location

- 1 You may add the Sales Tax, Service Tax, or Digital Service Tax in Identification Information 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, 1<sup>ST</sup> 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



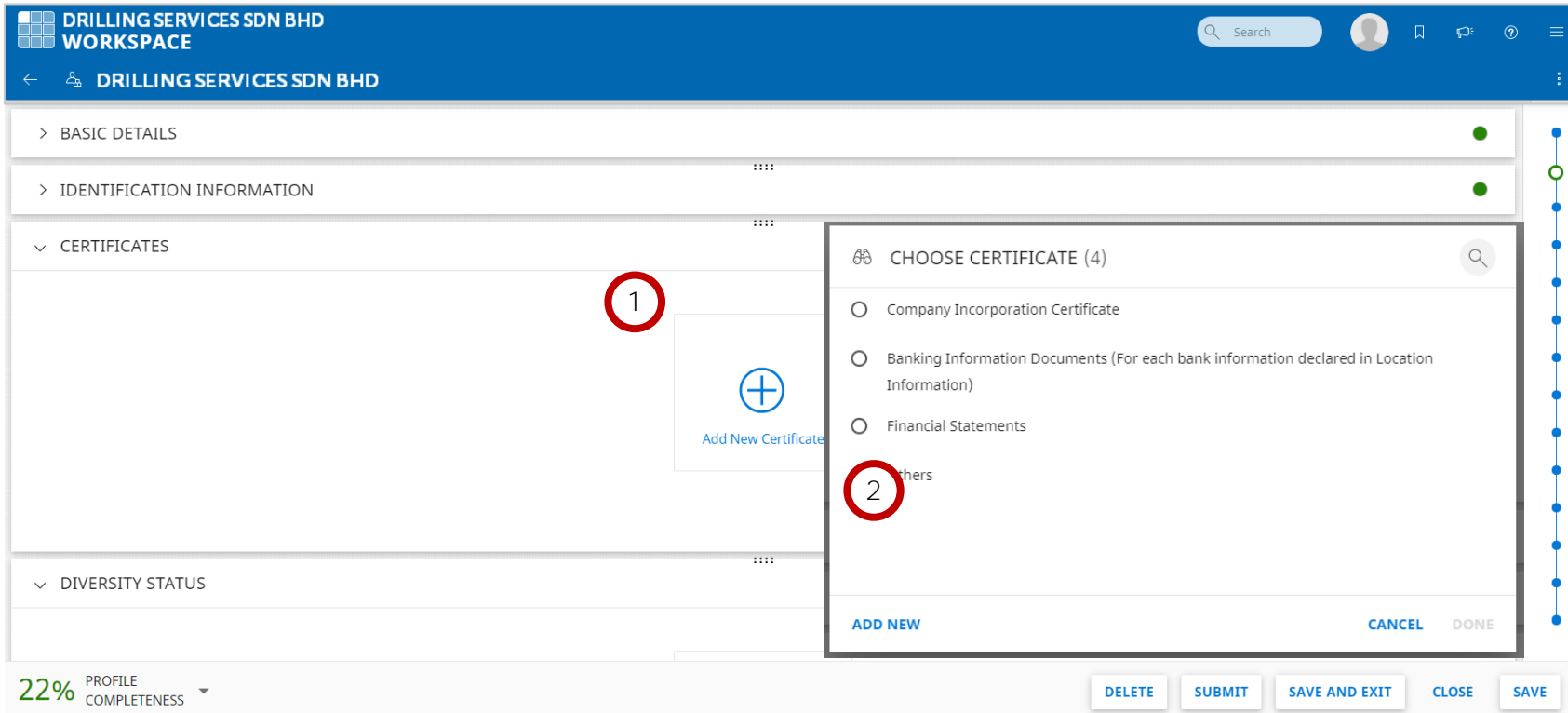
No. Daftar CP in the "SURAT KELULUSAN PENDAFTARAN" from Royal Malaysian Customs Department represents your Tax registration number

# Certificates



Complete Supplier Profile    Submit For Approval    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**'.



# Certificates

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



Complete Supplier Profile    Submit For Approval    Update Supplier Profile

The screenshot shows a 'NEW CERTIFICATE' form with several fields and tabs. The 'ATTACHMENTS' tab is selected and circled with a red '5'. The 'Certificate Name' field contains 'Company Incorporation Certificate'. The 'Certificate Type' dropdown is set to 'Registration Certificate issued by Suruhanjaya Syarikat Malaysia (Company incorporated in Malaysia)' and is circled with a red '3'. The 'Certificate Number' and 'Issuing Authority' fields are empty. The 'Mandatory for compliance' section has 'No' selected, circled with a red '4'. 'CANCEL' and 'SAVE' buttons are at the bottom right.

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

This section is not required to be filled by supplier.



Complete Supplier Profile    Submit For Approval    Update Supplier Profile

The screenshot shows a software interface for 'DRILLING SERVICES SDN BHD WORKSPACE'. The top navigation bar is blue with a search bar and user profile icon. Below it, a list of sections is shown: 'BASIC DETAILS', 'IDENTIFICATION INFORMATION', 'CERTIFICATES', 'DIVERSITY STATUS', and 'REGISTRATION INFORMATION'. The 'DIVERSITY STATUS' section is expanded and highlighted with a red circle containing the number '1'. Inside this section, there is a large white box with a blue plus sign and the text 'Add New Diversity Status'. At the bottom of the interface, there is a '22% PROFILE COMPLETENESS' indicator and a row of buttons: 'DELETE', 'SUBMIT', 'SAVE AND EXIT', 'CLOSE', and 'SAVE'.

1 Kindly DO NOT make any changes to this section.

# Registration Information

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



Complete Supplier Profile    Submit For Approval    Update Supplier Profile

The screenshot shows a web interface for 'DRILLING SERVICES SDN BHD WORKSPACE'. The top navigation bar is blue with a search bar and user profile icon. Below the header, there is a list of menu items: BASIC DETAILS, IDENTIFICATION INFORMATION, CERTIFICATES, DIVERSITY STATUS, and REGISTRATION INFORMATION. The 'REGISTRATION INFORMATION' section is expanded, showing a table with one row: 'Additional Form' with 1 total question and 0 pending mandatory questions. A red circle with the number '1' highlights the 'Additional Form' link. At the bottom, there is a '22% PROFILE COMPLETENESS' indicator and buttons for 'CLOSE', 'SAVE', and 'CREATE CHANGE REQUEST'.

Titles	Total Questions	Pending Mandatory Questions
<a href="#">Additional Form</a>	1	0 / 1

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.

DRILLING SERVICES SDN BHD  
WORKSPACE

LOCATION

LOCATION INFORMATION

Location Name\*  
Kemaman

Address Line 1\*  
Annex Building, Kemaman Supply Base

Country\*  
Malaysia

State\*  
Terengganu

City\*  
Kemaman

Zip Code\*  
20200

Choose Location Type\*  
Ordering Location

IDENTIFICATION INFO

Identification type	Number
Please Select	

Rows per page: 5

CANCEL SAVE

- 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



Complete Supplier Profile    Submit For Approval    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.

**DRILLING SERVICES SDN BHD WORKSPACE**

LOCATION

**1** LOCATION INFORMATION

Location Name\* Kuala Lumpur Finance Office    Address Line 1\* L01-23, Business Avenue, Jalan Ampang Ut    Country\* Malaysia    State\* Kuala Lumpur    City\* Ampang    Zip Code\* 68000

Choose Location Type\* Remit To Location

**2** BANKING INFORMATION

Payment Method	Bank Name	Branch	Country	Account Type	Account Number	
<input type="checkbox"/> Wire Transfer	CIMB Bank Berhad	KLCC	Malaysia	Current	XXXXX0903	<b>2</b> (+) [edit] [delete]

**3** IDENTIFICATION INFO

Identification type: Please Select    Number: [empty]

Rows per page: 5

**4** [CANCEL] [SAVE]

**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



Complete Supplier Profile    Submit For Approval    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.

# Contact Information



Complete Supplier Profile    Submit For Approval    Update Supplier Profile

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

The screenshot shows a software interface with a sidebar on the left containing sections like 'BASIC DETAILS', 'IDENTIFICATION INFORMATION', 'LOCATION INFORMATION', 'CONTACT INFORMATION(1)', and 'PETRONAS LICENSE & REGISTRATION INFORMATION'. The main area displays a form for adding a new contact. The form fields are: First Name\* (with a red asterisk and a red circle '2' around the label), Last Name\* (with a red asterisk), E-mail Address\* (with a red asterisk), Designation (Optional) (with a red circle '3' around the label), Default Role (Please Select) (with a dropdown arrow), Primary Business Phone\* (with a red asterisk), Extn, Sec. Business Phone (Optional), Extn, Fax No., ISD Code (Optional) (Please Select) (with a dropdown arrow), and Mobile Number (Optional). At the bottom of the form, there is a checkbox for 'Send Invitation' and two buttons: 'CANCEL' and 'SAVE' (with a red circle '4' around the label). In the background, a table lists contact information for 'Aaliyah Rose Shafiq' with fields for Full Name, Last Login, Phone Number, Location, Role, and Code. A red circle '1' is around the '+' icon in the table's action column. At the bottom left, a progress bar shows '30% PROFILE COMPLETENESS'. At the bottom right, there are 'CLOSE' and 'SAVE AND SUBMIT' buttons.

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 Complete Supplier Profile  
2 Submit For Approval  
3 Update Supplier Profile

- 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

This section is not required to be filled by supplier.



Complete Supplier Profile    Submit For Approval    Update Supplier Profile

DRILLING SERVICES SDN BHD WORKSPACE

DRILLING SERVICES SDN BHD

- > REGISTRATION INFORMATION
- > LOCATION INFORMATION (3)
- > CONTACT INFORMATION(1)
- > BUSINESS INFORMATION
- 1 > TRANSACTION TYPE
  - Auction format: Please Select
  - Contract format: Please Select
  - Invoice format: Please Select
  - PO format: Please Select
  - RFx format: Please Select
  - Service Confirmation: Please Select
  - Manage Optional Fields
- > MARKETING INFORMATION
- > PAYMENT TERMS
- > DOCUMENTS
- > PETRONAS LICENSE & REGISTRATION INFORMATION
- > NOTES AND ATTACHMENTS

22% PROFILE COMPLETENESS

DELETE    SUBMIT    SAVE AND EXIT    CLOSE    SAVE

1 Kindly DO NOT make any changes to this section.

# Marketing Information



Complete Supplier Profile    Submit For Approval    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.

DRILLING SERVICES SDN BHD WORKSPACE

DRILLING SERVICES SDN BHD

TRANSACTION TYPE

MARKETING INFORMATION

Description (Optional)

Supported Currencies  
Malaysian Ringgit . MYR

Supported Languages (Optional)

Current Customer

Website : Website URL    www.facebook.com/facebook page name

www.linkedin.com/linkedin page name    www.twitter.com/twitter handle

PAYMENT TERMS

DOCUMENTS

PETRONAS LICENSE & REGISTRATION INFORMATION

NOTES AND ATTACHMENTS

22% PROFILE COMPLETENESS

DELETE SUBMIT SAVE AND EXIT CLOSE SAVE

1

2

4

3

- 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

This section is not required to be filled by supplier.



Complete Supplier Profile    Submit For Approval    Update Supplier Profile

Entity	Payment Terms
All	30 Days After B/L Date (Default)

Rows per page: 5

22% PROFILE COMPLETENESS

DELETE SUBMIT SAVE AND EXIT CLOSE SAVE

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

# Documents

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



Complete Supplier Profile    Submit For Approval    Update Supplier Profile

The screenshot shows a web application interface for 'DRILLING SERVICES SDN BHD WORKSPACE'. The top navigation bar includes a search bar and user profile icons. Below the navigation bar, there are several expandable sections: TRANSACTION TYPE, MARKETING INFORMATION, PAYMENT TERMS, DOCUMENTS, and PETRONAS LICENSE & REGISTRATION INFORMATION. The 'DOCUMENTS' section is expanded, showing a table with columns: Form, Name, Status, Created by, Created on, Supplier Response St..., Invited on, and Invited By. The table contains two rows of data. A red circle '1' highlights the 'Form' column, and a red circle '2' highlights the 'Name' column. At the bottom of the interface, there is a '22% PROFILE COMPLETENESS' indicator and a set of buttons: DELETE, SUBMIT, SAVE AND EXIT, CLOSE, and SAVE.

Form	Name	Status	Created by	Created on	Supplier Response St...	Invited on	Invited By
Scorecard	KYC Assessment v3	Published	Shafiq Petronas	06/02/2020	Expired	06/02/2020	Shafiq Petronas
RFX	Copy of KYC Assessment ...	Published	Shivanshu Petronas	05/04/2020	Response Submitted	05/15/2020	Shivanshu Petronas

- 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



Complete Supplier Profile    Submit For Approval    Update Supplier Profile

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

**1** ✓ PETRONAS LICENSE & REGISTRATION INFORMATION

Company Overview

Company Registration Number Roc New : 7784433X Roc Old : 7784433X	Company Name Drilling Services Sdn Bhd	Company Status Bumiputera
Locality Status	Attachment <a href="#">Company Detail_7784433X.pdf</a>	

License & Registration

License Status Active	License Duration 05/15/2020 To 05/15/2022	License or Registration Type --
Attachment <a href="#">7784433XPB_Cert.pdf</a>		

Special License & Registration

Status --	Attachment --
--------------	------------------

Supplier is required to perform any license & registration update or renewal via <https://www.petronas.com/join-us/be-our-partner/our-licensing-registration>

22% PROFILE COMPLETENESS

DELETE SUBMIT SAVE AND EXIT CLOSE SAVE

**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

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



Complete Supplier Profile    Submit For Approval    Update Supplier Profile

DRILLING SERVICES SDN BHD WORKSPACE

DRILLING SERVICES SDN BHD

- > DIVERSITY STATUS
- > REGISTRATION INFORMATION
- > LOCATION INFORMATION (3)
- > CONTACT INFORMATION(1)
- > BUSINESS INFORMATION
- > TRANSACTION TYPE
- > MARKETING INFORMATION
- > PAYMENT TERMS
- > DOCUMENTS
- > PETRONAS LICENSE & REGISTRATION INFORMATION
- 1** > NOTES AND ATTACHMENTS

No records found.

22% PROFILE COMPLETENESS

DELETE SUBMIT SAVE AND EXIT CLOSE SAVE

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.

DRILLING SERVICES SDN BHD WORKSPACE

DRILLING SERVICES SDN BHD

BASIC DETAILS

Supplier's Legal Name\* Drilling Services Sdn Bhd

Parent Company's Identification Type Parent Company Name

Parent Company Name

Doing Business As SDS

Formerly Known As Formerly Known As

Category Digital & ICT

Region\* Malaysia

Supplier Managers 1stPetronas Admin

Status Invited

2 SUCCESS!

Supplier Profile is successfully submitted. Please wait for our team to review and approve your profile.

CLOSE

1 SAVE AND SUBMIT

25% PROFILE COMPLETENESS

- 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



Complete Supplier Profile    Submit For Approval    Update Supplier Profile

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

The screenshot shows the 'DRILLING SERVICES SDN BHD WORKSPACE' interface. The main content area displays a supplier profile form for 'DRILLING SERVICES SDN BHD'. The form includes sections for 'BASIC DETAILS', 'IDENTIFICATION INFORMATION', 'CERTIFICATES', 'DIVERSITY STATUS', 'REGISTRATION INFORMATION', 'LOCATION INFORMATION', 'CONTACT INFORMATION', 'BUSINESS INFORMATION', and 'TRANSACTION TYPE'. A red error message box is overlaid on the form, indicating a validation error: 'ERROR! Please enter a valid SWIFT code [Info] Messages refer to Organization: 4000004098 Bank details ID: 1003 Bank 0 for country MY does not exist [Info] Messages refer to Organization: 4000004098 Bank details ID: 1004 Bank 0 for country MY does not exist'. A 'CLOSE' button is visible at the bottom right of the error message. The bottom left of the form shows '25% PROFILE COMPLETENESS' and buttons for 'CLOSE' and 'SAVE AND SUBMIT'.

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



Complete Supplier Profile    Submit For Approval    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 an email to <a href="mailto:supplier.servicedesk@petronas.com">supplier.servicedesk@petronas.com</a> 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 an email to <a href="mailto:supplier.servicedesk@petronas.com">supplier.servicedesk@petronas.com</a> for further checking.	Basic Details
State is longer than the allowed maximum value: 3.	Please screenshot the error and send an email to <a href="mailto:supplier.servicedesk@petronas.com">supplier.servicedesk@petronas.com</a> 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



Complete Supplier Profile    Submit For Approval    Update Supplier Profile

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

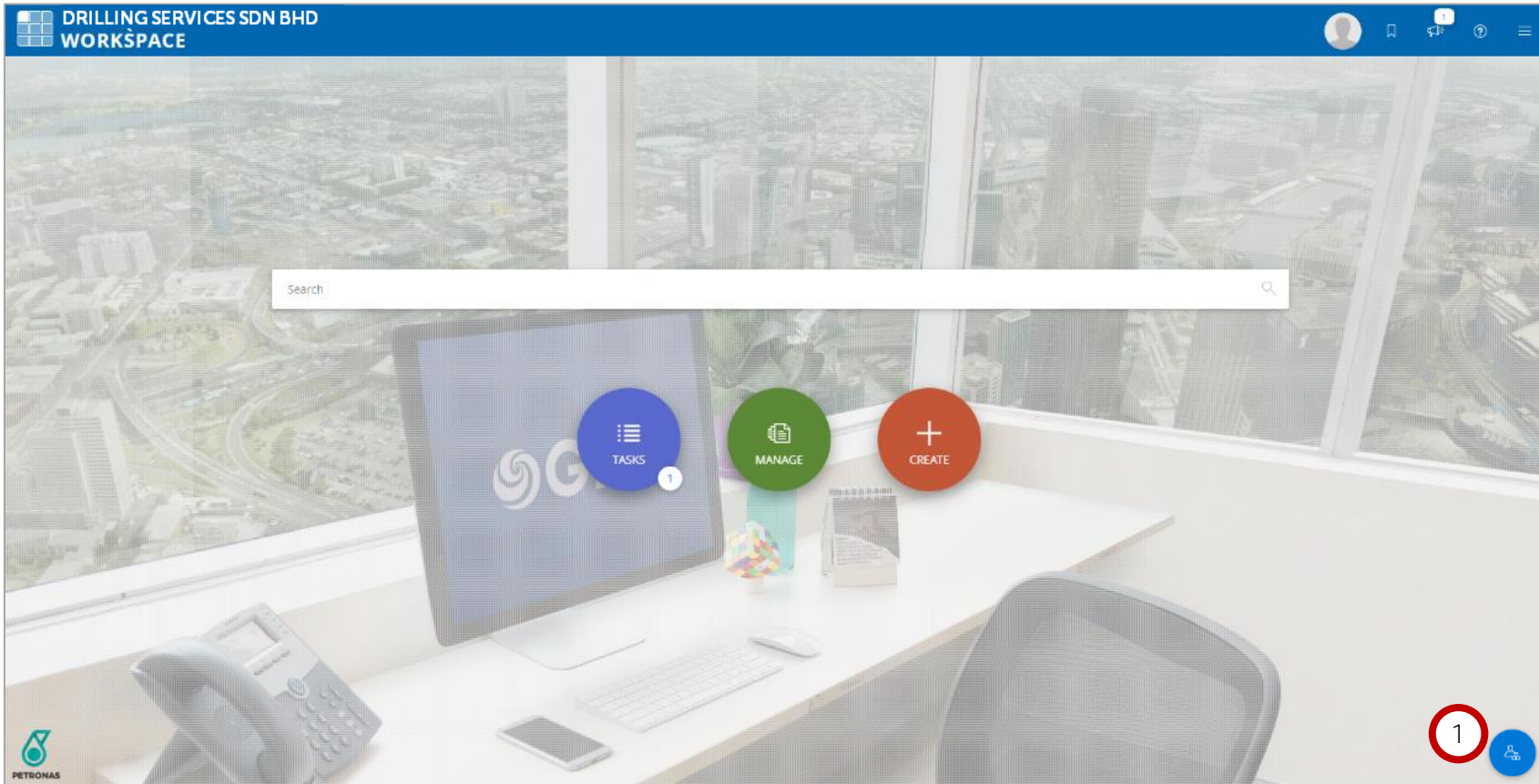
Error Message in Data Quality	Rectification	Affected Section
Only one Remit to Location is allowed.	Under relevant Location (Remit to Location) section> Banking Information. Supplier to remove additional Banking Information from the Remit to Location. Only one Banking Information is allowed to be maintained 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 <a href="mailto:supplier.servicedesk@petronas.com">supplier.servicedesk@petronas.com</a> for further checking.	Payment Terms

# Update Supplier Profile

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



Complete Supplier Profile    Submit For Approval    Update Supplier Profile



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

# Update Supplier Profile



Complete Supplier Profile    Submit For Approval    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



Complete Supplier Profile    Submit For Approval    Update Supplier Profile

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

DRILLING SERVICES SDN BHD WORKSPACE

DRILLING SERVICES SDN BHD

Change request is in progress

**BASIC DETAILS**

Supplier's Legal Name\* Drilling Services Sdn Bhd

Parent Company's Identification Type Parent Company Name

Doing Business As SDS

Formerly Known As Formerly Known As

Category Digital & ICT

Region\* Malaysia

Supplier Managers 1stPetronas Admin

Status Approved ⓘ

> PETRONAS LICENSE & REGISTRATION INFORMATION

> IDENTIFICATION INFORMATION

> LOCATION INFORMATION

> CONTACT INFORMATION(1)

> DOCUMENTS

> BUSINESS INFORMATION

> CERTIFICATES

32% PROFILE COMPLETENESS

DELETE SUBMIT SAVE AND EXIT CLOSE SAVE

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.



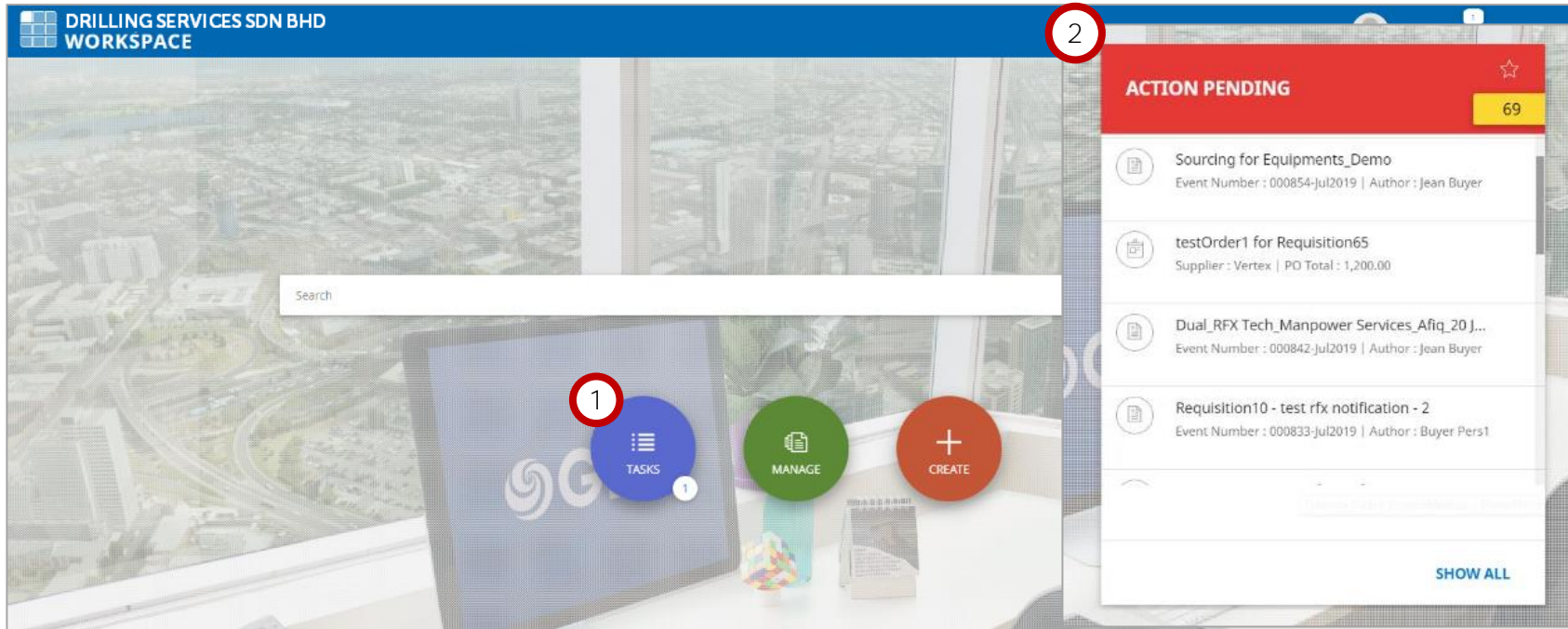


# Accept Guidelines



Accept Guidelines    Submit Responses    RFX Status

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



Accept Guidelines    Submit Responses    RFX Status

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

000873-AUG2019 - SOURCING OF DRILL E... (NEW) Response closing in 1d 0h 58m 14s

GUIDELINES PENDING ACCEPTANCE

Accept the guidelines listed in this section in order to participate in the event. [Download all Guidelines](#)

I Accept General Guidelines - Representative

BASIC DETAILS

Event Name: Sourcing of Drill Equipment\_IL

Event Description: Sourcing of Drill Equipment\_Demo\_08072019

Event Type: Request for Proposal    Event Currency: MYR    Event Overview: -

Category: Air Transportation & Support S...    Business Unit: BOARD OF DIRECTORS    Region: Malaysia

CANCEL    **DECLINE INVITATION**    ACCEPT GUIDELINES

**CONFIRMATION**

Are you sure you want to decline the invitation for this event?

NO    **YES**

DECLINE EVENT

Reasons: Not interested to participate

Type your comment here

CANCEL    DONE

- 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



Accept Guidelines    Submit Responses    RFX Status

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


The screenshot shows a web interface for an RFX invitation. The header bar is blue and contains the text "001213-SEP2019 - WEEK 2 \_SUPPLIER RE... (INVITATION DECLINED)" and "Response closing in 2...". A notification states: "Invitation to participate in event was declined by KOPETRO VENTURES on 10/04/2019 12:18 PM".

The main content area is divided into two sections:

- BASIC DETAILS:** Includes fields for Event Name (Week 2 \_Supplier Response), Event Description (Week 2 \_Supplier Response), Event Type (Request for Quotation), Event Currency (MYR), and Event Overview (-). It also shows Category\* (Chemicals), Business Unit\* (BOARD OF DIRECTORS), and Region\* (Malaysia).
- EVENT TIMELINES:** Shows a table with columns for Name, Start Date & Time, and End Date & Time. A single entry is visible: Response Timeline, 10/01/2019 3:30 AM, 10/07/2019 3:55 AM.

A context menu is open on the right side of the page, with the number 8 circled in red above it. The menu items are: Accept Invitation, Download Summary, Change Ownership, and Download Discussions. A "CANCEL" button is located at the bottom right of the page.

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



Accept Guidelines    Submit Responses    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



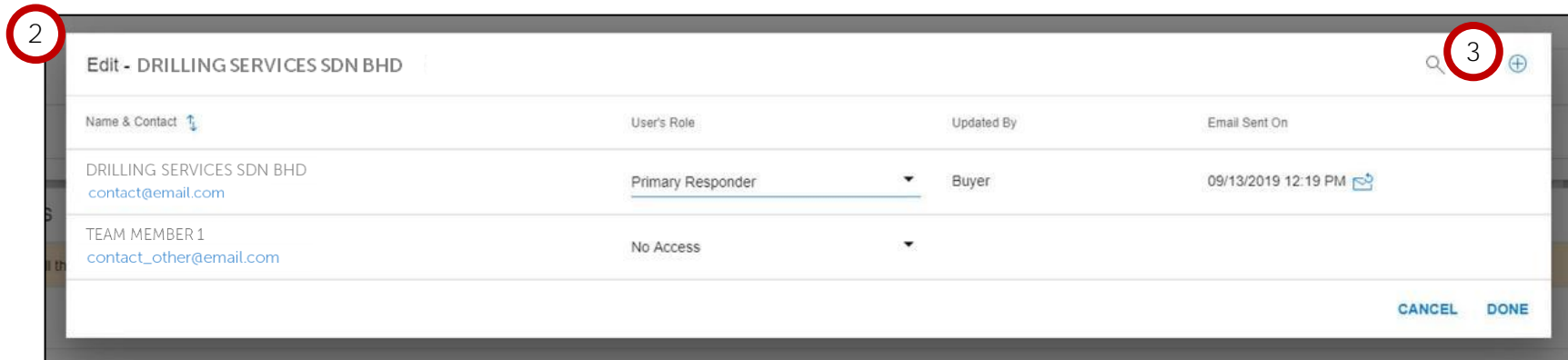
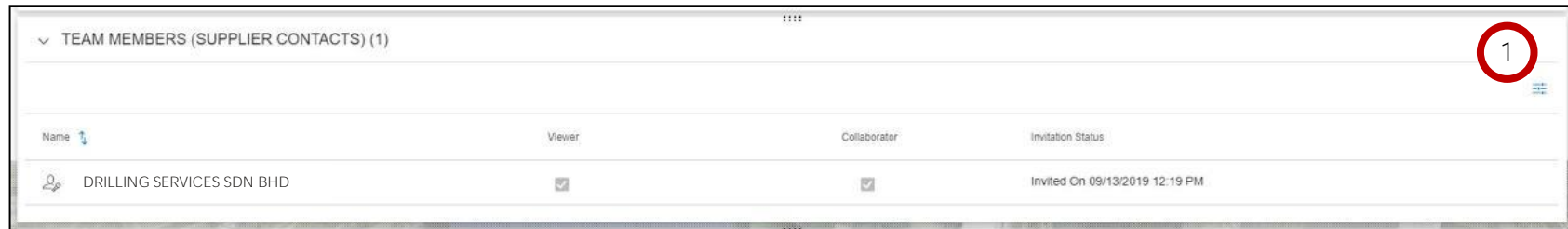
Suppliers will be required to submit their bid response for each section outlined in the RFX. If the supplier requires clarification, they may do so via the online Discussion Forum (refer to Tender Clarification).


# Submit Responses - Team Members




Accept Guidelines   Submit Responses   RFX Status

You may assign Roles in the Team Members section.



- 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.

 **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

# Submit Responses - Contract Terms



Accept Guidelines   Submit Responses   RFX Status

You may accept or modify the Contract Terms.

4

1

Name	Author	Modified By	Modified On	Status	Version
General Terms Conditions_UAT	WonderWoman Deol	WonderWoman Deol	09/12/2019 6:56 PM	Check In	1

3

2

GENERAL TERMS CONDITIONS\_

Contract Administrator : WonderWoman Deol | Last Modified By : WonderWoman Deol On 09/12/2019

Version 1.0

CONTRACT NO:

BETWEEN

PETRONAS CARIGALI SDN. BHD.  
(COMPANY NO.: 39275 – U)

AND

CONTRACTOR XXXXXX  
(COMPANY NO.: XXXXXX-X)

4

UPLOAD MINOR VERSION

GO BACK CHECK OUT

- 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



Accept Guidelines Submit Responses RFX Status

Suppliers must respond to all questionnaires listed in the section.

1

Name  
Technical Part 1

Description  
-

Q 1.\* Kindly ensure you have provided ALL the following documents

- Resume/CV
- Company Info
- BG/PG

Q 2.\* Kindly submit your proof of commitment

Your Response

Add Attachment

Q 3.\* Kindly submit your organization chart

Your Response

Add Attachment

0% RESPONSE COMPLETENESS

CANCEL SAVE DONE



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



Accept Guidelines    Submit Responses    RFX Status

Suppliers must respond to all questionnaires listed in the section.

The screenshot shows a questionnaire interface. At the top, it says 'Name: Technical Part 1' and 'Description: -'. There are three questions:

- Q 1.\* Kindly ensure you have provided ALL the following documents. Below this are three checkboxes: 'Resume/CV', 'Company Info', and 'BG/PG'.
- Q 2.\* Kindly submit your proof of commitment. Below this is a text area labeled 'Your Response' and an 'Add Attachment' button.
- Q 3.\* Kindly submit your organization chart. Below this is another text area labeled 'Your Response' and an 'Add Attachment' button.

At the bottom left, there is a progress bar showing '0% RESPONSE COMPLETENESS'. At the bottom right, there are three buttons: 'CANCEL', 'SAVE', and 'DONE'. The 'SAVE' and 'DONE' buttons are circled in red, and a red circle with the number '4' is placed to the left of the progress bar.

- 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



Accept Guidelines    Submit Responses    RFX Status

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



Accept Guidelines    Submit Responses    RFX Status

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

	*Intent to Bid	Item Name	Item Number	*Volume	Item Specificati...	Item Description	*Price Per Unit...	Total Price (MY...	*Supplier Incot...	*Supplier Incot...	Estimated Lea...
1											
2	Yes	PAPER,LTRH...	50027195	1.00	View	View	MYR 23.00	MYR 23.00	DDP : Delivere...	Supplier Code	5
3	Yes	PAPER,LTRH...	50027195	1.00	View	View	MYR 34.00	MYR 34.00	DDP : Delivere...	Supplier Code	3
4					View	View		MYR 57.00			

- 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 Bid	Item number	*Unit	Supplier	Item Specification	Item Description	*Price per unit	Total price(MYR)	*Supplier Incoterm	*Supplier Location	Estimated Lead Calendar
	Yes	50027195	RM : RM; Ream	1231312313-1	TYPE:LOGO SIZE:SZ A4 PACKAGE DETAILS:PK/500 SH 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 SIZE:SZ A4 PACKAGE DETAILS:PK/500 SH MANUFACTURER NAME:CNQUER	PAPER,LTRHD,LGO,SZ A4,PK/500SH,CNQUER	MYR 34.00	MYR 34.00	DDP : Delivered Duty	Supplier Code	3

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'.

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.

# Submit Responses - Attachments



Accept Guidelines   Submit Responses   RFX Status

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

004184-MAR2020 - 2 ENVELOPE AND MULTI... (GUIDELINES ACKNOWLEDGED)   Response closing in 0d 8h 21m 20s

EXHIBIT I - SCOPE OF WORK   General Guidelines   DYCO WORKS   03/20/2020 11:40 AM

QUESTIONNAIRES (1)

Questionnaire Name	Evaluation Type	Last Modified by	Last Modified On	Questions	Response Completion %
Technical part 2- GENERAL EXAMP...	Technical	-	-	5	0.00%

PRICE SHEETS (1)

ATTACHMENTS (1)

BUYER (0)   **SUPPLIER (1)**

Attachment Name	Attachment Classification	Added On	Uploaded By	File Size
Test Sheet.xlsx	Technical	03/20/2020 11:47 AM	Constance Laying Chulit	6.0 KB

CANCEL   SUBMIT RESPONSE

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




Accept Guidelines    Submit Responses    RFX Status

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

The screenshot shows a web interface for submitting a response. It includes sections for 'BASIC DETAILS' and 'EVENT TIMELINES'. Callout 1 points to the 'BASIC DETAILS' section, callout 2 points to the 'SUBMIT RESPONSE' button, and callout 3 points to the 'Response closing in' timer.

EVENT TIMELINES		
Time Zone :	Singapore Standard Time (UTC+8:00)	
Name	Start Date & Time	End Date & Time
Response Timeline	09/13/2019 12:00 PM	09/26/2019 11:59 PM

- 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.

 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.

# RFX Status



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

1 ← [Document Icon] 001702-DEC2019 - WEEK 8\_EVALUATION A... (EVENT WITHDRAWN)

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 ← [Document Icon] 001745-DEC2019 - FOR TRAINING OF SCO... (EVENT CANCELLED)

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 ← [Document Icon] 001785-DEC2019 - 001785-DEC2019 (RESPONSE SUBMITTED)

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



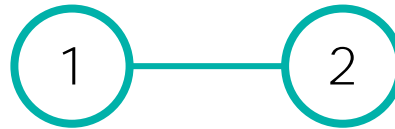


# Tender Clarification

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.

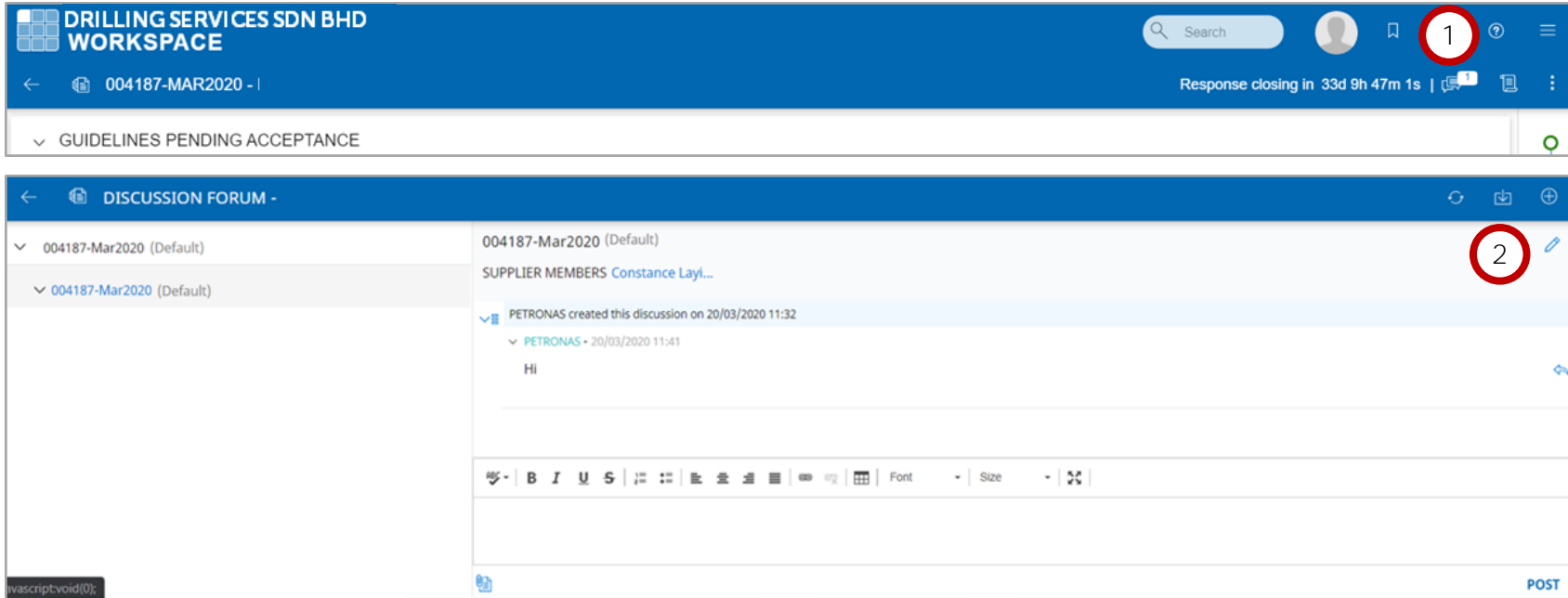



Discussion  
Before  
Bid Closing


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**.



- 1 Initiate your query through the 'Chat icon' on the top right corner. The group discussion window pop up will be displayed.
 

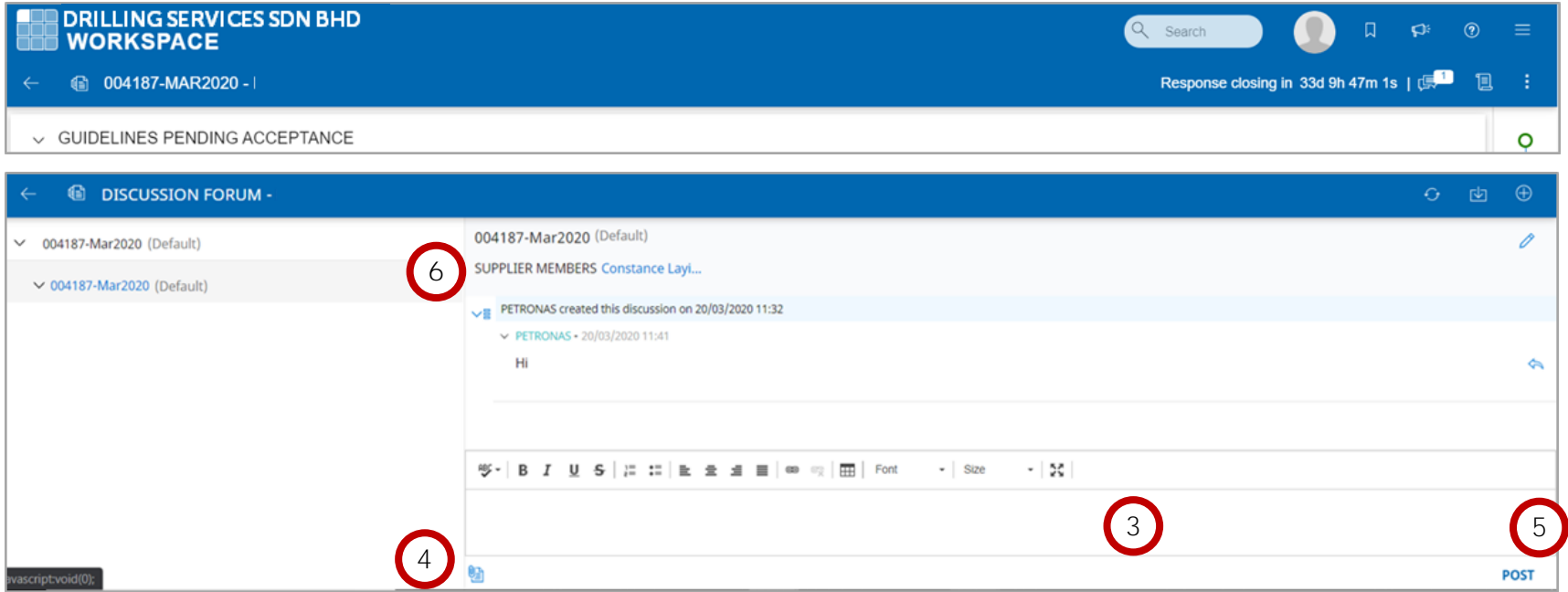
If you receive any notification from the Buyer, a numbered notification will appear on top of the Chat icon.
- 2 In the window pop up, amend the discussion title accordingly by clicking on the 'Pencil' icon.
 


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.


-  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.

# Discussion Before Bid Closing

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

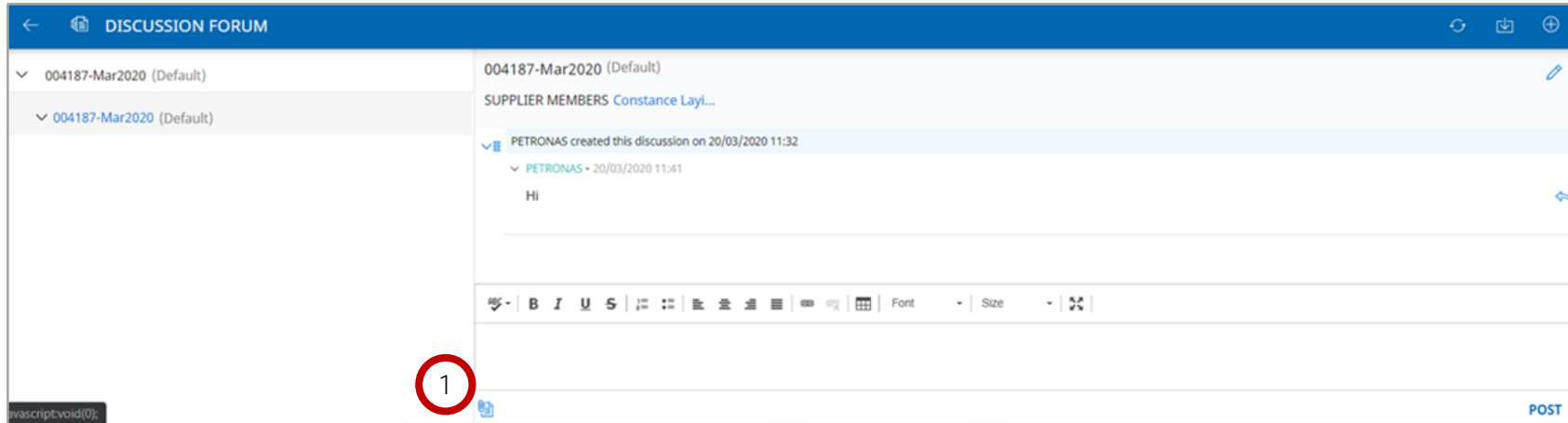


- 3 Enter the query in the text box near the bottom of the screen.
- 4 To add in attachments, click on the 'Attachments' icon at the bottom left corner of the text box. 
- 5 Once finished, click 'Post' to send the query.  
  
You are urged to use discussion forum to communicate to PETRONAS regarding 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

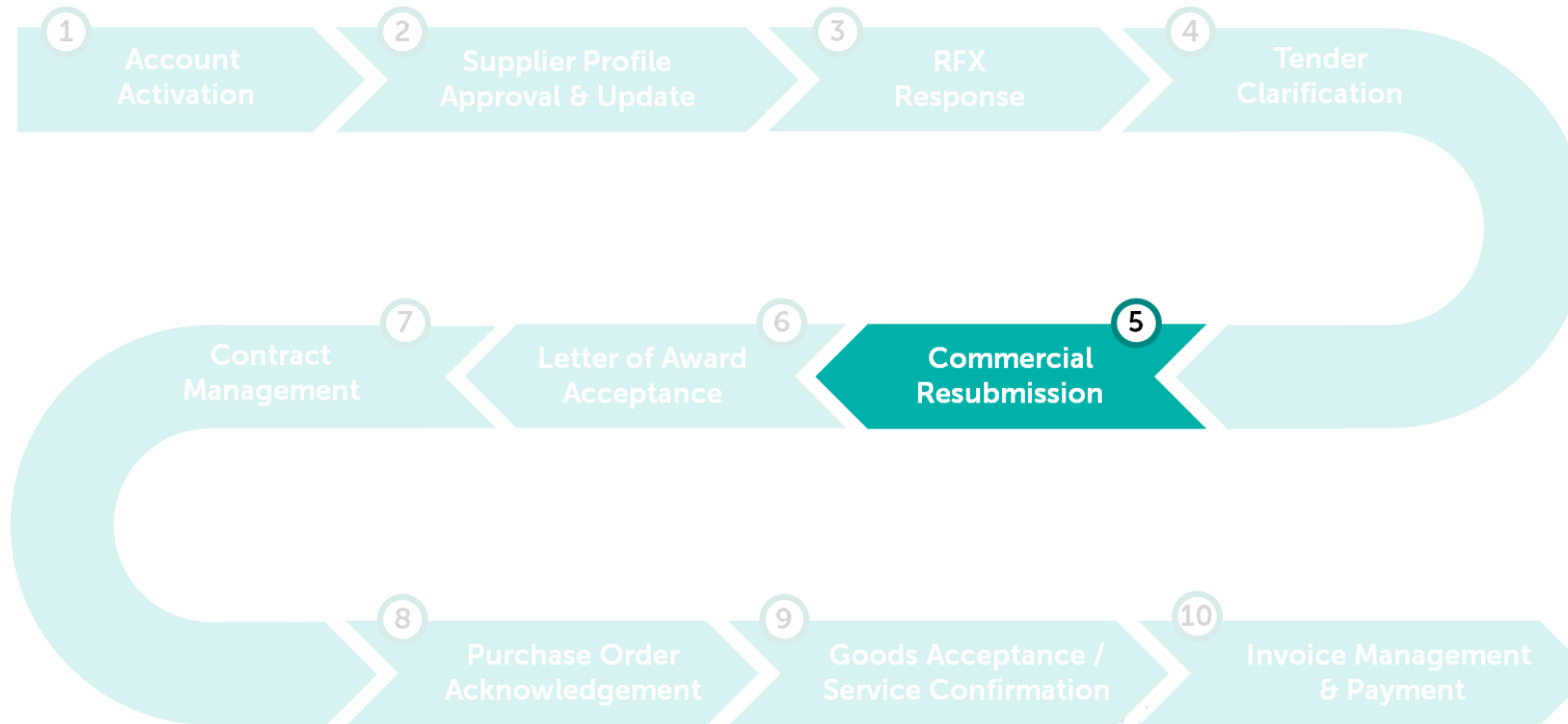
Any action after bid closing (i.e. negotiation) will be initiated by the buyers or sourcing execs. Changes to the initial bid submissions will be documented through the Discussion Forum.



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

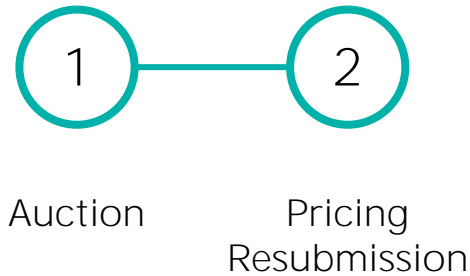


# Commercial Resubmission

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

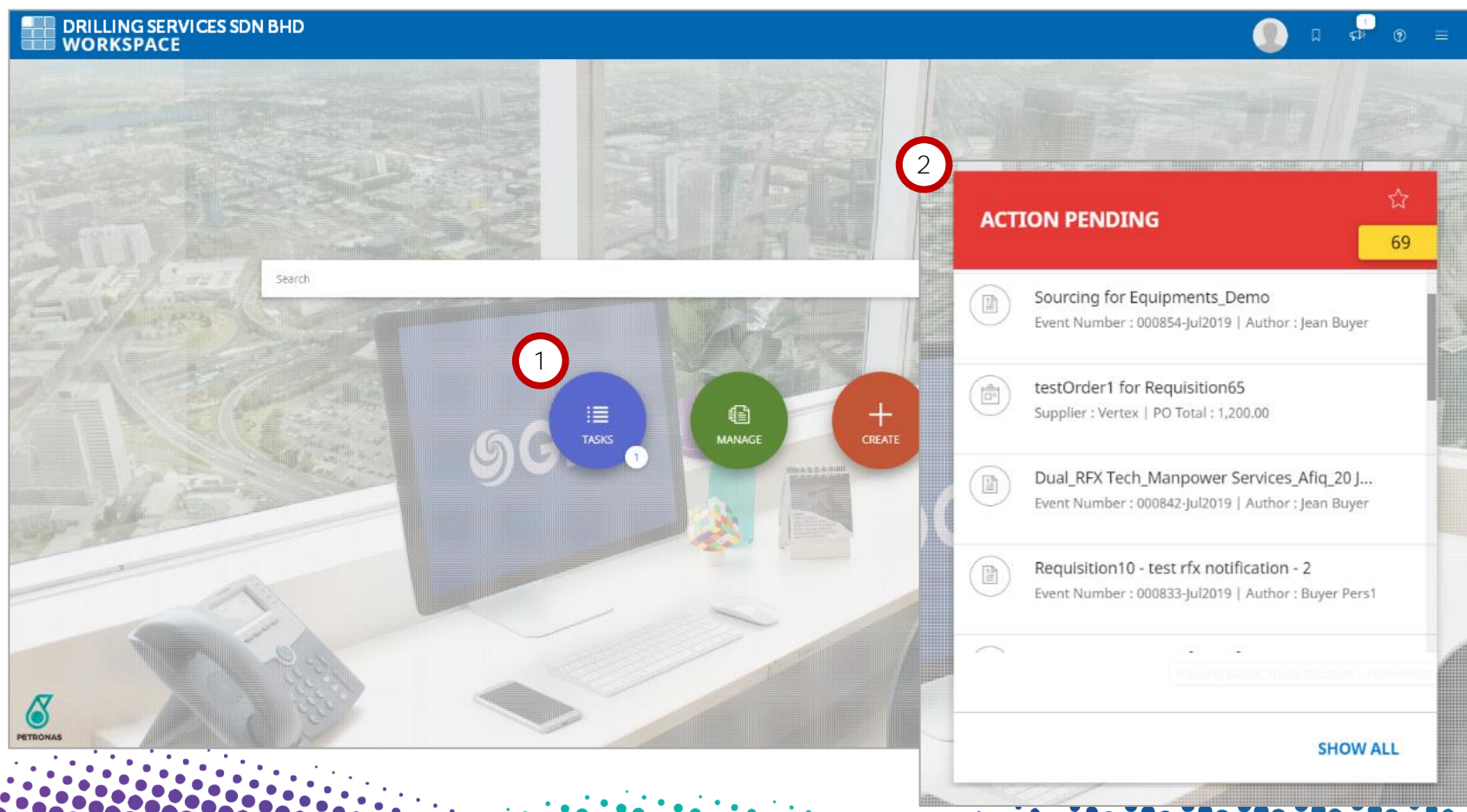
## LEARNING OBJECTIVES

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



# Auction (only if applicable)

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)

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

The screenshot shows a web browser window titled "Copy Of Commercial 123 0130-A...". In the top right corner, it says "Event closing in 01 : 24 : 41". Below the title bar are tabs for "NDA", "Basic Details", "Lots (1)", and "Attachments (0)".

A yellow warning box states: "You must accept the Agreement to get more access and participate in the event. Note: You must acknowledge that you have read complete 'Agreement' before accepting or declining".

Callout 3 points to the "Non Disclosure Agreement" section, which contains the following text: "MUTUAL NONDISCLOSURE AGREEMENT THIS MUTUAL NONDISCLOSURE AGREEMENT ('Agreement') is made between ABC Company, a Delaware corporation, including its affiliates, subsidiaries, agents, and representatives. WHEREAS, the parties may receive or acquire from each other certain technical information concerning the other's marketing plans, equipment, processes, methods, operating conditions, formulas, products, raw materials, research results and other private matters, (hereinafter called 'Confidential Information'). NOW, THEREFORE, In consideration of the mutual covenants and undertakings herein contained and for other good and valuable consideration, receipt and sufficiency of which are hereby acknowledged, the parties agree as follows: 1. Upon execution and delivery of this Agreement, the parties may disclose to each other Confidential Information necessary for discussion of the Project. 2. The parties shall hold in confidence and not disclose to third parties or make commercial or other use of any Confidential Information received or acquired from the other party (including, without limitation, either party's interest in the Project) without prior written permission of the disclosing party. The parties may only provide Confidential Information to their respective employees on a need-to-know basis provided such employees are bound at least to the same extent that the receiving party is bound hereunder. 3. All Confidential Information disclosed under this Agreement, directly or indirectly, shall be the exclusive property of the disclosing party and must be returned or destroyed upon request of the disclosing party."

Callout 4 points to a checkbox labeled "I have read the terms and conditions stated in the agreement".

Callout 5 points to two buttons: "I Accept" and "I Decline".

At the bottom of the page, it says "Last Login: Thursday, August 01, 2019 11:21:33 PM (Singapore Standard Time)", "©GEP 2016. All rights reserved | Powered by SMART by GEP", and "SMART by GEP works best in Google Chrome, IE 10 or above browser".

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)

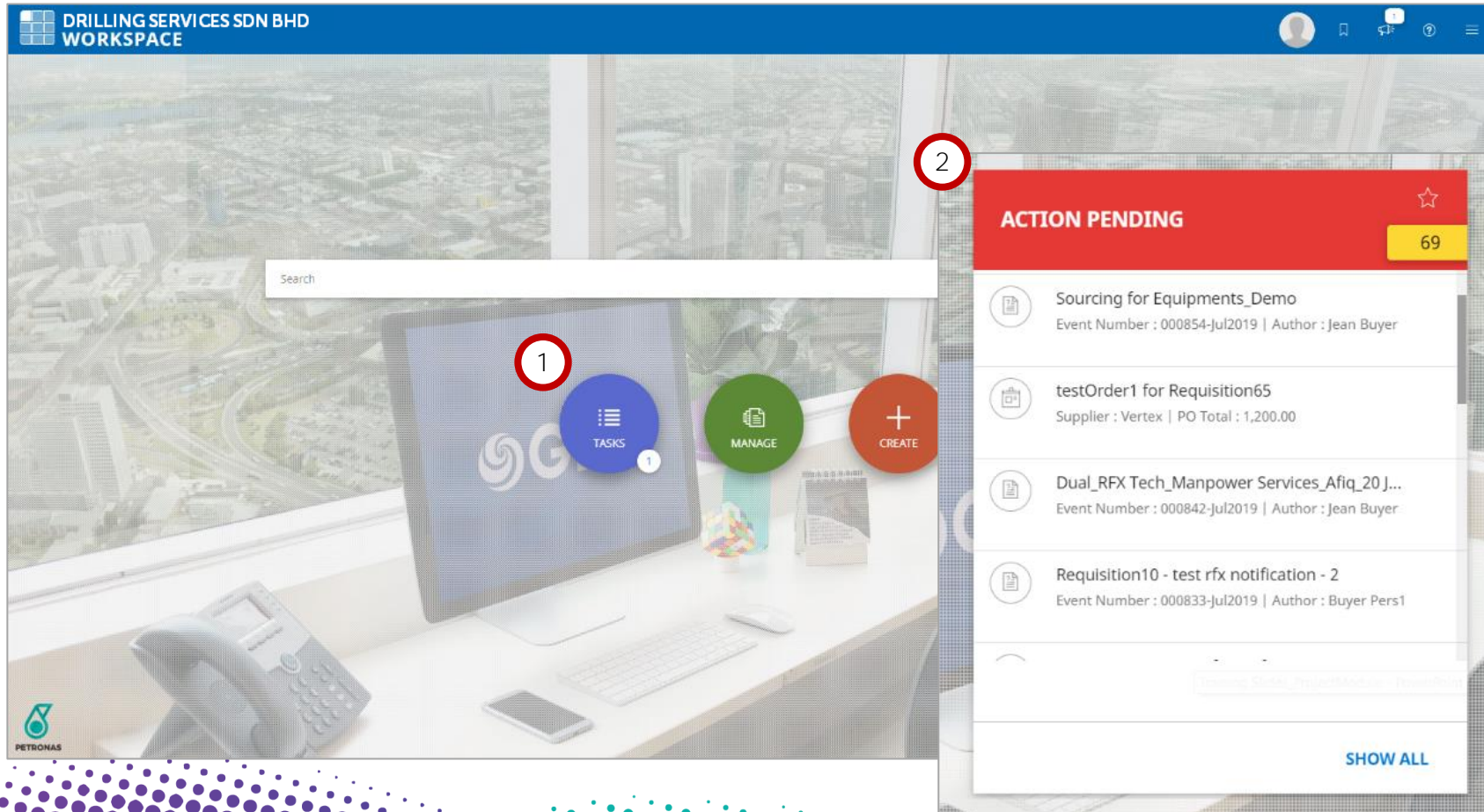
The auction process will run for a specified period of time, suppliers are encouraged to observe the timing closely and place their bids accordingly.

The screenshot shows an auction interface for 'Lot 1'. At the top, there is a timer showing '01:19:00' and a 'Number of extensions : 0' indicator. Below this, the 'Lot closing in' is also '01:19:00'. The current 'Best Bid' is MYR 1,000.00, and the user's 'Your Best Bid' is also MYR 1,000.00. The 'Rank' is 1. The 'Overall Starting Price' is MYR 0.00, and the 'Currency' is MYR. There are two radio buttons for 'View Bid Details': 'Bid Item' (selected) and 'View Item Feedback'. Below this is a table with columns: 'Item Start Price (MYR)', 'Total Start Price (MYR)', 'Decrement (MYR)', 'Last Bid (MYR)', and 'Price (Unit) (MYR)'. The table shows a bid of 100.00. At the bottom of the table, there is an 'Overall Price (MYR)' field set to 1,000.00, with 'Reset' and 'Place Bid' buttons. A 'Live Graph' shows a single bid point at 1,000.00. The footer includes 'Last Login: Thursday, August 01, 2019 11:21:33 PM (Singapore Standard Time)' and '©GEP 2016. All rights reserved | Powered by SMART by GEP'.

- 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.

PRICE SHEETS (1)

Show only feedback enabled Price Sheet

Price Sheet Name	Response Completion %	
Price Sheet	100.00%	<b>3</b> View Feedback

**3** Scroll to 'Price Sheet' subsection. Click the 'View Feedback' link.

The Price Sheet with the feedback will be displayed.

Displaying 5000 of total 5000 rows

Response Submitted on - 09/03/2019 7:58 PM

	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	Price Per Unit	*Revised Pric...	*Initial 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

CANCEL DONE

**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

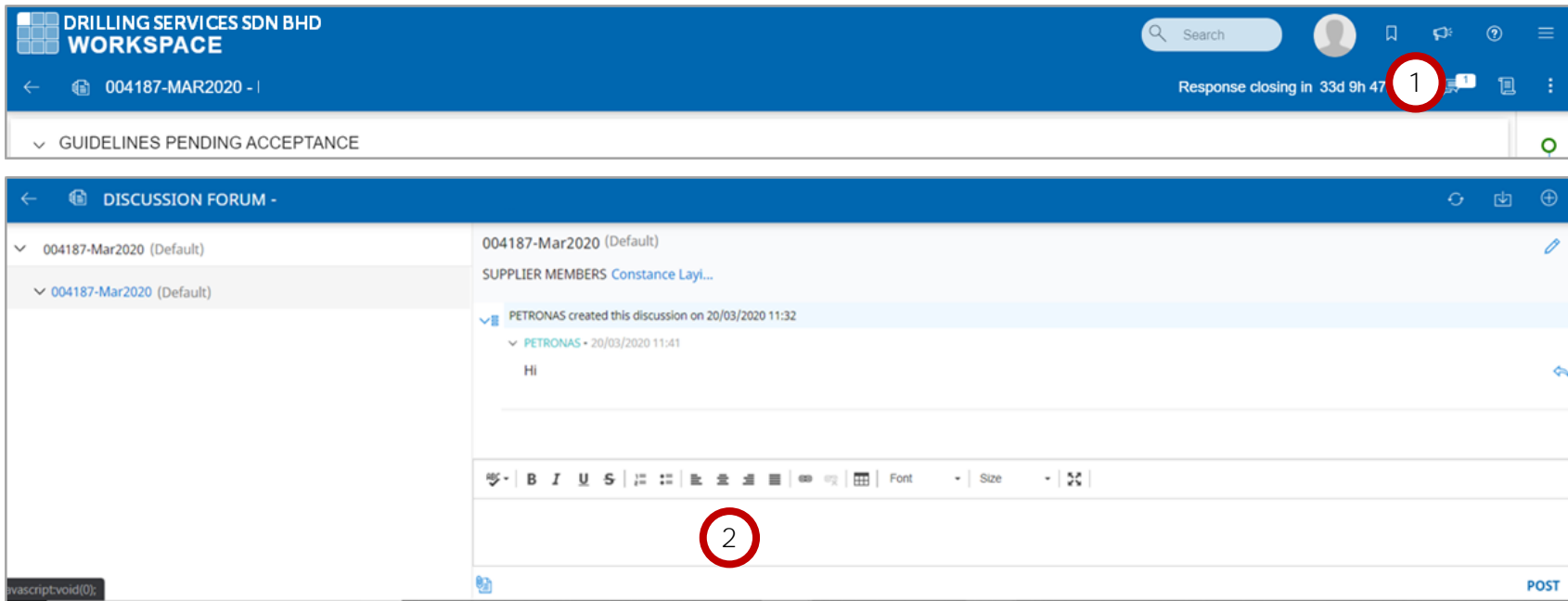
Suppliers will be able to authenticate details on technical and commercial requirements, review and document them through the system for reference.

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

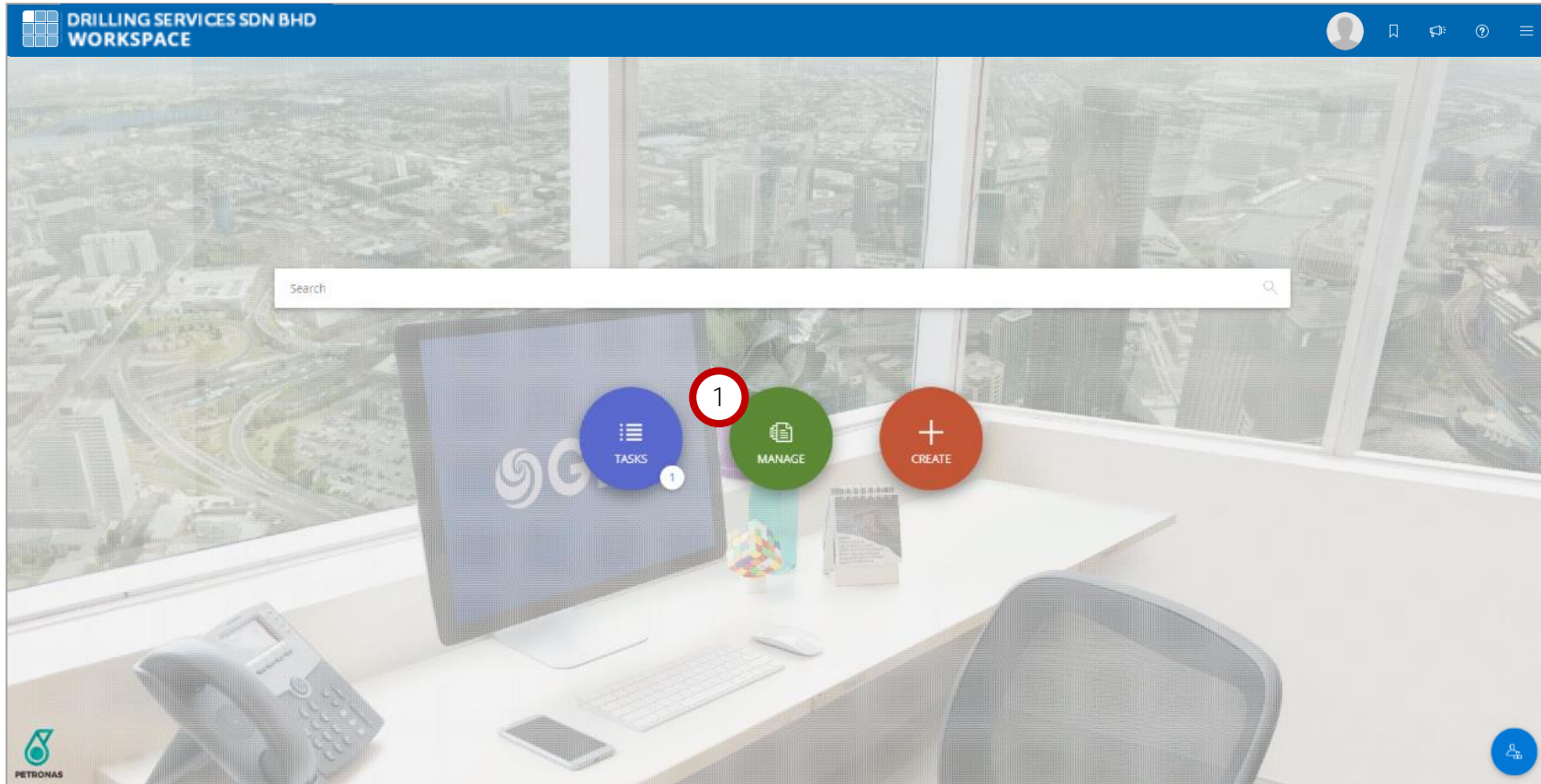
Suppliers will be able to search and view their awarded contracts in the system as well as upload relevant attachments.





# Access Contract Repository

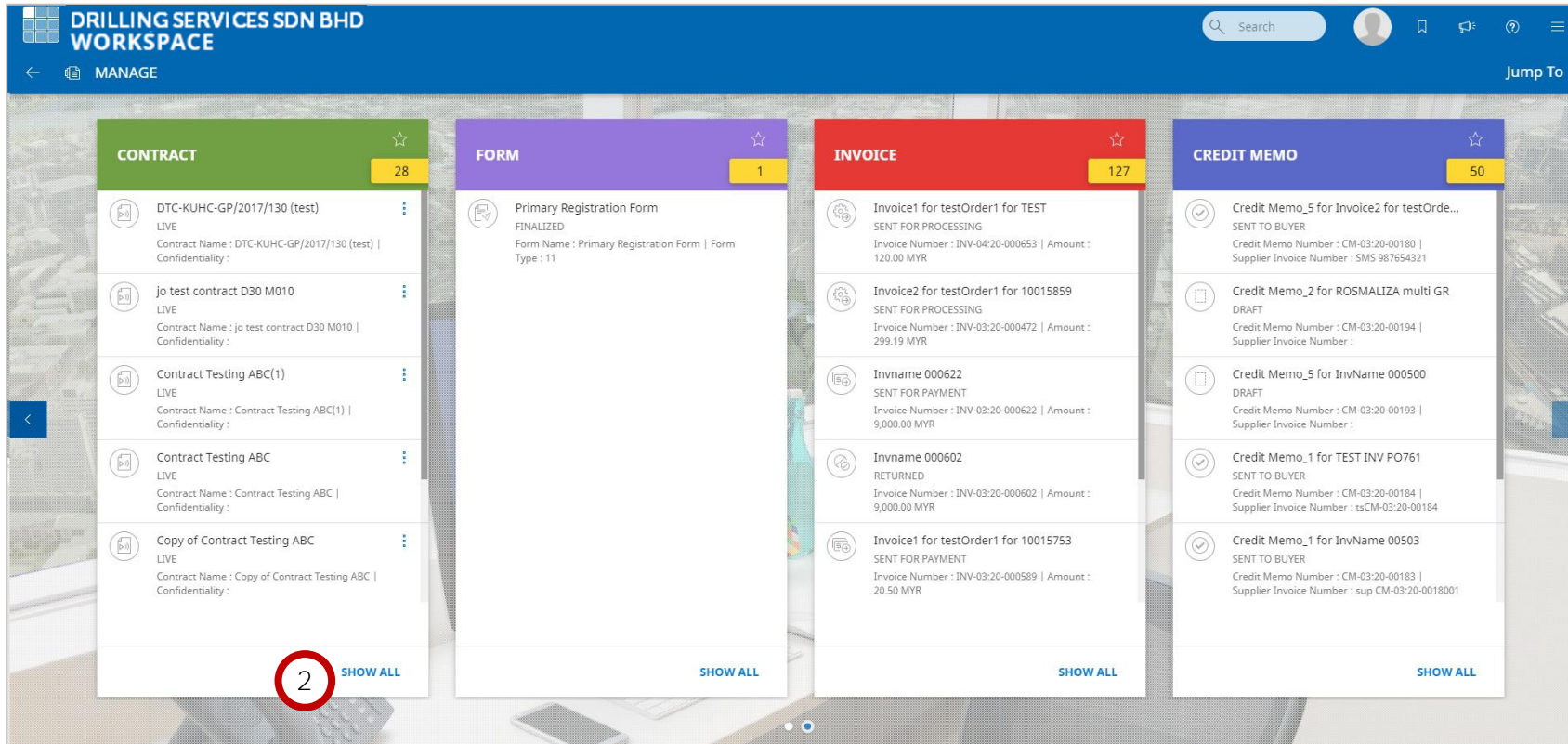
Supplier can navigate to the contract repository from the Home Page.



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

# Access Contract Repository

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

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



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

DRILLING SERVICES SDN BHD WORKSPACE

Contract

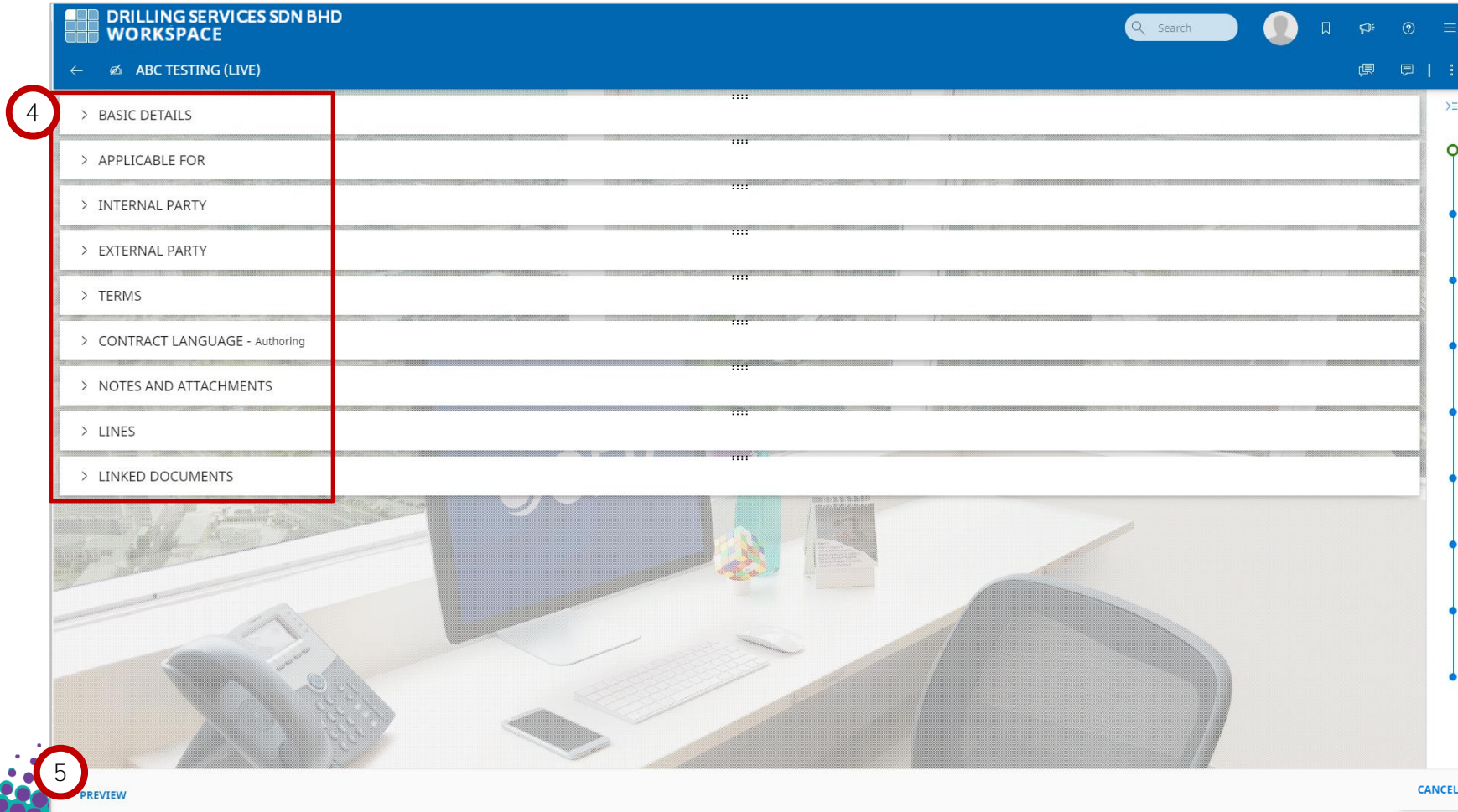
MANAGE - CONTRACT

DTC-KUHC-GP/2017/130 (test)	LIVE	Contract Name : DTC-KUHC-GP/2017/130 (test)   Confidentiality :   Document Type : Services Agreement   Contract Type : Unit Rate/ Term Contract   Contract Administrator : Contract User 1   Contract Sponsor : Soon Boon Hooi
jo test contract D30 M010	LIVE	Contract Name : jo test contract D30 M010   Confidentiality :   Document Type : Advertising / Marketing Agreement   Contract Type : Once-off purchase   Contract Administrator : M_Admin D30   Contract Sponsor : M_Admin D30
Contract Testing ABC(1)	LIVE	Contract Name : Contract Testing ABC(1)   Confidentiality :   Document Type : Advertising / Marketing Agreement   Contract Type : Once-off purchase   Contract Administrator : Soon Boon Hooi   Contract Sponsor : Buyer 30 - 4 30
Contract Testing ABC	LIVE	Contract Name : Contract Testing ABC   Confidentiality :   Document Type : Advertising / Marketing Agreement   Contract Type : Once-off purchase   Contract Administrator : Soon Boon Hooi   Contract Sponsor : Buyer 30 - 4 30
Copy of Contract Testing ABC	LIVE	Contract Name : Copy of Contract Testing ABC   Confidentiality :   Document Type : Advertising / Marketing Agreement   Contract Type : Once-off purchase   Contract Administrator : Soon Boon Hooi   Contract Sponsor : Buyer 30 - 4 30
Contract Testing ABC	LIVE	Contract Name : Contract Testing ABC   Confidentiality :   Document Type : Advertising / Marketing Agreement   Contract Type : Once-off purchase   Contract Administrator : Soon Boon Hooi   Contract Sponsor : Buyer 30 - 4 30
Contract Testing ABC	LIVE	Contract Name : Contract Testing ABC   Confidentiality :   Document Type : Advertising / Marketing Agreement   Contract Type : Once-off purchase   Contract Administrator : Soon Boon Hooi   Contract Sponsor : Buyer 30 - 4 30
Test Contract	EXPIRED	Contract Name : Test Contract   Confidentiality :   Document Type : Advertising / Marketing Agreement   Contract Type : Once-off purchase   Contract Administrator : Anik Bhattacharjee   Contract Sponsor : Anik Bhattacharjee
Amend RO for expired contract N surcharge	EXPIRED	Contract Name : Amend RO for expired contract N surcharge   Confidentiality :   Document Type : Supply & Delivery Agreement   Contract Type : Unit Rate/ Term Contract   Contract Administrator : Aquaman Buyer   Contract Sponsor : Aquaman Buyer
Test123	EXPIRED	Contract Name : Test123   Confidentiality :   Document Type : Advertising / Marketing Agreement   Contract Type : Once-off purchase   Contract Administrator : Anuja Jadhav   Contract Sponsor : Purushottam Sagvekar
PCSB Provision of Gas Lift Valve (GLV) equipment accessories and services	LIVE	Contract Name : PCSB Provision of Gas Lift Valve (GLV) equipment accessories and services   Confidentiality :   Document Type : Advertising / Marketing Agreement   Contract Type : Once-off purchase   Contract Administrator : Aquaman Buyer   Contract Sponsor : Aquaman Buyer
Test Free Text		

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

# Access Contract Repository

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

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



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

**DRILLING SERVICES SDN BHD WORKSPACE**

CONTRACT TESTING ABC (LIVE)

### Contract

Contract Value	NA
Payment Term	Documents against acceptance 90 days

**Basic Details**

Contract Name Contract Testing ABC	Contract Number 2020.000950	Contract Type Once-off purchase
Document Type Advertising / Marketing Agreement	Contract Administrator Soon Boon Hooi	

This contract is confidential

**Applicable For**

Category Chemicals	Organization Entity M017 PHCO Human Resource Mngnt	Region Kuala Lumpur
-----------------------	---	------------------------

**Parties Involved**

- 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.

Display of established linked contract

Parent - Child Contract

ABC Testing 2020.001034 Services Agreement

Services Agreement(2)

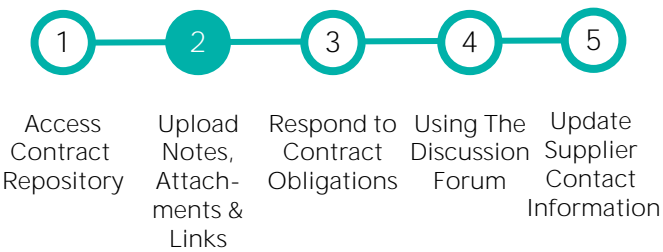
2020.001034 - Copy of ABC Testing

2020.001035 - Copy of Copy of ABC ...

CLOSE

# Upload Notes, Attachments & Links

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



Name	Classification	Type	Added	Added By
<input type="checkbox"/> Final Contract Document.pdf	Other	File	04/02/2020	Contract User 1

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.

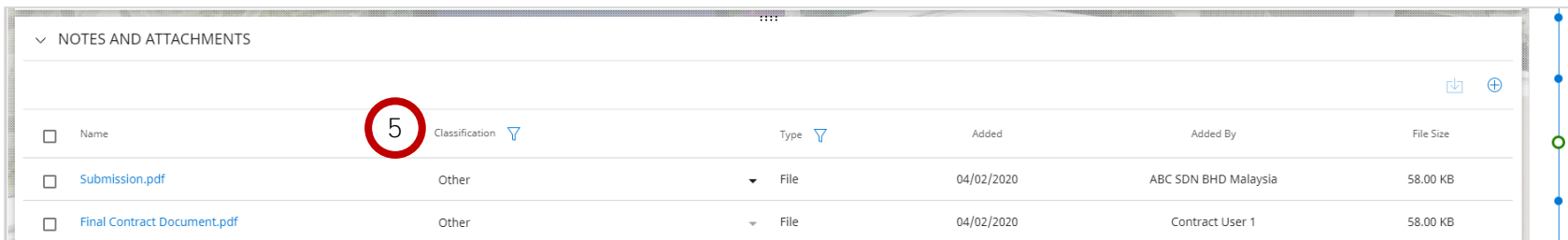
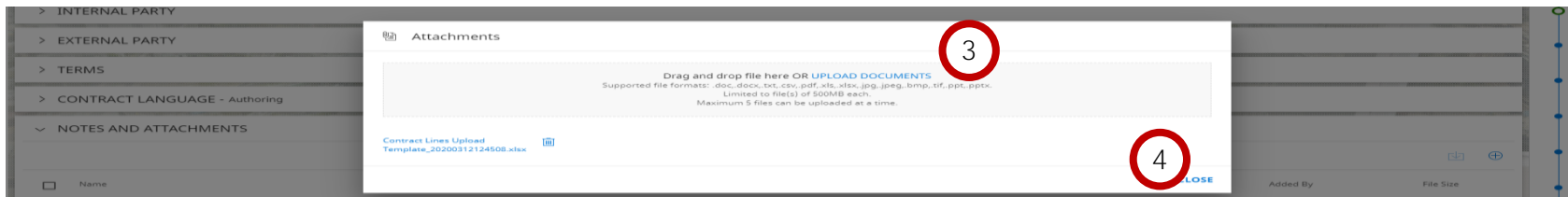
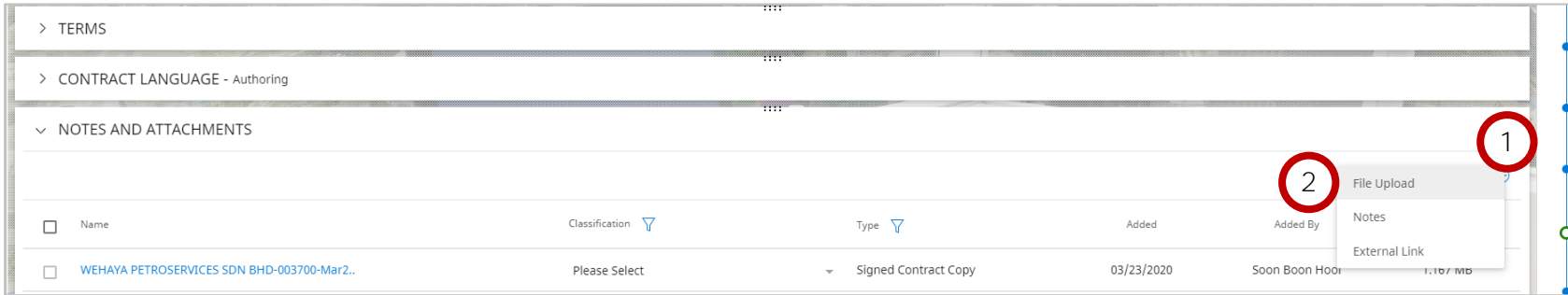
- File upload: to upload an attachment
- Notes: to create a note
- External Link: to capture any relevance link



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

Name	Classification	Type	Added	Added By	File Size
Contract Lines Upload Template_202003121..	Please Select	File	03/23/2020	ABC SDN BHD Malaysia	39.00 KB

2

3

4

5

6

- 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

Sharing and uploading external links.



1

2

3

4

5

6

Name	Classification	Type	Added	Added By	File Size
Testing	Please Select	Notes	03/23/2020	ABC SDN BHD Malaysia	
Testing	Please Select	External Link	03/23/2020	ABC SDN BHD Malaysia	
Testing	Please Select	Notes	03/23/2020	ABC SDN BHD Malaysia	
Contract Lines Upload Template_202003121..	Please Select	File	03/23/2020	ABC SDN BHD Malaysia	39.00 KB

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

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

- 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

[Click here](#) to access the SMART by GEP system.

Note: This is a system generated email.

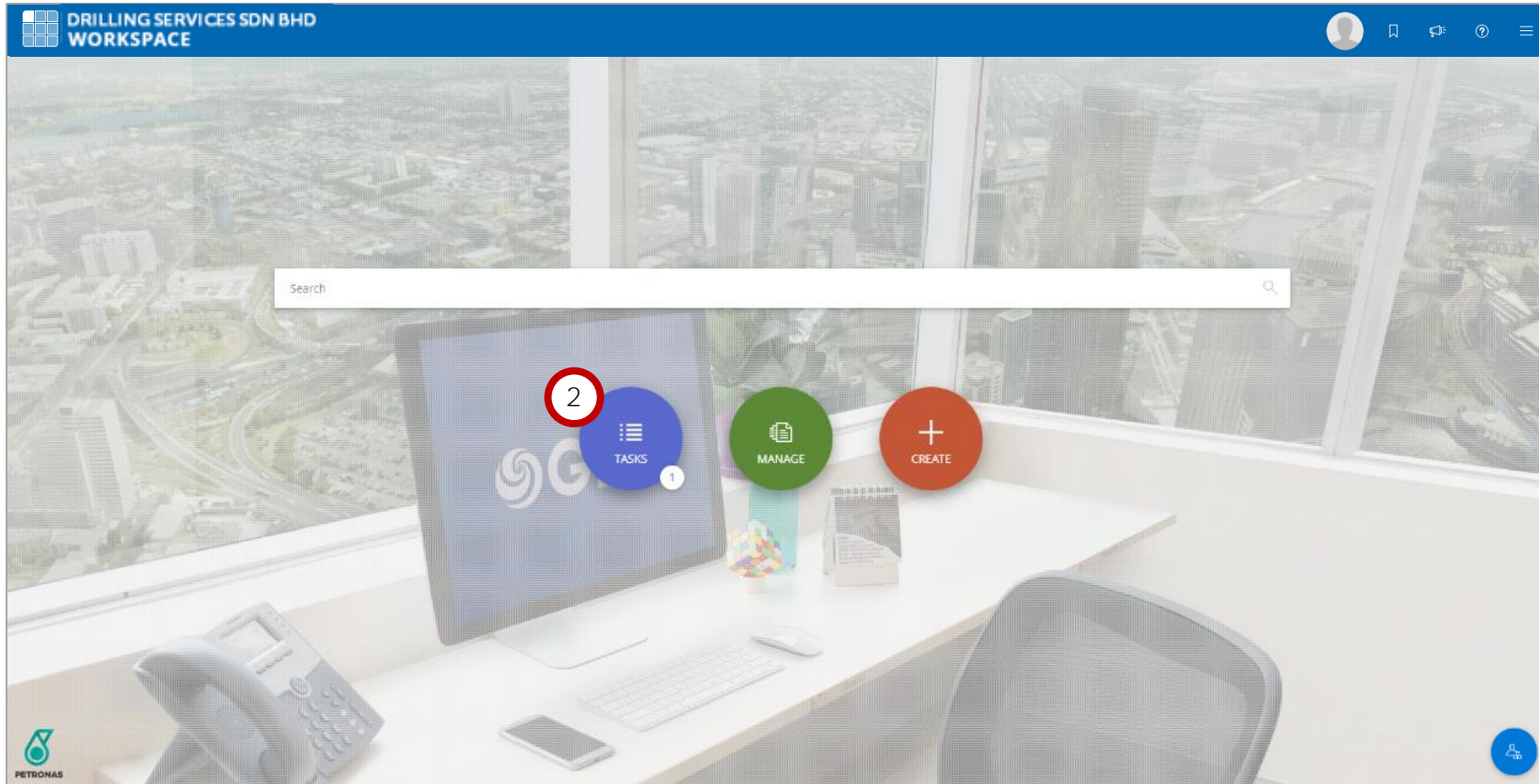
1 You will receive an email notification similar to the screenshot on the left. This means that you will need to respond to the relevant contract obligation. Proceed to log into your SMART account.

# Respond to Contract Obligations

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



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



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

# Respond to Contract Obligations

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

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

The screenshot displays the 'DRILLING SERVICES SDN BHD WORKSPACE' interface. The top navigation bar includes a search bar, user profile, and various utility icons. The main content area shows a contract draft titled 'COPY OF TESTING DISCOUNT STRUCTURE(1) (DRAFT)'. A context menu is open over the contract, listing actions such as 'Execute', 'Send For Team Review', 'Copy Contract', 'Delete', 'Manage Approval', 'Audit Trail', 'Send For Approval', 'Save As Template', 'Change Contract Administrator', 'Export', 'Send For Line Review', and 'Manage Obligations'. The 'Manage Obligations' option is circled with a red '3'. Below this, another screenshot shows a table of obligations for the contract '2020.002030 - ENDUSERTRAINING CONTRACT(DRAFT)'. The table has columns for Obligation Master Id, Obligation Name, Type, Due Date, Assignee, and Status. The 'CONTRACT CLOSURE' row is circled with a red '4'.

Obligation Master Id	Obligation Name	Type	Due Date	Assignee	Status
O-2020.000016	CONTRACT CLOSURE	Contract Closure	08/31/2020	Soon Boon Hooi	To Be Achieved
O-2020.000006	BANK GUARANTEE - EXE...	Bank Guarantee - ...	08/31/2020	Soon Boon Hooi	To Be Achieved

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

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



**BANK GUARANTEE - INITIAL (O-2020.000003) TO BE ACHIEVED**

Q11. Remarks  
Your Answer

Q12. Document Attachment  
[Add Attachment](#)

**ACTION PLANS**

<input type="checkbox"/>	Name	Assignee	Start Date	End Date	Status	Actions
<input type="checkbox"/>	> Soft Copy BG	Vendor Sdn Bhd	07/27/2020	08/30/2020	To Be Achieved	
<input type="checkbox"/>	> Hardcopy BG					

**ACTION PLANS**

<input type="checkbox"/>	Name	Assignee	Start Date	End Date	Status	Actions
<input type="checkbox"/>	> Soft Copy BG	Vendor Sdn Bhd	07/27/2020	08/30/2020	Achieved	
<input type="checkbox"/>	> Hardcopy BG	Vendor Sdn Bhd	07/27/2020	08/30/2020	Not Relevant	
					Failed	

- 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

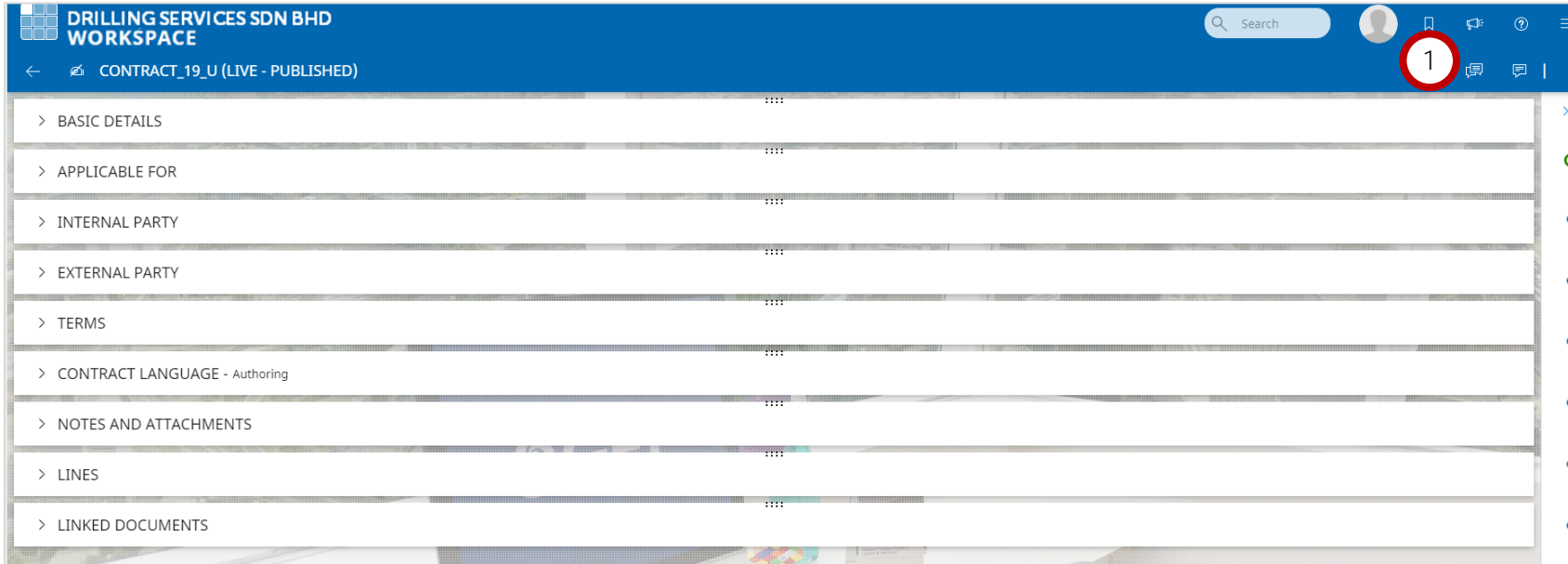
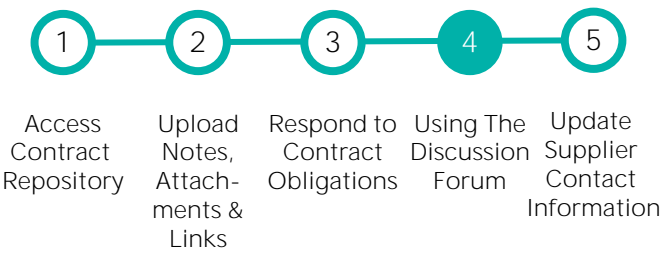
It is the **supplier's** responsibility to understand and fulfil their contractual obligations as and when required throughout the contract period. Specific Action Plans configured to Obligations are assigned to either PETRONAS and Supplier. The types of obligations that involves suppliers are as follows:

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

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.



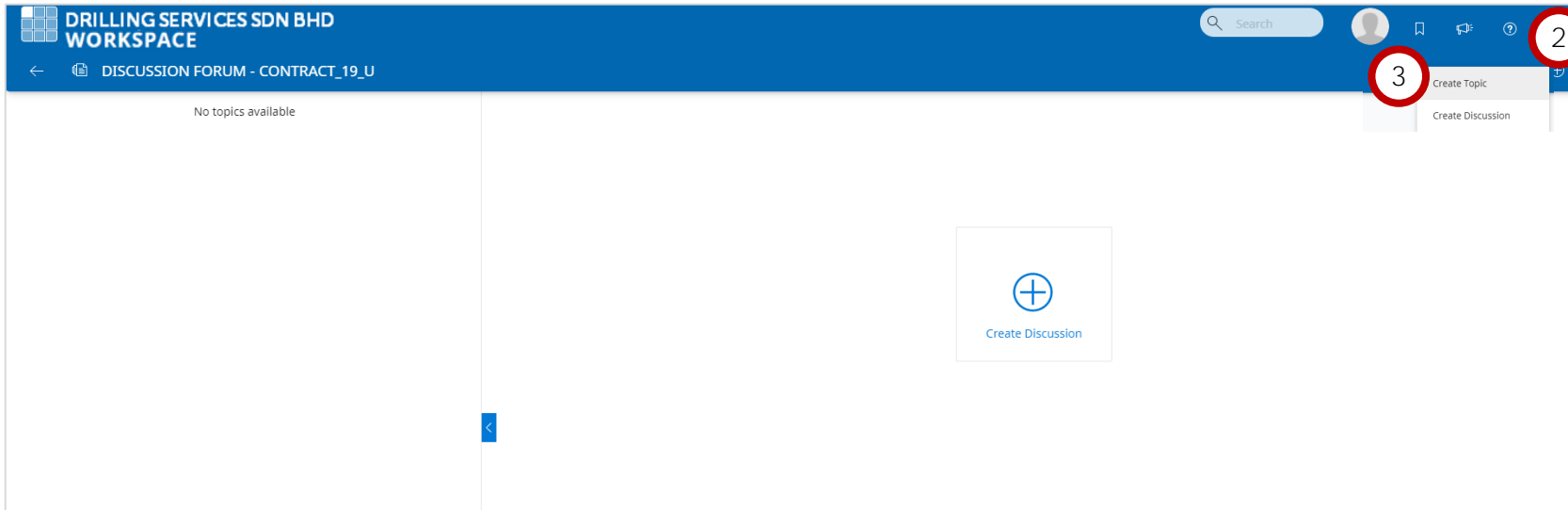
Only the Supplier Contact designated in the contract can initiate a thread in the Discussion Forum. Other team members within your company will only able to view the contract details.


# Using The Discussion Forum

Supplier will first be required to create a suitable topic.



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



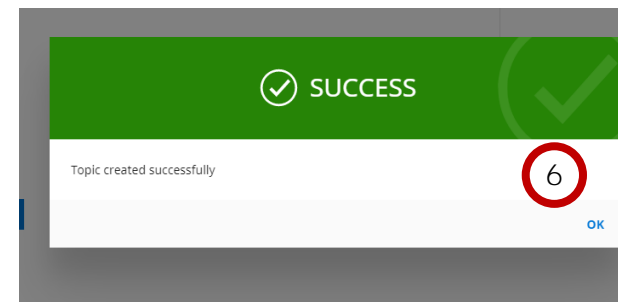
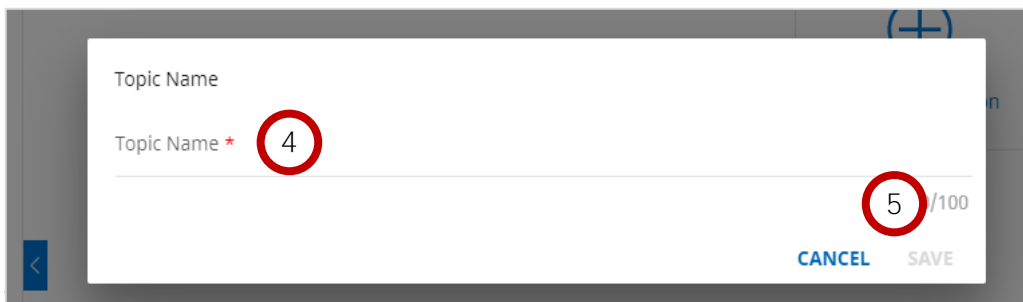
2 Click on  in the top right to begin.

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.



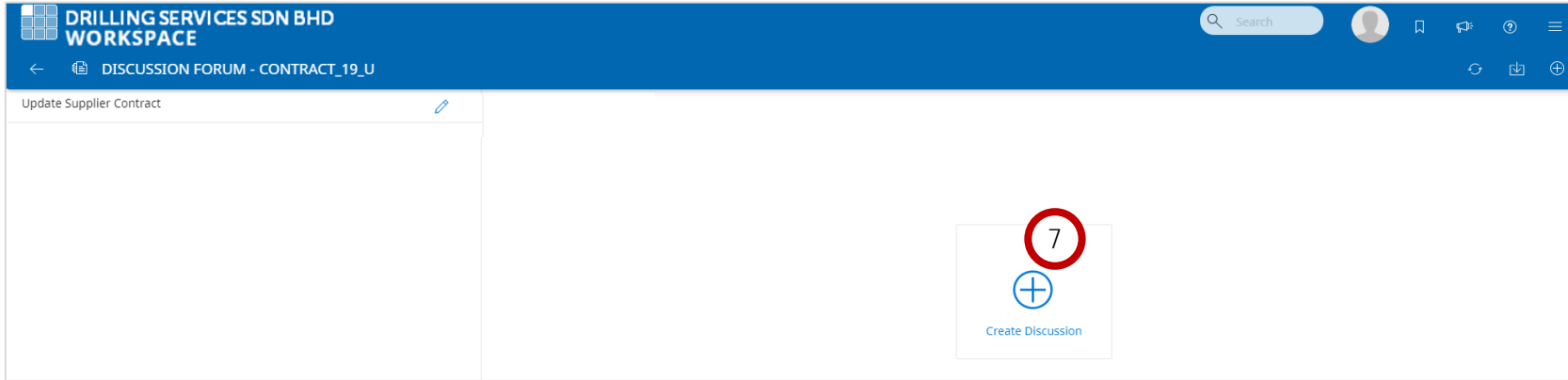


# Using The Discussion Forum

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



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



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

# Using The Discussion Forum

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



DRILLING SERVICES SDN BHD WORKSPACE

DISCUSSION FORUM - CONTRACT\_19\_U

Discussion Name + **10**

Topic Name +

**9** +

Create New Topic

**8**  DRILLING SERVICES SDN BHD  
Raject@drilling.com Supplier Primary Contact

**11** CANCEL SAVE

- 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.

**SUCCESS**

Discussion created successfully.

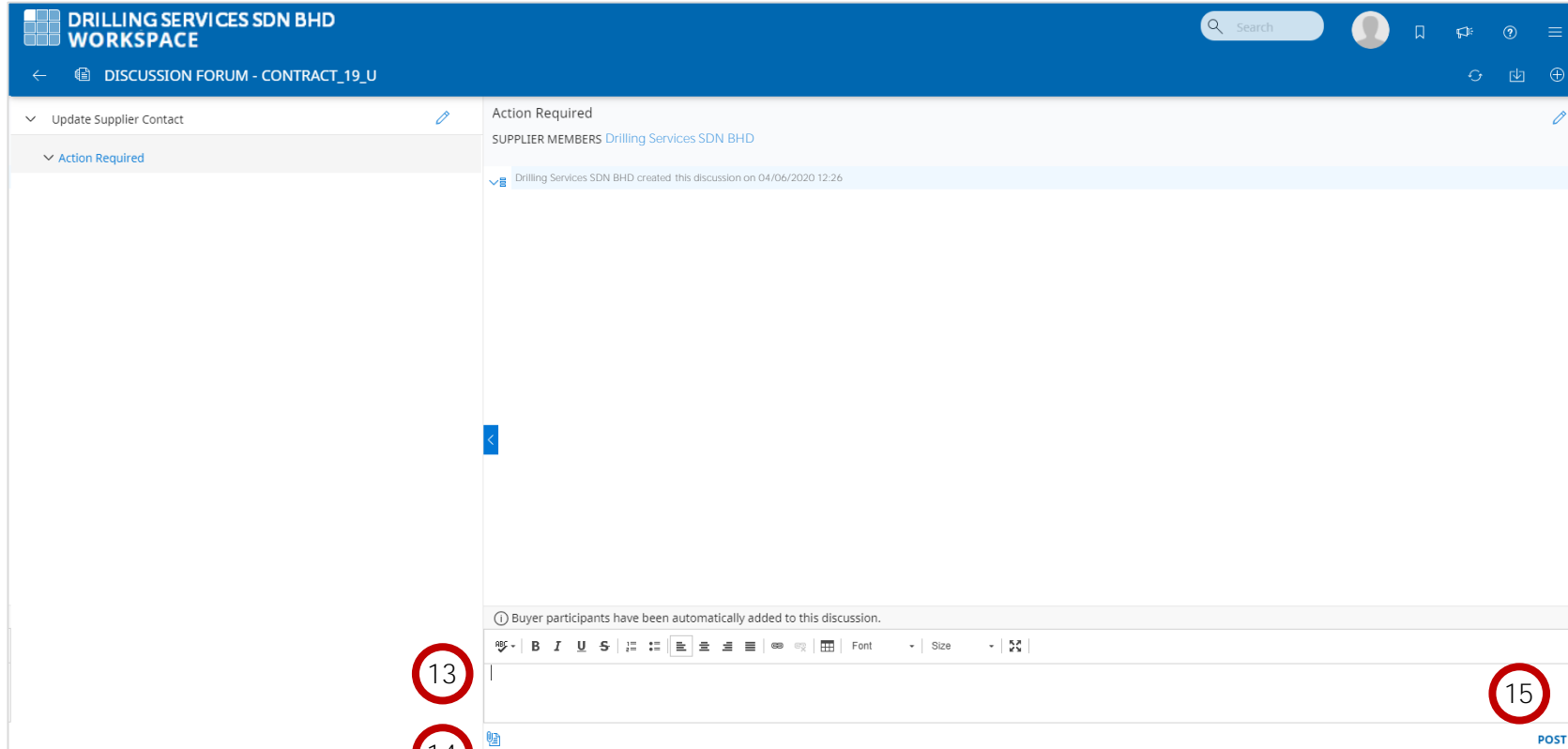
**12** OK


# Using The Discussion Forum

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



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



- 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.

# Update Supplier Contact Information

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



DRILLING SERVICES SDN BHD WORKSPACE

CONTRACT TESTING ABC (LIVE)

> BASIC DETAILS

> APPLICABLE FOR

> INTERNAL PARTY

> EXTERNAL PARTY

Supplier\* Drilling Services SDN BHD

Referred As Supplier

Supplier Contact\* Drilling Services SDN BHD

Signatory

Ordering Location ESSO MALAYSIA HQ KL

Remit to Location

> TERMS

> CONTRACT LANGUAGE - Authoring

> NOTES AND ATTACHMENTS

> LINES

> LINKED DOCUMENTS

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.

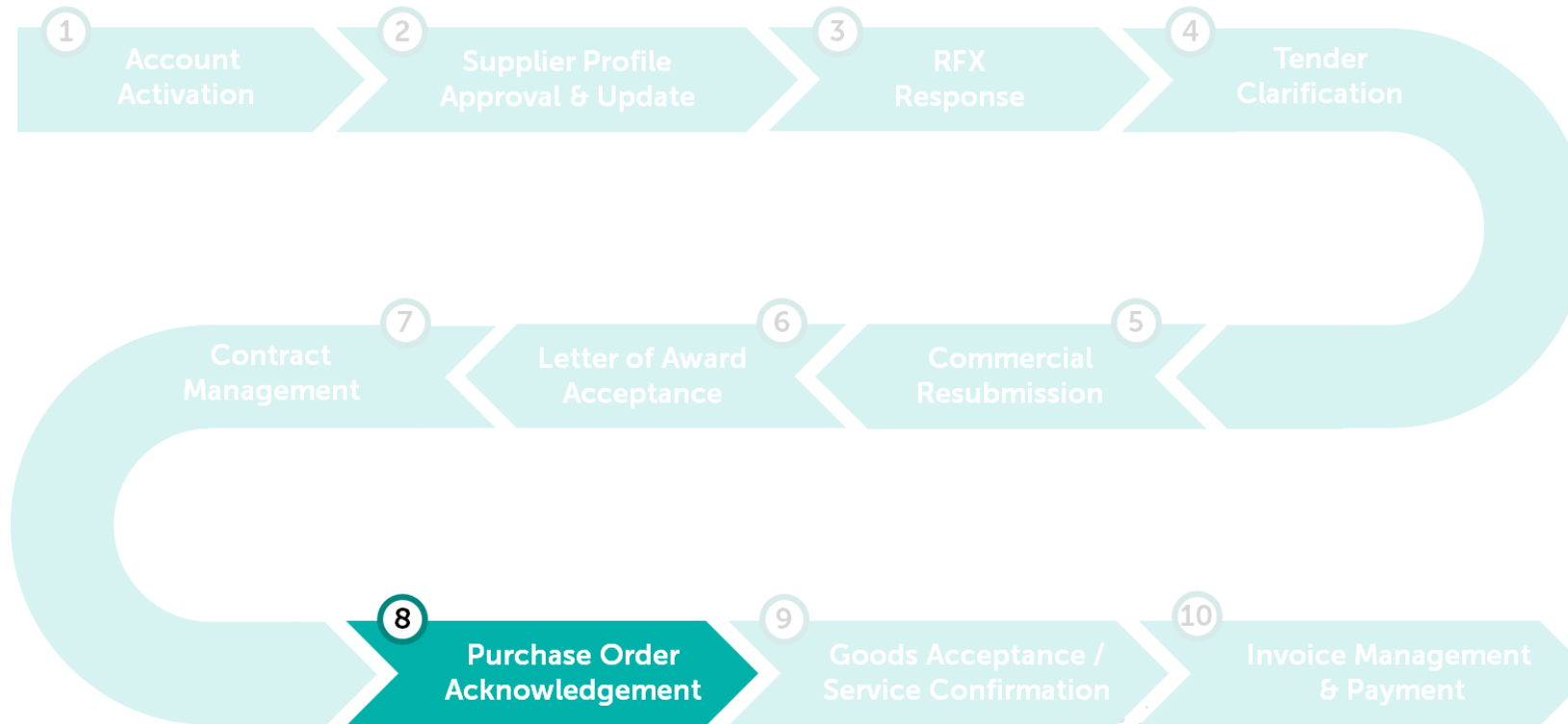
Note:

- 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.

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

# APPLICATION DEEP DIVE

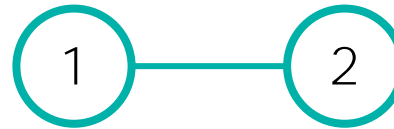


# Purchase Order Acknowledgement

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.

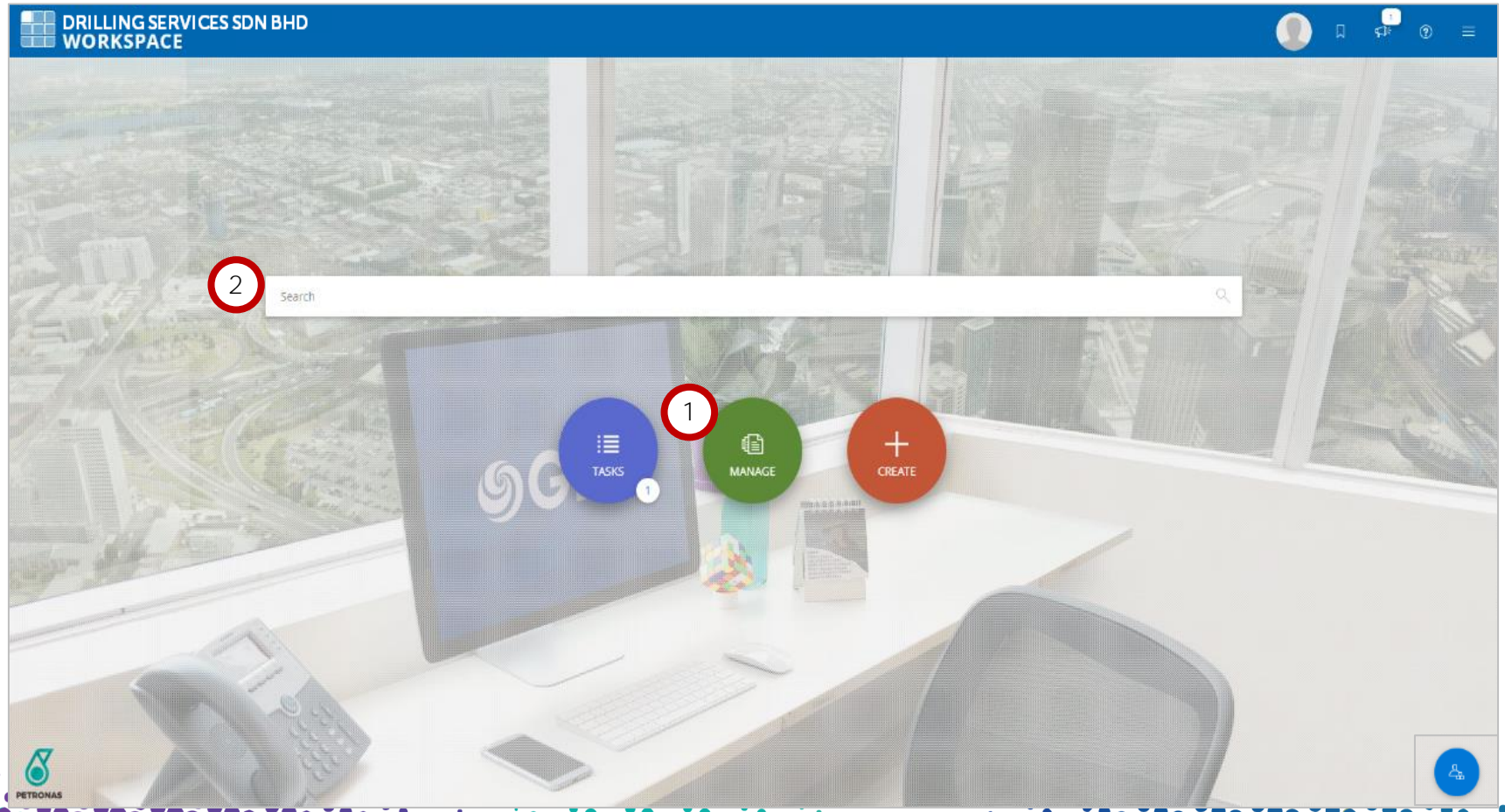


View  
Purchase  
Order

Create  
Purchase Order  
Acknowledgement

# View Purchase Order (1/6)

Purchase Order can be searched directly from the Home Page.

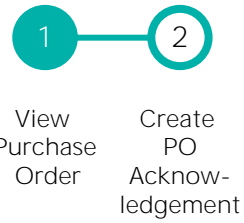


1 In order to view the Purchase Order details, click on 'Manage' at the Home Page.

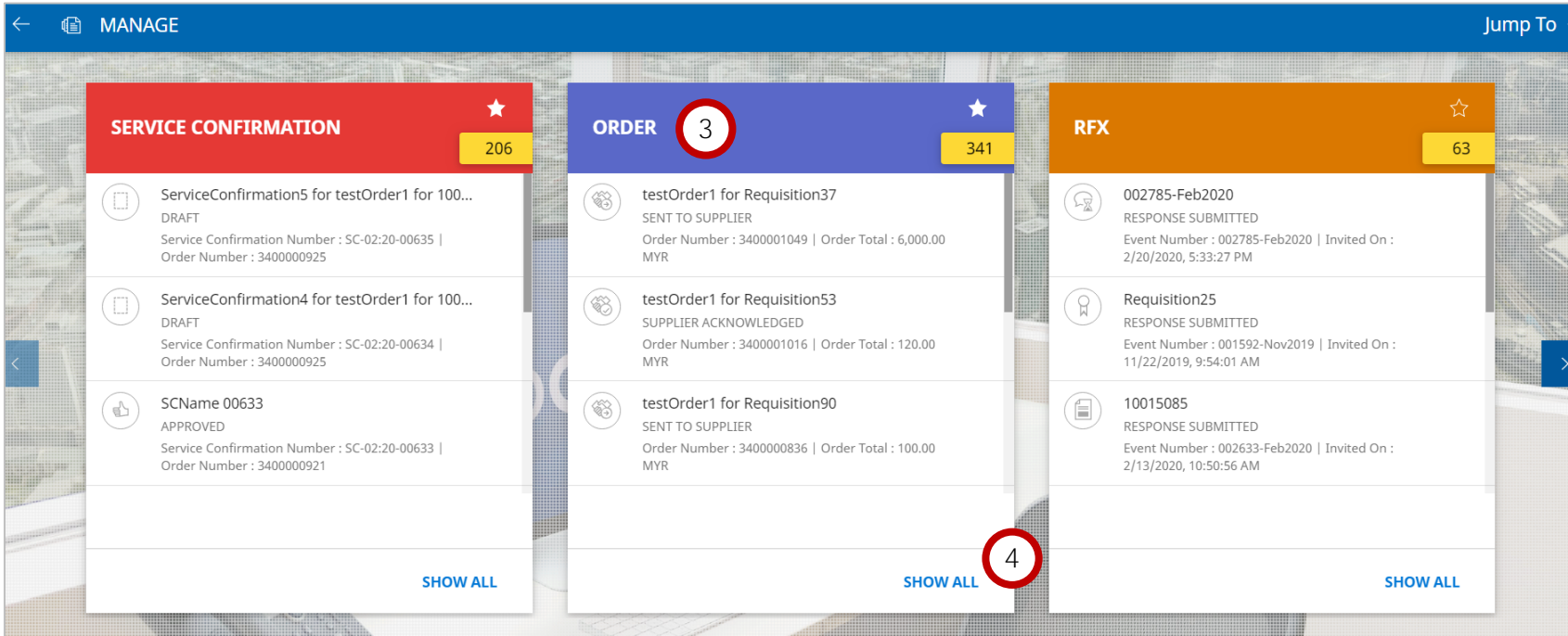
2 Supplier can also search Purchase Order directly via inserting the Purchase Order Number in the 'Search Field' at the Home Page.

- 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)



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

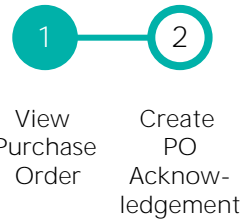


- 3 Select the Order that you wish to view.
- 4 Click 'Show All' in order to view all POs created.

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



# View Purchase Order (3/6)



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

**5** BASIC DETAILS

Order Number\* 3400001049  
 Order Name\* testOrder1 for Requisition37  
 Order Contact\* Mustaqim B Mahfodz  
 Order Author\* Mustaqim B Mahfodz  
 Purchase Type\* Standard Signatory  
 Creation Date\* 02/26/2020  
 Original Issue Date\* 02/26/2020  
 Supplier Acknowledged Date\* 01/01/0001  
 Currency\* MYR

**6** 6,000.00 MYR

**7** More Actions

**SUPPLIER DETAILS**

Supplier Name\* ABC SDN BHD - Malaysia  
 Supplier Code PC-2019.000163  
 Ordering Location\* C3927V5 ESSO MALAYSIA HQ KL  
 Supplier Contact\* ABC SDN BHD Malaysia  
 Payment Terms\* Pay immediately Due net  
 Dispatch Mode Portal

**INVOICING AND DELIVERY DETAILS**

Bill To PETROLIAM NASIONAL BERHAD.  
 Bill To Address P.O. Box 95,Kuala Lumpur,KUL,Malaysia,50450.  
 Deliver To KSB

**LINE DETAILS**

**LINES**

Line (1)

Line*	Item Number*	Line Description*	Type*	Estimated Delivery Date	Start Date*	End Date*	Sub Total	Taxes*
1		Test Free Text	Material				100.00	0.00

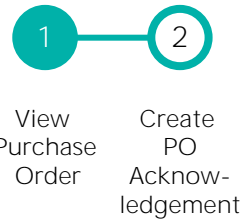
- 5** Purchase Order details will be displayed in four Header Values which are Basic Details, Supplier Details, Invoicing And Delivery Details and Line Details.  
  
Supplier to also check at the **'Additional Info'** field at the line items details for further info/details on the items (if any).  
  
Supplier can also click 'Print Preview' in order to have a total view of the Purchase Order.
- 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,

**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 (4/6)



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

ORDER: Order1 For Supplier .. - (Supplier Acknowledged) 4,150.00 MYR

LINE DETAILS

LINES

Line (3)

Line*	Type*	Item Number*	Line Description*	Additional Infor...	Item History*	Contract Number	Contract Name
1	Material	50011647	TEE,TUB,IMPERIAL,...	VIEW	VIEW	2020.001458	TSC-S2P-CM-004_M0...
2	Variable	4002322	RENTAL,375/390 CF...	VIEW	VIEW	2020.001458	TSC-S2P-CM-004_M0...
3	Variable	4002322	RENTAL,375/390 CF...	VIEW	VIEW	2020.001458	TSC-S2P-CM-004_M0...

Rows Per Page: 10 1 - 3 Of 3

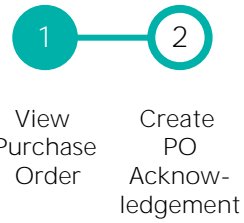
9 PRINT PREVIEW CREATE INVOICE

- 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)



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

**SUPPLIER'S WORKSPACE**

3500004107 - ORDER1 FOR 10034735 (PREVIEW MODE)

**PETRONAS**

**0462 PENERANG RC SDN. BHD.,**  
Tower 1, PETRONAS Twin Towers, Kuala Lumpur, Malaysia, 50088

**COMPANY**  
4000004126 :: [REDACTED]  
NO.91BANGSAR, BANGSAR, Kuala Lumpur KUL, Malaysia, 59200

**Terms of payment:** Within 30 days Due net

**Currency:** USD US Dollar . USD

**PURCHASE ORDER INFORMATION**

**Description:** Order1 for 10034735

**Order Number:** 3500004107

**Date:** 17/11/2020

**Contact Person:** SIT\_T64\_Requser10 ID, gp.accessmanagement@petronas.com.my

**Status:** Sent To Partner

Barcode: 3500004107

Item	Product Number Supplier Product No	Delivery Date Category	Description Quantity Unit	Unit Price	Net Value
------	--	---------------------------	---------------------------------	------------	-----------

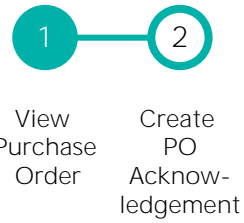
- 10 Click "Download" to download a copy of the PO
- 11 Click "Print" to print a copy of the PO
- 12 Click "Back" to go to the previous screen

12 BACK



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



MyTimex details will be available in the Purchase Order Interface.

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

**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

PURCHASE ORDER INFORMATION

**Description:** Order1 for Requisition95

**Order Number:** 3400060240

**Date:** 9/03/2022

**Contact Person:** Smart PR Requisitr1 1  
chandrabunaidu.boy@petronas.com.my

**Status:** Partner Acknowledged

3400060240

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**

<b>Work Descriptions</b>	
<b>Personnel Number</b>	50036890
<b>Personnel Name</b>	Fashran Fauzi
<b>Project Name</b>	MyTimex

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

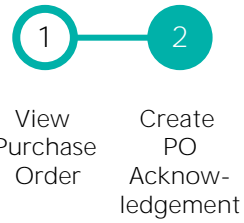
16

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



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

ORDER: TESTORDER1 FOR REQUI... - (SENT TO SUPPLIER)					
<b>BASIC DETAILS</b>					
Order Number*	Order Name*	Order Contact*	Order Author*	Purchase Type*	
3400001049	testOrder1 for Requisition37	Mustaqim B Mahfodz	Mustaqim B Mahfodz	Standard	Signatory
Creation Date*	Original Issue Date*	Supplier Acknowledged Date*	Currency*		
02/26/2020	02/26/2020	01/01/0001	MYR		
<b>SUPPLIER DETAILS</b>					
Supplier Name*	Supplier Code	Ordering Location*	Supplier Contact*	Payment Terms*	Dispatch Mode
ABC SDN BHD - Malaysia	PC-2019.000163	C3927V5 ESSO MALAYSIA HQ KL	ABC SDN BHD Malaysia	Pay immediately Due net	Portal
<b>INVOICING AND DELIVERY DETAILS</b>					
Bill To	Bill To Address	Deliver To			
PETROLIAM NASIONAL BERHAD.	P.O. Box 95,Kuala Lumpur,KUL,Malaysia,50450.	KSB			
Contact Email					
<a href="#">PRINT PREVIEW</a>					<a href="#">ACKNOWLEDGE ORDER</a>

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



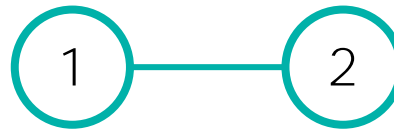
For Suppliers providing manpower services to PDSB (for PDSB Timewrite purposes), kindly skip the creation of Service Confirmation steps and proceed to Invoice Management & Payment.

# 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™



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

# View Goods Acceptance & Return Note

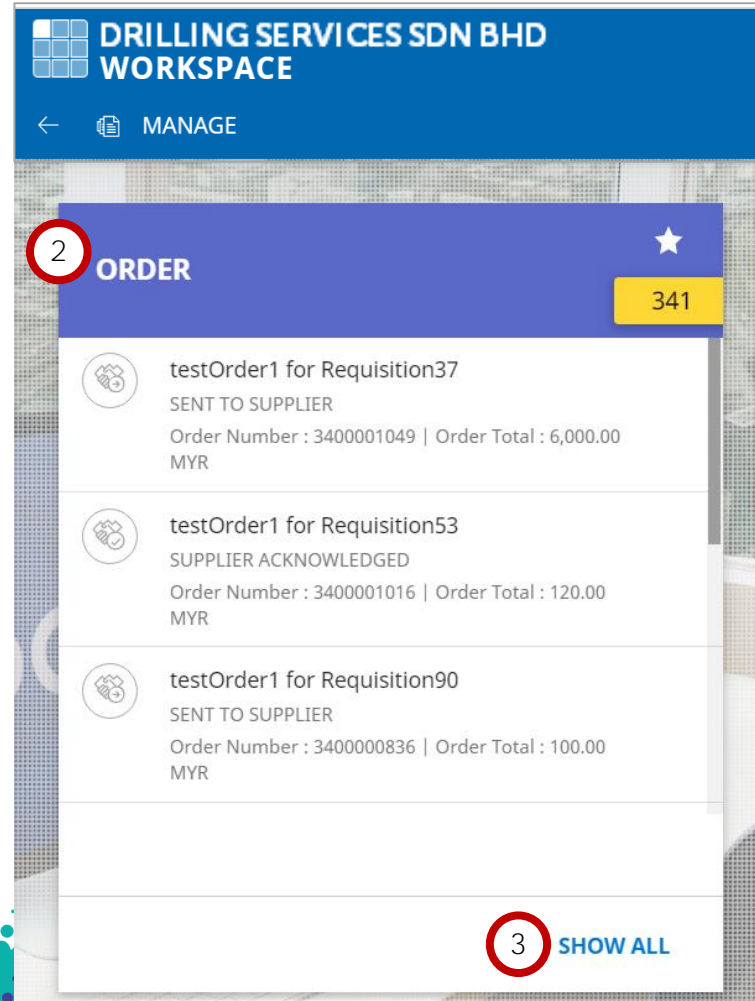
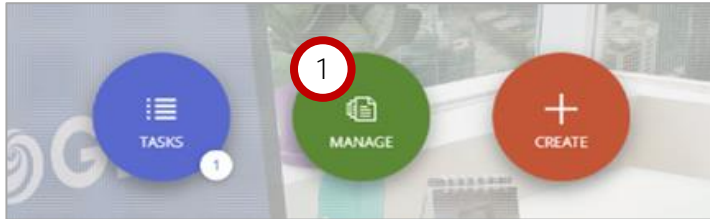
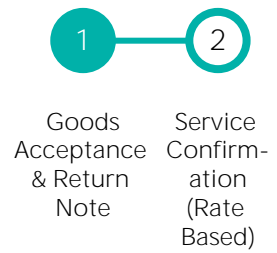
Supplier will be able to view Good Acceptance status and Return Note for materials in **GEP SMART™**.

- 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	0002_PDB RequesterSuperU...	VIEW
2	Material	70000353	EMPTY LPG CYLIND...	belakang rumah	ADD	VIEW	0002_PDB RequesterSuperU...	VIEW

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.

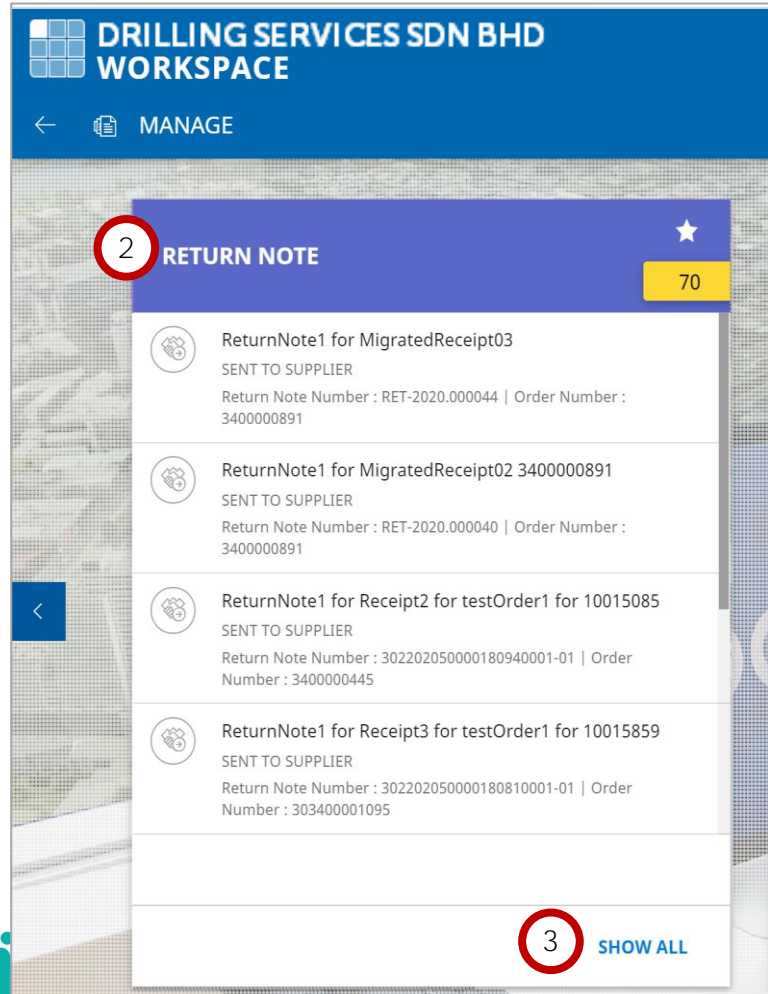
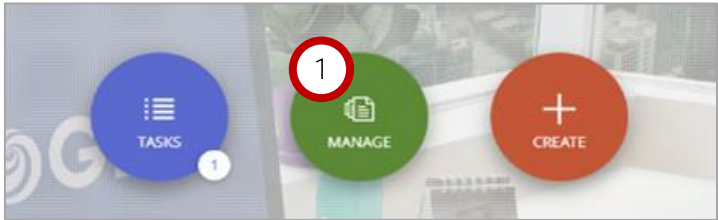
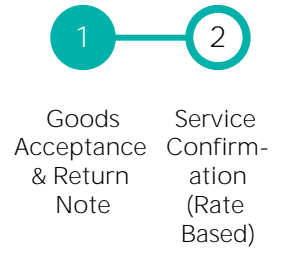
Note: *Supplier to check on the Total Received Quantity prior to creation of invoice.*

The screenshot shows the 'ITEM HISTORY' window for a purchase order line. It contains the following data:

Invoices		
Number Of Documents	Total Quantity (PC; Piece)	Total Amount (MYR)
0	0.000	0.00
Total Amount Inclusive of Tax (MYR)	Advance Amount Received	Balance Advance Payment
0.00	0	0
Receipts		
Number Of Documents	Total Received Quantity/Efforts (PC; Piece)	Remaining Quantity/Efforts (PC; Piece)
2	40,000	60
Credit Memo		
Number Of Documents	Total Quantity (PC; Piece)	Total Amount (MYR)
0	0,000	0.00
Return Note		

# 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

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

DRILLING SERVICES SDN BHD WORKSPACE

RETURN NOTE: 302201950000174450001 - RETURNNOTE1 FOR RECE... (SENT TO SUPPLIER)

- > BASIC DETAILS
- > SUPPLIER DETAILS
- > SHIPPING DETAILS
- > ADDITIONAL INFORMATION
- ▼ LINE DETAILS
  - LINES

Line(1)

Line	Type	Item No	Item	Supplier Item Number	Ordered Quantity/Effort	Received Quantity/Effort	Returned Quantity	Reason For Return	UOM	Previously Returned Q...
1	Material	59990210	BATTERY,RE,SE,B...		5000	6	6	Damaged	Piece	0

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

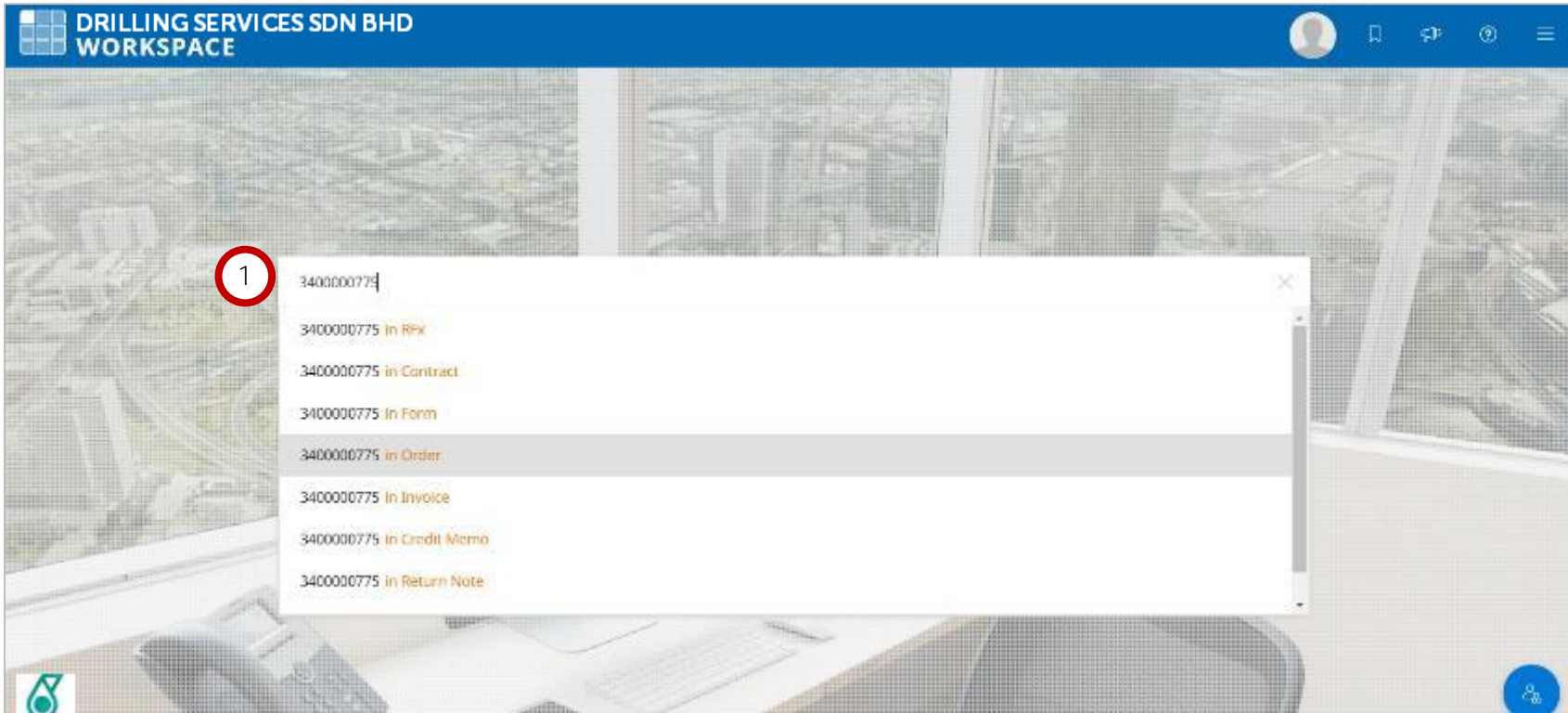


# Create Service Confirmation (Rate Based)




Goods Acceptance & Return Note  
Service Confirmation (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)



Goods Acceptance & Return Note  
Service Confirmation (Rate Based)

PO details will be display on screen.

2

**DRILLING SERVICES SDN BHD WORKSPACE**

ORDER: TESTORDER1 FOR 10015.. - (SUPPLIER ACKNOWLEDGED) 100,000.00 MYR

**BASIC DETAILS**

Order Number*	Order Name*	Order Contact*	Order Author*	Purchase Type*	Signatory
3400000891	testOrder1 for 10015771	M_Admin D30	M_Admin D30	Standard	
Creation Date*	Original Issue Date*	Supplier Acknowledged Date*	Currency*		
02/19/2020	02/19/2020	02/19/2020	MYR		

**SUPPLIER DETAILS**

Supplier Name*	Supplier Code	Ordering Location*	Supplier Contact*	Payment Terms*	Dispatch Mode
ABC SDN BHD - Malaysia	PC-2019.000163	C3927V5 ESSO MALAYSIA HQ KL	ABC SDN BHD Malaysia	Pay Immediately Due net	Direct Email
Direct Email					
ketan.patil@gep.com					

**INVOICING AND DELIVERY DETAILS**

Bill To	Bill To Address	Deliver To
0200004294/D30-110.	PETROLIAM NASIONAL BERHAD,KL,Selangor,Malaysia,50088.	ilzam

**LINE DETAILS**

LINES

Line (1)

Line*	Item Number*	Line Description*	Type*	Category*	Quantity*	UOM*	Line Status	Unit Price*
1		Test Fix Service	Fixed	SHIP BROKERS	1.00	Activity unit	Supplier Acknowledg...	100,000.00

Rows Per Page: 10 1 - 1 Of 1

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)



Goods Acceptance & Return Note  
Service Confirmation (Rate Based)

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

Search

100,000.00 M

Create Service Confirmation

Order Author\*  
M\_Admin D30

Purchase Type\*  
Standard

Currency\*  
MYR

Supplier Contact\*  
ABC SDN BHD Malaysia

Payment Terms\*  
Pay immediately Due net

Dispatch Mode  
Direct Email

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)


Service Confirmation details will be displayed.



Goods Acceptance & Return Note  
Service Confirmation (Rate Based)

Field	Value
Service Confirmation Number	SC-03:20-00678
Service Confirmation Name	Cleaning Services
Supplier Code	PC-2019.000163
Supplier Name	ABC SDN BHD - Malaysia
Field Supervisor	W Nur Ilzam W M Yatim (nurilzam)
Order Number	3400000891
Description	Cleaning Services
Order Name	testOrder1 for 10015771
Work Location	KLCC
Created By	ABC SDN BHD Malaysia
Currency	MYR
Purchase Type	Standard
Additional Approver(s)	Select
Created On	03/02/2020

- 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)

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

1

2

Goods Acceptance & Return Note  
Service Confirmation (Rate Based)

SC0000013336 - (Draft) 0 MYR

LINE DETAILS

\* Indicates mandatory fields

LINES ACCOUNTING

Line(1)| 3 Error

Line 1 : Quantity field should not be blank

✓	Add Sublines	Line	Supplier Person...	Quantity	Effective Unit Price (...)	Price (MYR)	Price P
✓		1		0.000	3,000.00	3,000.00	1

PRINT PREVIEW

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.

SELECT LINES

3400053024 1 of 1 selected

3 Errors | Line 1 : Quantity field should not be blank

✓	Line	Supplier Person...	Short Name	UOM	Quantity	Effective Unit Price (...)
✓	1		Service 4000030 Cha...	AU; Activity unit	0.000	3,000.00

Total Selected Count : 1

CLOSE ADD LINES

# Create Service Confirmation (Rate Based)

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

SC-03:20-00681 - (DRAFT) 0.00 MYR

9 Errors - Line 2: Quantity field should not be blank

Line Type	UOM	Quantity	Price (MYR)	Line Value (MYR)	Consumed Date
Rate Based Service	ACTIVITY UNIT	0	1.00	0.00	--

Start Date: mm/dd/yy    Completion Date: mm/dd/yy    Category: Ship Brokers    Contract Number: 2019.000418    Contracted Subline Value(USD): 0.00    Non Contracted Subline Value(USD): 0.00

Ship To: PHCO Head Office    Ship To Address: Tower 1, KLCC,Kuala Lumpur,K...    Reference Invoice Number: --    Reference Invoice Status: --

3. AIR CARGO TRANSPORT

Line Type	UOM	Quantity	Price (MYR)	Line Value (MYR)	Consumed Date
Rate Based Service	ACTIVITY UNIT	0.00	1.00	0.00	--

Start Date: mm/dd/yy    Completion Date: mm/dd/yy    Category: Ship Brokers    Contract Number: 2019.000418    Contracted Subline Value(USD): 0.00    Non Contracted Subline Value(USD): 0.00



Ship To: PHCO Head Office    Ship To Address: Tower 1, KLCC,Kuala Lumpur,K...    Reference Invoice Number: --    Reference Invoice Status: --

PRINT PREVIEW    SAVE    BACK    GO TO BASIC DETAILS    SUBMIT

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

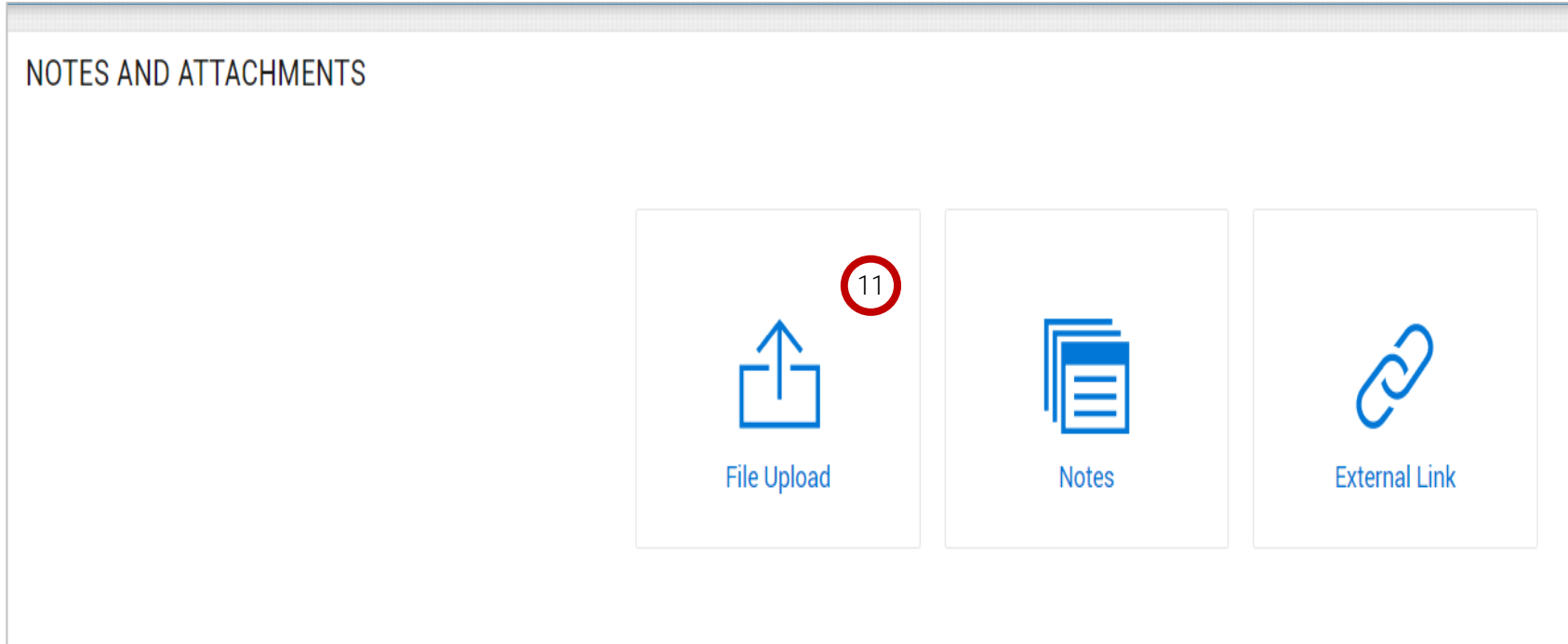
Once completed, please check to make sure accurate information has been entered.

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)

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

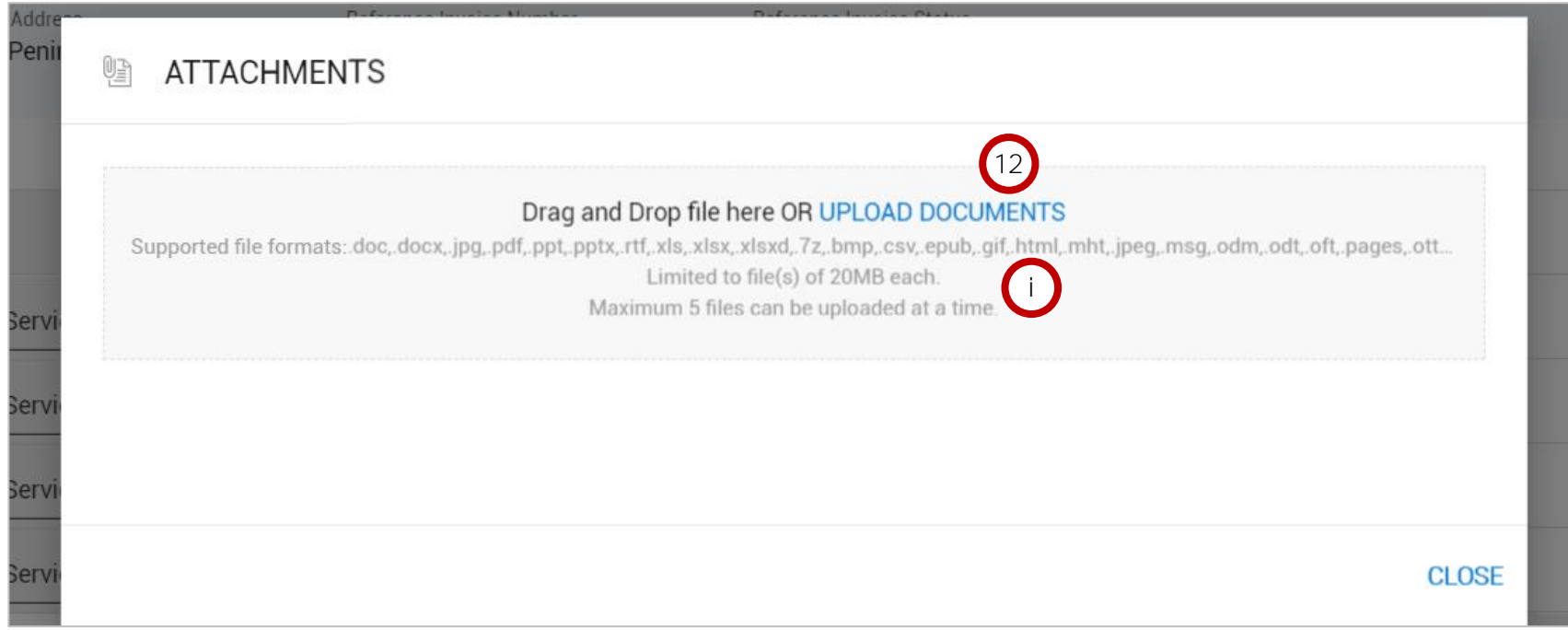


11 Under the Notes and Attachments section, use the 'File Upload' feature to upload supporting documents.


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

# 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)

Supplier to proceed with submission of Service Confirmation.



Goods Acceptance & Return Note  
Service Confirmation (Rate Based)

ABC SDN BHD's WORKSPACE

SC-03:20-00678 - (DRAFT) 1,000.00 MYR

ND ATTACHMENTS

Description	Added By	File Size
TESTING STRATEGY.PPTX	ABC SDN BHD Malaysia	581 KB

Rows Per Page: 10 1 - 1 Of 1

PREVIEW

SAVE BACK NEXT SUBMIT

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.

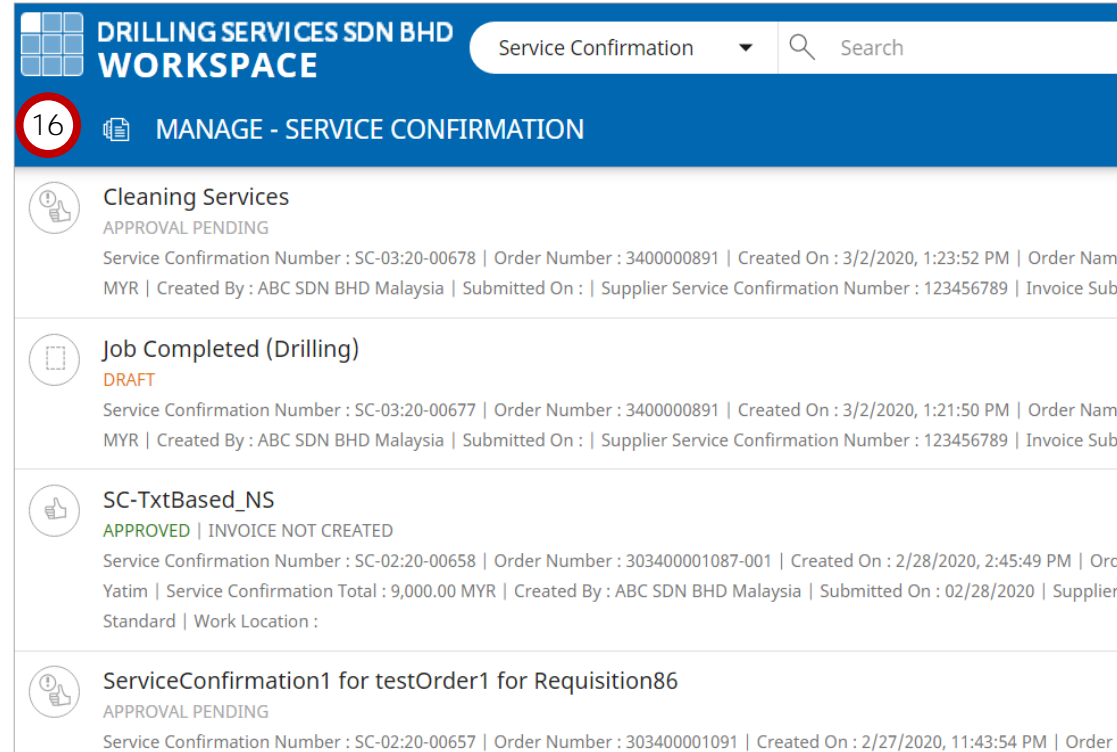
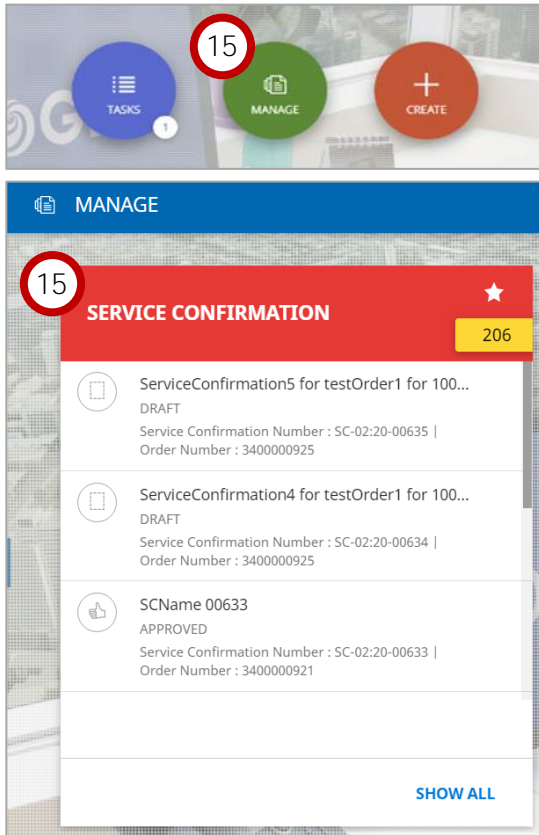
14 Success status will appear to confirm successful creation of Service Confirmation.

Supplier will receive email notification once the Service Confirmation has been Accepted/Rejected by User

# Create Service Confirmation (Rate Based)

Goods Acceptance & Return Note      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)



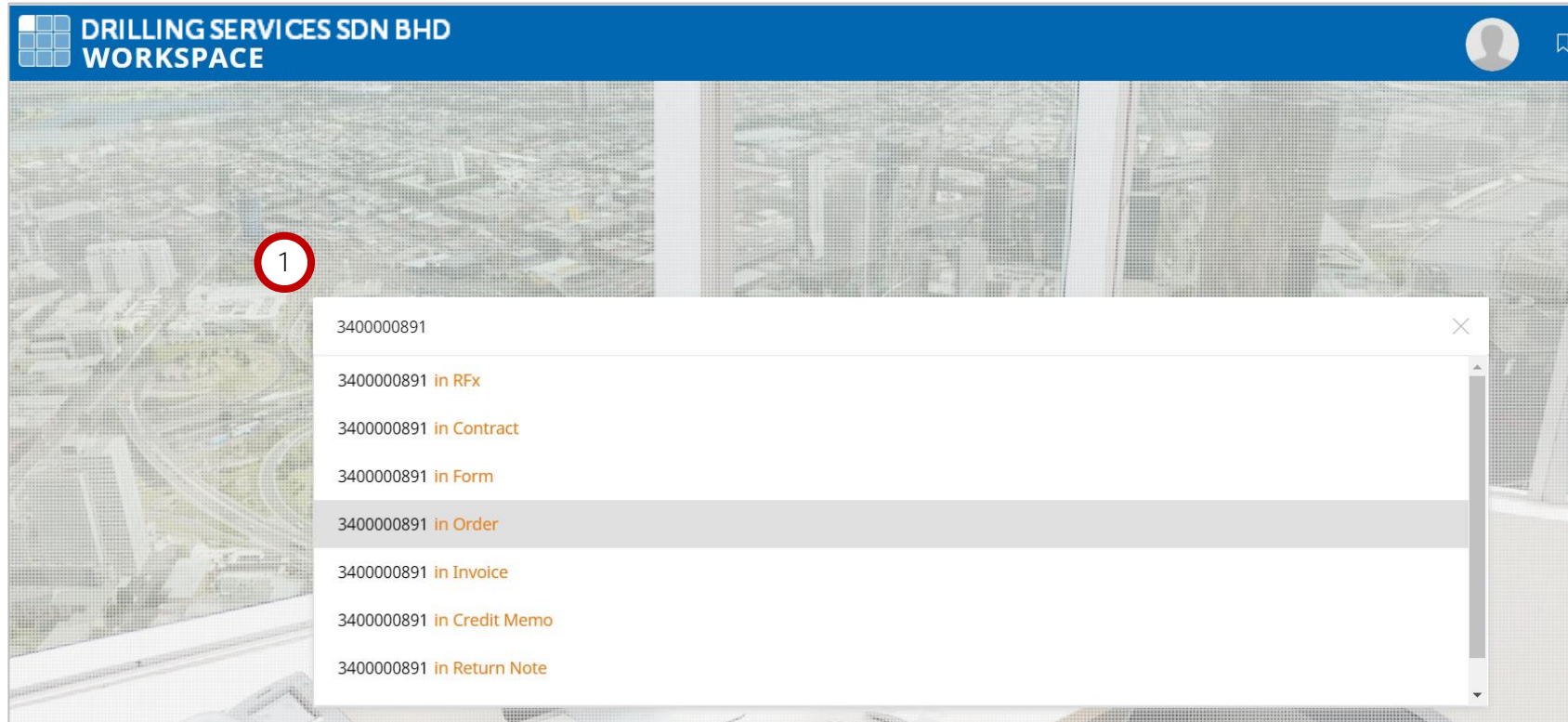
# Create Payment Request (For Service Confirmation)

1

2

Payment Request (For Service Confirmation)      Payment Request (For Receipt)

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)

Supplier can verify and create the invoice.

1 — 2

Payment Request (For Service Confirmation)      Payment Request (For Receipt)

ORDER: ORDER8 FOR 11028817 .. - (SUPPLIER ACKNOWLEDGED)      28,300.00 MYR      More Actions

▼ BASIC DETAILS      Manage Optional Fields

Order Number 3400021063-001	Order Name Order8 for 11028817 (1)	Order Contact 0009_PGB Buyer01	Order Author 0009_PGB Buyer01	Purchase Type Standard	Creation Date 07/20/2020
Original Issue Date 07/20/2020	Supplier Acknowledged Date 07/20/2020	Currency MYR	Signatory --		

▼ SUPPLIER DETAILS      Manage Optional Fields

Supplier Name MH GLOBAL SDN BHD	Supplier Code 4000004126	Ordering Location 3000005627 MH GLOBAL SDN ...	Supplier Contact MH Global SIT	Payment Terms Within 30 days Due net	Dispatch Mode Direct Email
Direct Email --					

> ADDITIONAL INFORMATION

PRINT PREVIEW      **2** CREATE 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):

Create Invoice for Receipt

Create Invoice for Service Confirmation

3 Click 'Create Invoice for Service Confirmation' to proceed.

**3**

Create Invoice for Service Confirmation

# Create Payment Request (For Service Confirmation)



Payment Request (For Service Confirmation)

Payment Request (For Receipt)

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** DRILLING SERVICES SDN BHD WORKSPACE

INV-01:22-005366 - PAYREQ1 For Order1 For Requisition8122160 - (DRAFT) 540.00 MYR

**a** \* Indicates mandatory fields

Invoice Name*	SMART Payment Request Number	<b>b</b> Invoice Amount*	<b>c</b> Supplier Invoice Number*	Invoice Creation Date	<b>d</b> Supplier Invoice Date*
PAYREQ1 for Order1 for Requisition812...	INV-01:22-005366	0.00	SC0000014062	12.01.2022	12.01.2022

Supplier Name	Order Number	Order Name	Supplier Code	Currency	Purchase Type
WEHAYA SDN. BHD.	3400059028	Order1 for Requisition8122160	4000007285	MYR	Standard

**e** \* Indicates mandatory fields

Order Location	Order Supplier Name & Address
3000009993 UAT WEHAYA SDN BHD Sar...	WEHAYA SDN. BHD., LOT 1745 (OPERATION OFFICE), BLK 3, MCLPIASAU JAYA INDUST...

Remit To Location*	Supplier Name & Address
LC-2021.002417 Australia UAT	WEHAYA SDN. BHD., Australia, Australia,...

**f** \* Indicates mandatory fields

Q1. Exchange rate to Malaysian Ringgit (max up to 5 decimals eg. 4.12345) - IMPORTANT: Mandatory for Malaysian-incorporated suppliers invoicing in non-MYR currency.  
Your Answer

- 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)

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

LINE DETAILS

LINES

Line (3) | 3 Errors


g line1 : Taxes Tax code is missing

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

Rows Per Page: 10 | 1 - 3 Of 3

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)

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 [here](#)
- 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)

1

2

Payment Request (For Service Confirmation)      Payment Request (For Receipt)

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

The screenshot shows an invoice draft interface for 'INV-03:20-000444 - INVOICE1 FOR T... - (DRAFT)' with a total value of 3,000.00 MYR. The interface includes sections for Supplier Details, Stakeholder Details, Payment and Delivery Details, Additional Information, and Line Details. A pop-up window titled 'Additional Information' is open over the 'LINE DETAILS' section, specifically for 'Line (1) | 1 Error'. The pop-up contains a question 'Q1. Tax Check\*' with a radio button selected for 'Yes'. A red circle highlights the 'Additional Information' section in the background interface. At the bottom of the pop-up are 'CANCEL' and 'APPLY' buttons. The background interface also shows a table with columns for Line, Type, and Additional Information.

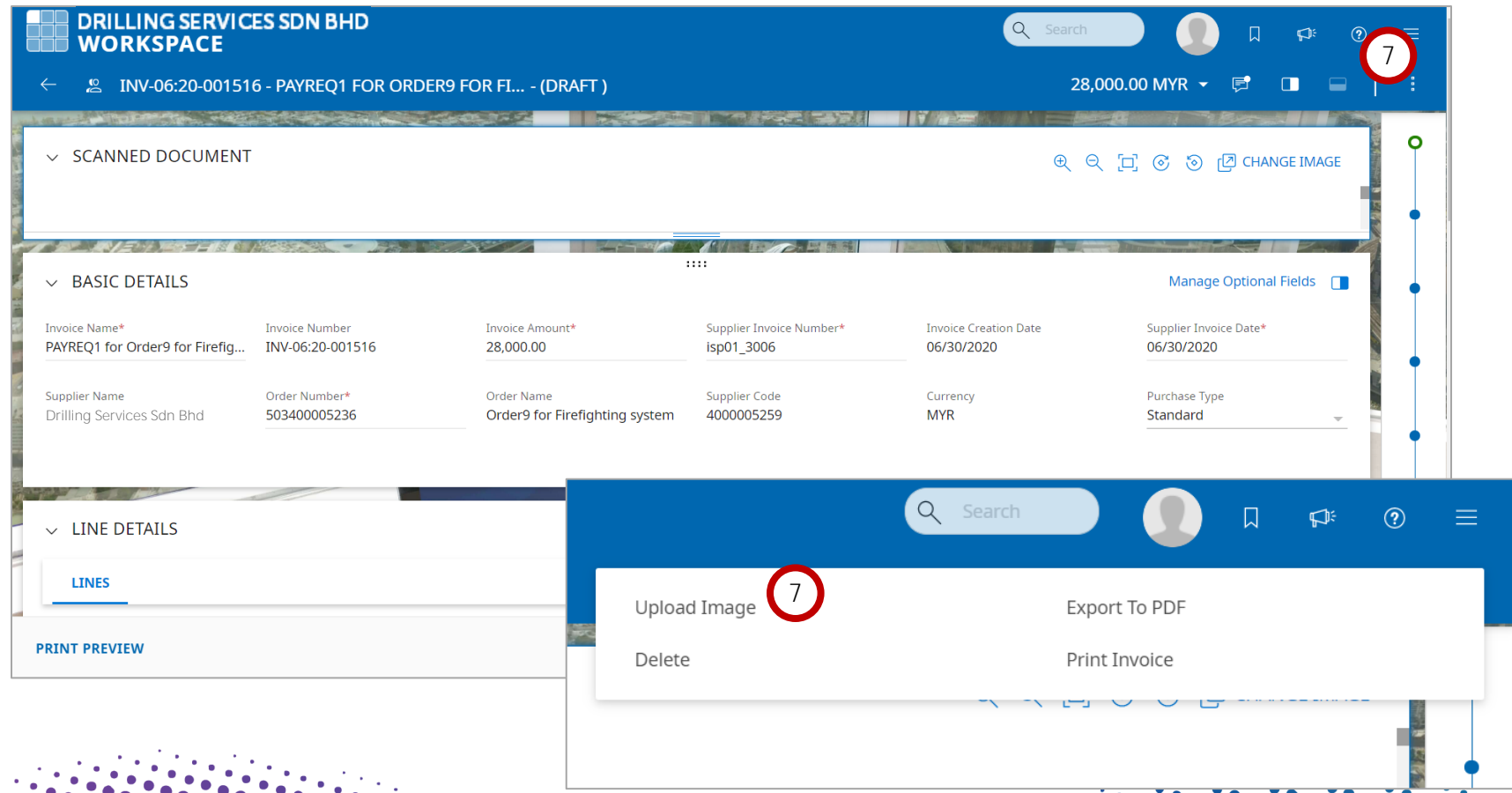
Line	Type	Additional Information	Contract N
1	Material	50473586 DIAPHRAGM,2E859... la ... BC1 ADD ADD	2020.000!

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)

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 screen 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

2

Payment Request (For Service Confirmation)

Payment Request (For Receipt)

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

**DRILLING SERVICES SDN BHD WORKSPACE**

INV-06:20-001516 - PAYREQ1 FOR ORDER9 FOR FI... - (DRAFT) 28,000.00 MYR

**DISCLAIMER**

**PRIOR TO UPLOADING INVOICE**

**PETRONAS**

1. PETRONAS hereby reminds vendor to exercise due care and diligence with respect to the provision of information into the (portal) and encourages vendor to evaluate the accuracy, completeness and relevance of all information provided.
2. All information provided into the portal must first be verified by the vendor, duly accompanied and supported with the required supporting evidence.
3. PETRONAS takes no responsibility for the accuracy, reliability, correctness and completeness of any information provided by the vendor. These information sources are outside PETRONAS' control and it is therefore the responsibility of the vendor to make its own decision about such information and vendor is required to verify all information.
4. Neither PETRONAS nor any of its affiliates shall assume any liability or responsibility of any kind whatsoever arising from, or connected to, the use of information (including supporting documents or invoice(s)) as provided by the vendor.

**VENDOR**

Prior to uploading Invoice

**8**

**PROCEED**

PRINT PREVIEW SAVE SEND TO BUYER

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.

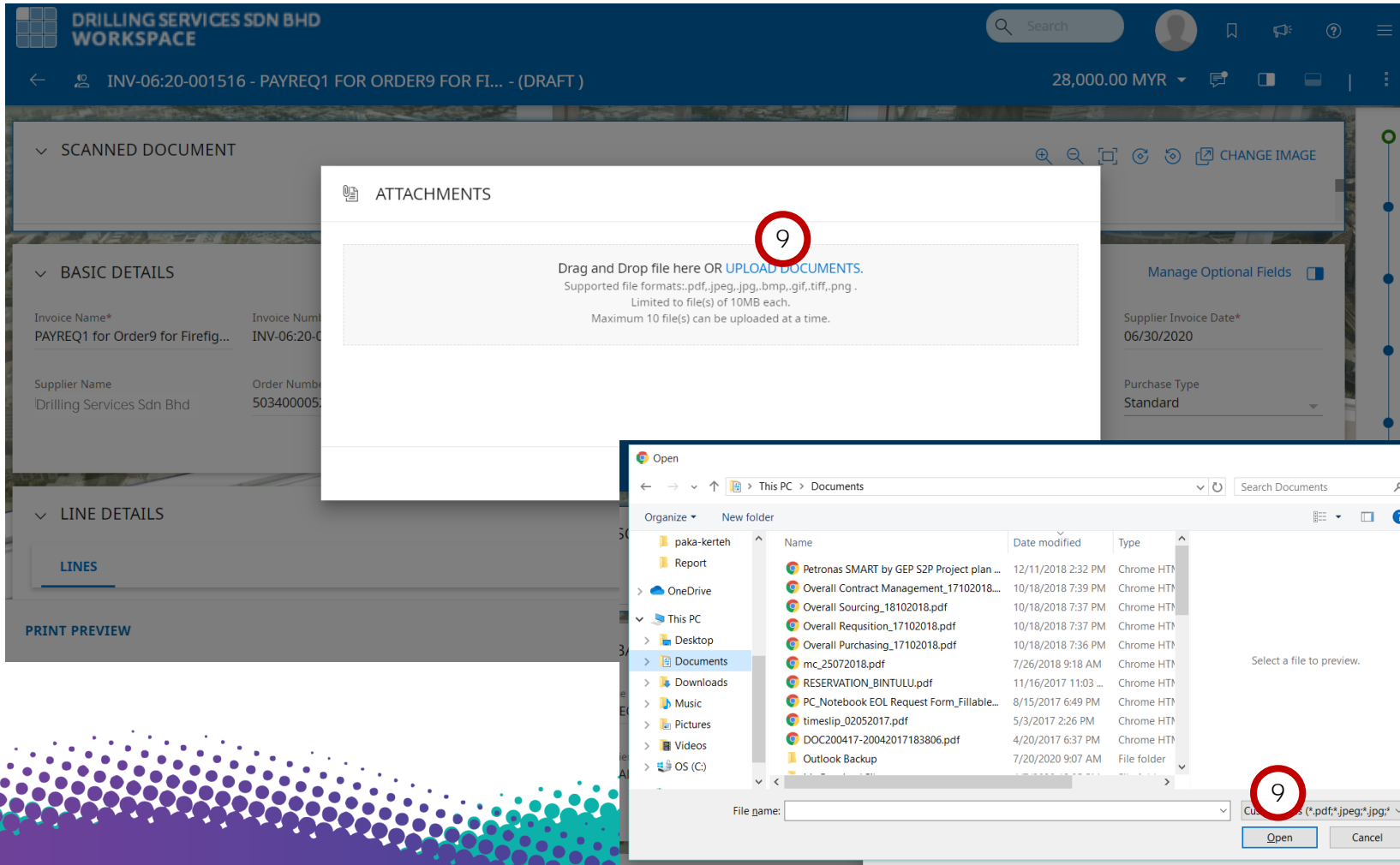
# Create Payment Request (For Service Confirmation)

Supplier to upload the scanned Tax Invoice.

1

2

Payment Request (For Service Confirmation)      Payment Request (For Receipt)



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)

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

**DISCLAIMER**

**PETRONAS**

1. PETRONAS hereby reminds vendor to exercise due care and diligence with respect to the provision of information into the (portal) and encourages vendor to evaluate the accuracy, completeness and relevance of all information provided.
2. All information provided into the portal must first be verified by the vendor, duly accompanied and supported with the required supporting documents.
3. PETRONAS takes no responsibility for the accuracy, reliability, correctness and completeness of any information provided by the vendor. These information sources are outside PETRONAS' control and it is therefore the responsibility of the vendor to make its own decision about such information and vendor is required to verify all information.
4. Neither PETRONAS nor any of its affiliates shall assume any liability or responsibility of any kind whatsoever arising from, or connected to, the use of information (including supporting documents or invoice(s)) as provided by the vendor.

**VENDOR**

1. I/We hereby declare and verify that all information and details provided in this application (portal) together with any supporting documents (including invoices) are accurate, correct, adequate and reliable. I/We will be fully responsible for withholding of information or giving false or inaccurate or inadequate information (including any supporting documents, invoice(s)) to PETRONAS.

**11** CANCEL PROCEED

Line Total	Taxes	Other Charges
5.00	0.00	0.00
3.50	0.00	0.00
12.00	0.00	0.00

Rows Per Page: 10 1 - 3 Of 3

**10** SAVE SEND TO BUYER

- 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.

**CONFIRMATION!**

Please confirm that you are processing [2] lines on this invoice

**12** NO YES

**SUCCESS!**

Invoice Submitted to Buyer Successfully

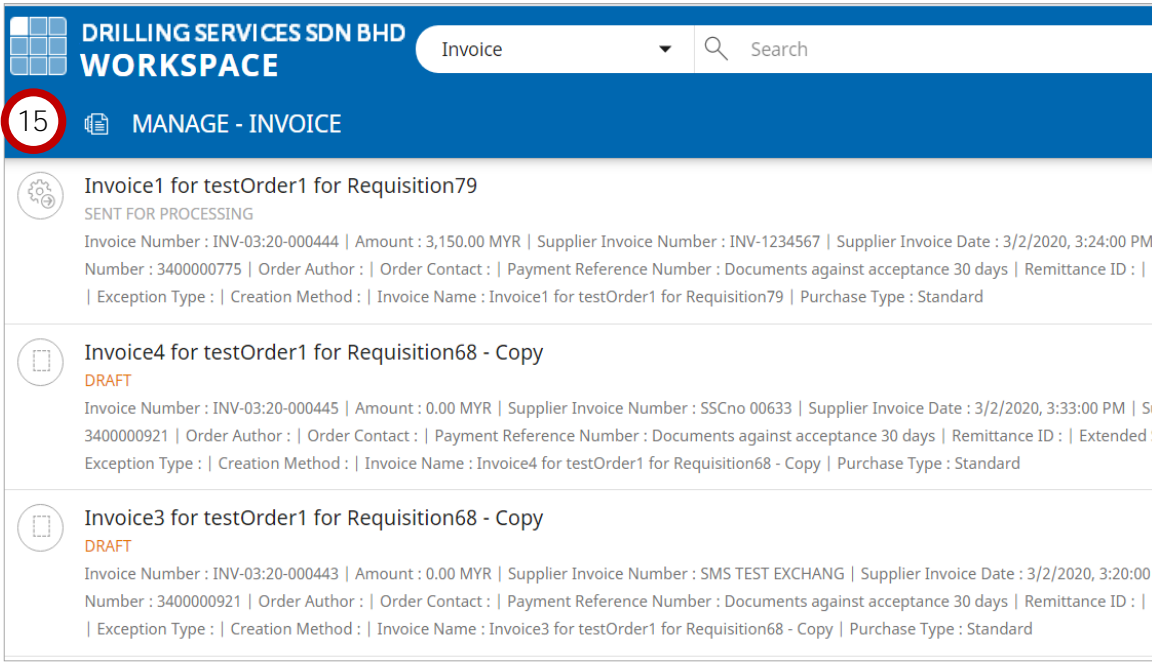
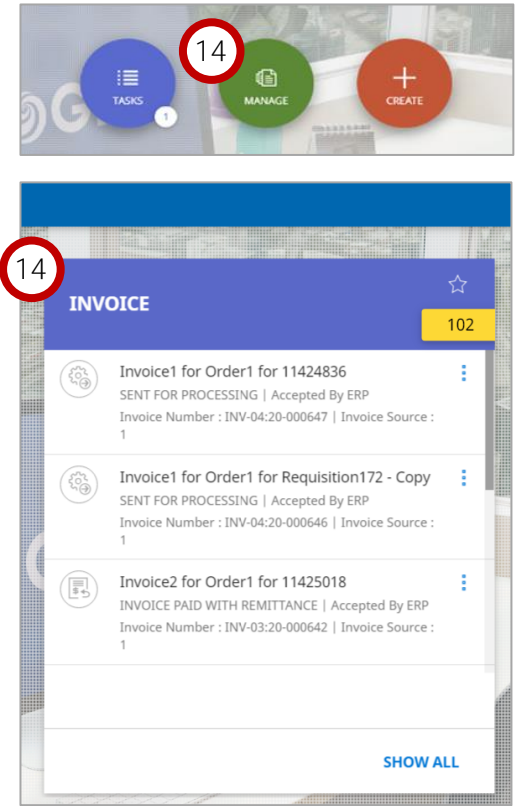
**13** OK

# Create Payment Request (For Service Confirmation)



Payment Request (For Service Confirmation)      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.

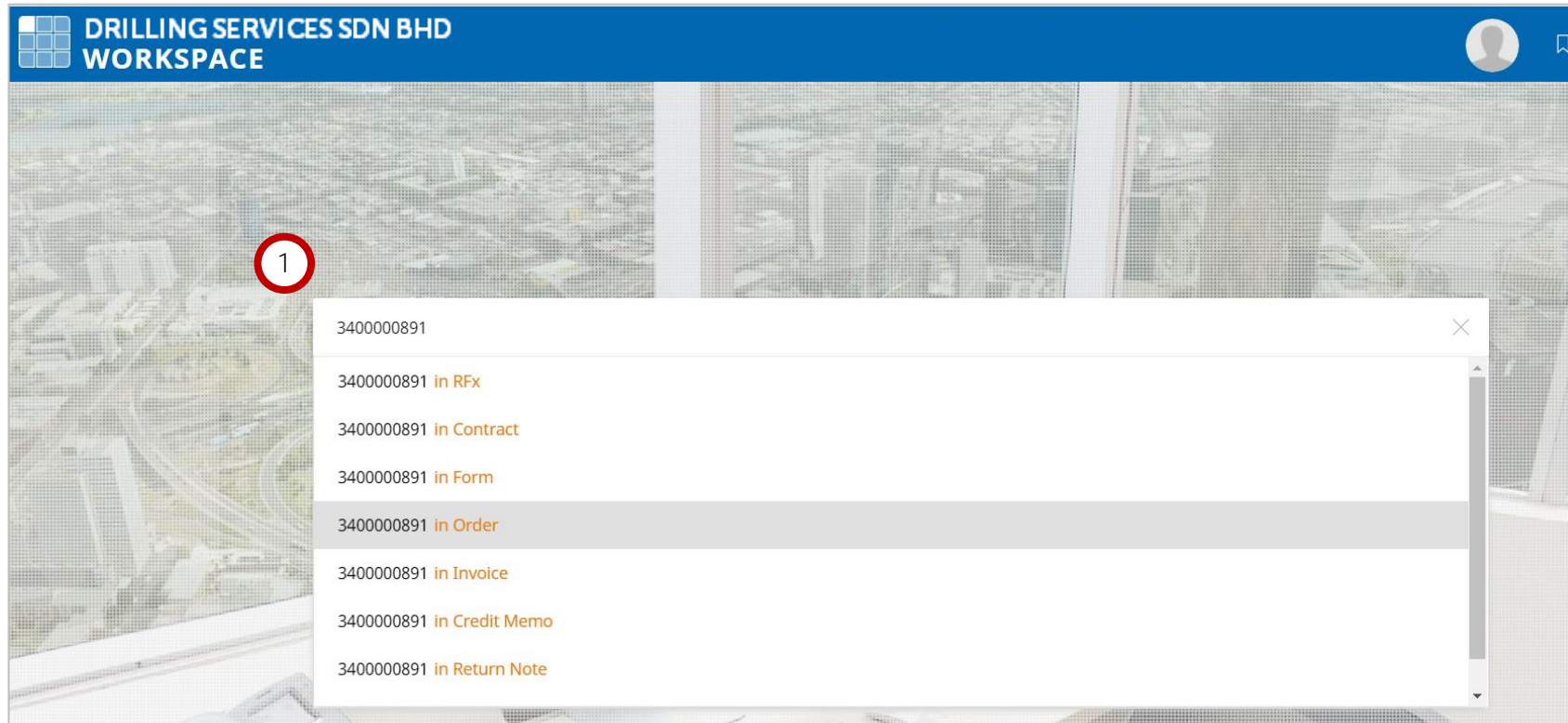
# Create Payment Request (For Receipt)



Payment Request (For Service Confirmation)

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)



Payment Request (For Service Confirmation)      Payment Request (For Receipt)

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

ORDER: ORDER1 FOR GRN 106 - (SUPPLIER ACKNOWLEDGED) 45,000.00 MYR

**BASIC DETAILS**

Order Number	Order Name	Order Contact	Order Author	Purchase Type	Creation Date
3400022967	Order1 for GRN 106	0003_PCSB Buyer01	0003_PCSB Buyer01	Standard	07/24/2020
Original Issue Date	Supplier Acknowledged Date	Currency	Signatory		
07/24/2020	07/29/2020	MYR	--		

**LINE DETAILS**

**LINES**

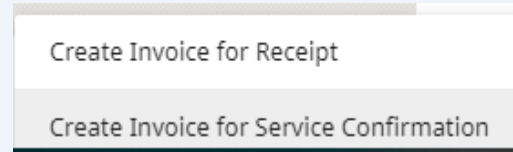
Line (3)

Line*	Type*	Item Number*	Line Description*	Manufacturer Details	Item History*	Requisition Creator	Additional Inf
1	Material	50220404	COUPLING,SHFT,FL...	ADD	VIEW	0003_PCSB_RequesterSuper...	VIEW
2	Material	50219845	BUSHING,RHD	ADD	VIEW	0003_PCSB_RequesterSuper...	VIEW
3	Material	50950104	LIFE RAFT,INFLE,6.5...	ADD	VIEW	0003_PCSB_RequesterSuper...	VIEW

PRINT PREVIEW      **CREATE INVOICE**

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)

Supplier to fill up the information as required.

1

2

Payment Request (For Service Confirmation)

Payment Request (For Receipt)

**4** DRILLING SERVICES SDN BHD WORKSPACE

INV-01:22-005366 - PAYREQ1 For Order1 For Requisition8122160 - (DRAFT) 540.00 MYR

**a** \* Indicates mandatory fields

Invoice Name*	SMART Payment Request Number	<b>b</b> Invoice Amount*	<b>c</b> Supplier Invoice Number*	Invoice Creation Date	<b>d</b> Supplier Invoice Date*
PAYREQ1 for Order1 for Requisition812...	INV-01:22-005366	0.00	SC0000014062	12.01.2022	12.01.2022

Supplier Name	Order Number	Order Name	Supplier Code	Currency	Purchase Type
WEHAYA SDN. BHD.	3400059028	Order1 for Requisition8122160	4000007285	MYR	Standard

**e** \* Indicates mandatory fields

Order Location	Order Supplier Name & Address
3000009993 UAT WEHAYA SDN BHD Sar...	WEHAYA SDN. BHD., LOT 1745 (OPERATION OFFICE), BLK 3, MCLPIASAU JAYA INDUST...

Remit To Location*	Supplier Name & Address
LC-2021.002417 Australia UAT	WEHAYA SDN. BHD., Australia, Australia,...

**f** \* Indicates mandatory fields

Q1. Exchange rate to Malaysian Ringgit (max up to 5 decimals eg. 4.12345) - IMPORTANT: Mandatory for Malaysian-incorporated suppliers invoicing in non-MYR currency.  
Your Answer

- 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 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 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)

Payment Request (For Service Confirmation)  
 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.

LINE DETAILS

LINES

Line(3) | 3 Errors

Line	Type	Item Number	Line Description	mber	Category *	Unit Price	Quantity	Accepted Quantity	UOM
1	Material	50220404	COUPLING,SHFT,FL...		CENTRIFUGAL COMP...	10.00	20.000	20.000	PC; I
2	Material	50219845	BUSHING,RHD		RECIPROCATING CO...	15.00	1,000.000	0.000	PC; I
3	Material	50950104	LIFE RAFT,INFLE,6.5...		ESCAPE CAPSULE & A...	20.00	1,000.000	0.000	EA; I

LINE DETAILS

LINES

Line(3) | 3 Errors

Line	Type	Item Number	Line Description	mber	Category *	Unit Price	Quantity	Accepted Quantity	UOM
1	Material	50220404	COUPLING,SHFT,FL...		CENTRIFUGAL COMP...	10.00	20.000	20.000	PC; I
2	Material	50219845	BUSHING,RHD		RECIPROCATING CO...	15.00	1,000.000	0.000	PC; I
3	Material	50950104	LIFE RAFT,INFLE,6.5...		ESCAPE CAPSULE & A...	20.00	1,000.000	0.000	EA; I

Rows Per Page: 10 | 1 - 3 of 3

- 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)

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

RMATION

7 Add Taxes 0%

Tax Code b| Tax Description 0 ADD

V0 No GST charged,...

N1 0%-Standard rat...

BB Sales Tax 10% 10

BA Sales Tax 5% 5

B1 No Tax 0

I2 6%-Standard rate...

I1 6%-Standard rate...

Cancel APPLY

Type	Description	Taxes	Other Charges	Freight
Material	PHRAGM,2E859...	0.00	0.00	0.00

Add Taxes 5%

Tax Code Tax Description Tax Rate ADD

BA Sales Tax 5% 5

Cancel APPLY

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.

- 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](#)

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 Receipt)

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

INV-03:20-000444 - INVOICE1 FOR T... - (DRAFT)      3,000.00 MYR

> SUPPLIER DETAILS

> STAKEHOLDER DETAILS

> PAYMENT AND DELIVERY DETAILS

> ADDITIONAL INFORMATION

LINE DETAILS

LINES

Line (1) | 1 Error

Line	Type	Material	Description	Unit	Quantity	Unit Price	Amount	Additional Information	Contract N
1	Material	50473586	DIAPHRAGM,2E859... la ...	BC1	ADD	ADD		VIEW	2020.000

Rows Per Page: 10      1 - 1 Of 1

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.



Payment Request (For Service Confirmation)

Payment Request (For Receipt)

Search

Upload Image **9**

Delete

Export To PDF

Print Invoice

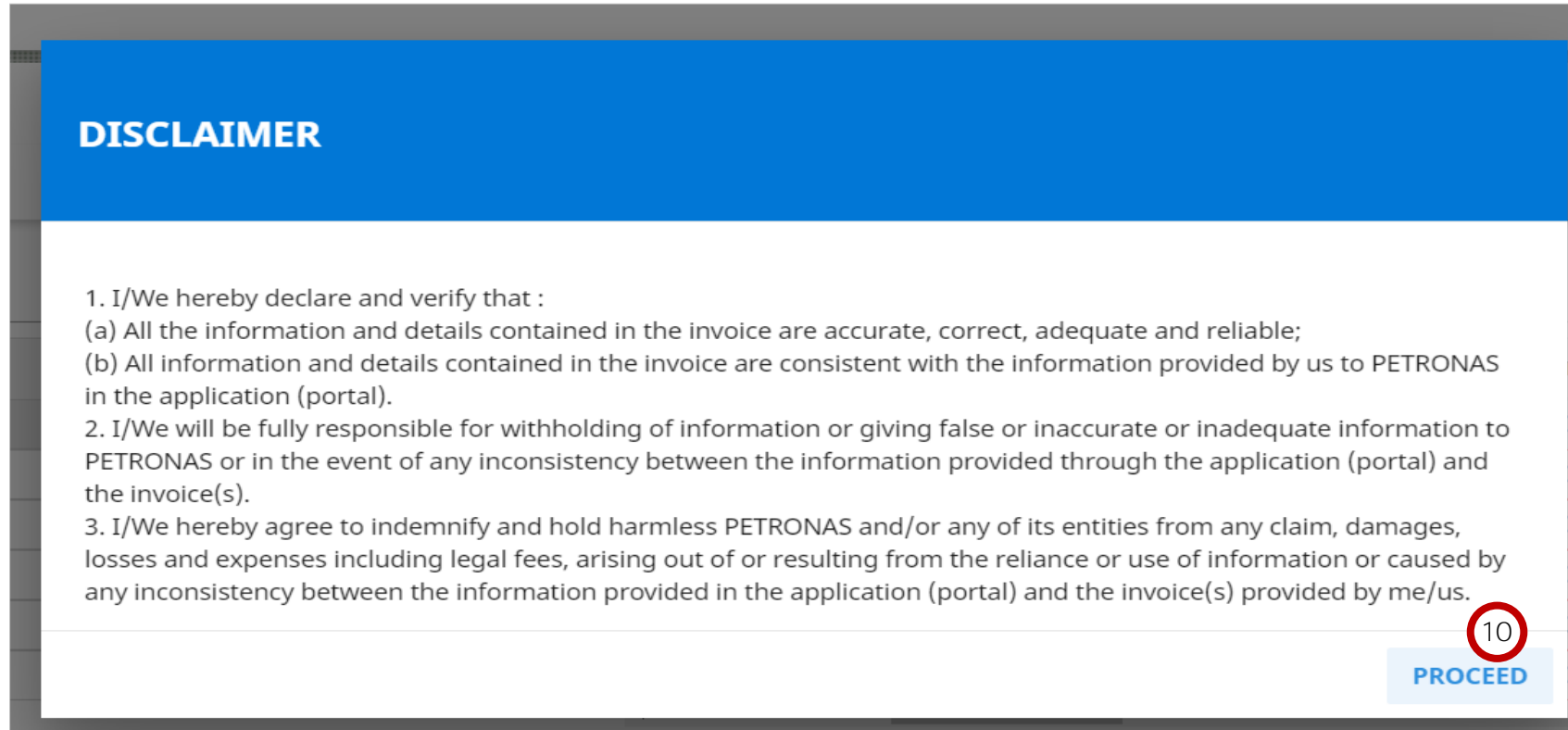
Purchasing Organization*	Supplier Invoice Number*	Invoice Creation Date*
D30-110	SC_00538	03/03/2020
Order Name	Supplier Code*	Currency
testOrder1 for 10015712	PC-2019.000163	MYR

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)

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** [PROCEED](#)

10 Click 'Proceed' after reviewing the disclaimer for invoice and document upload.

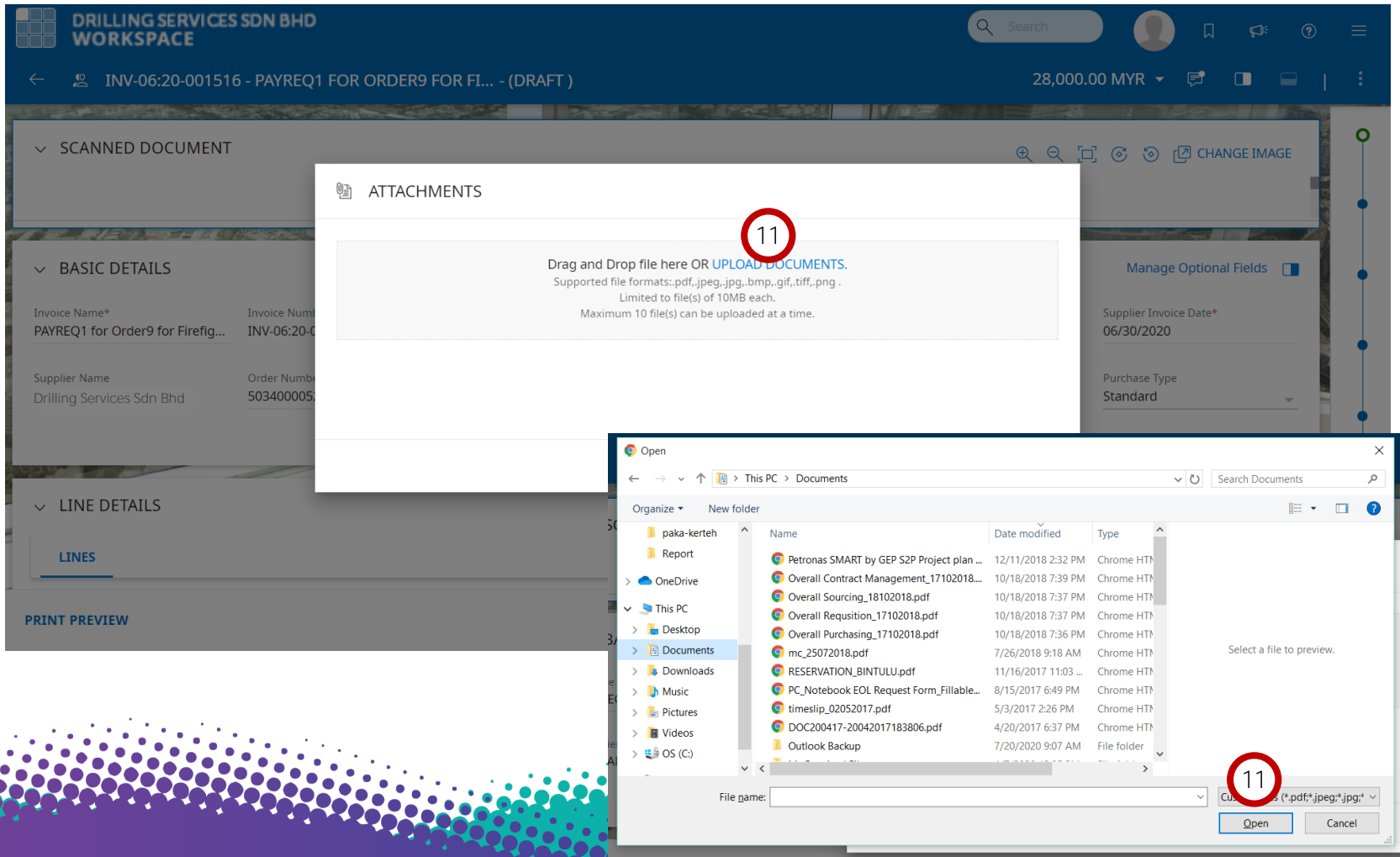
It is supplier's responsibility to ensure that all the documents uploaded are correct and accurate based on actual job completion as per PO requirements.

# Create Payment Request (For Receipt)

Supplier to upload the invoice document.



Payment Request (For Service Confirmation)      Payment Request (For Receipt)



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

# Create Payment Request (For Receipt)



Payment Request (For Service Confirmation)      Payment Request (For Receipt)

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

**DISCLAIMER**

**PETRONAS**

- PETRONAS hereby reminds vendor to exercise due care and diligence with respect to the provision of information into the (portal) and encourages vendor to evaluate the accuracy, completeness and relevance of all information provided.
- All information provided into the portal must first be verified by the vendor, duly accompanied and supported with the required supporting documents.
- PETRONAS takes no responsibility for the accuracy, reliability, correctness and completeness of any information provided by the vendor. These information sources are outside PETRONAS' control and it is therefore the responsibility of the vendor to make its own decision about such information and vendor is required to verify all information.
- Neither PETRONAS nor any of its affiliates shall assume any liability or responsibility of any kind whatsoever arising from, or connected to, the use of information (including supporting documents or invoice(s)) as provided by the vendor.

**VENDOR**

- I/We hereby declare and verify that all information and details provided in this application (portal) together with any supporting documents (including invoices) are accurate, correct, adequate and reliable. I/We will be fully responsible for withholding of information or giving false or inaccurate or inadequate information (including any supporting documents, invoice(s)) to PETRONAS.

CANCEL PROCEED

Line Total	Taxes	Other Charges
5.00	0.00	0.00
3.50	0.00	0.00
12.00	0.00	0.00

Rows Per Page: 10 1 - 3 Of 3

SAVE SEND TO BUYER

- 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.

**CONFIRMATION!**

Please confirm that you are processing [2] lines on this invoice

NO YES

**SUCCESS!**

Invoice Submitted to Buyer Successfully

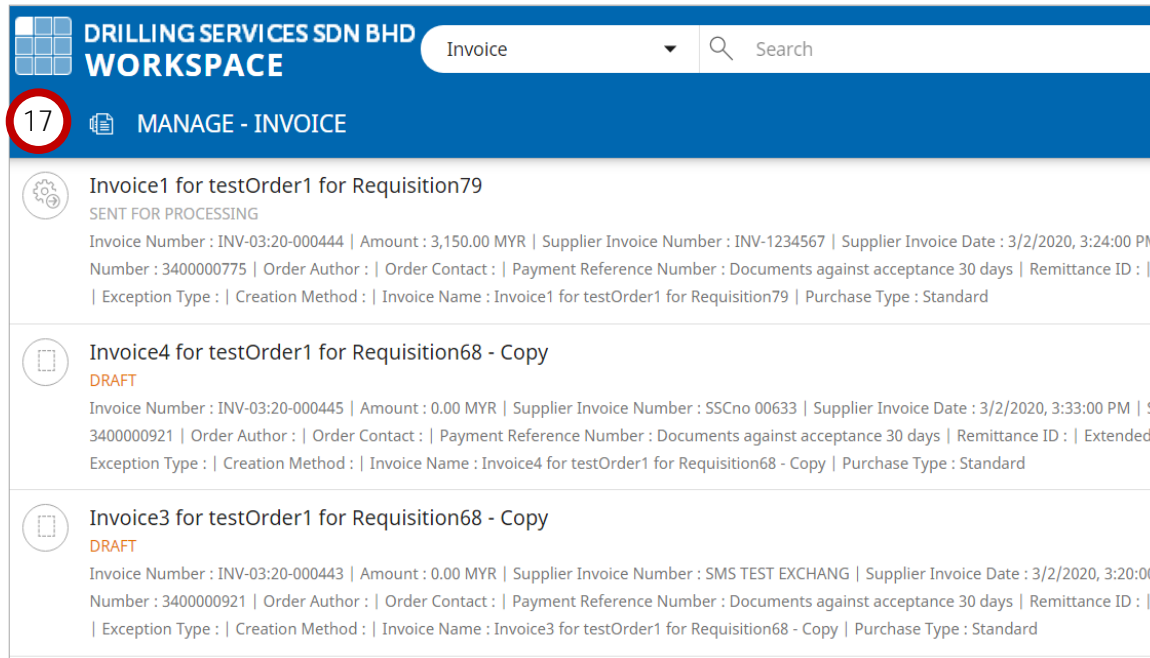
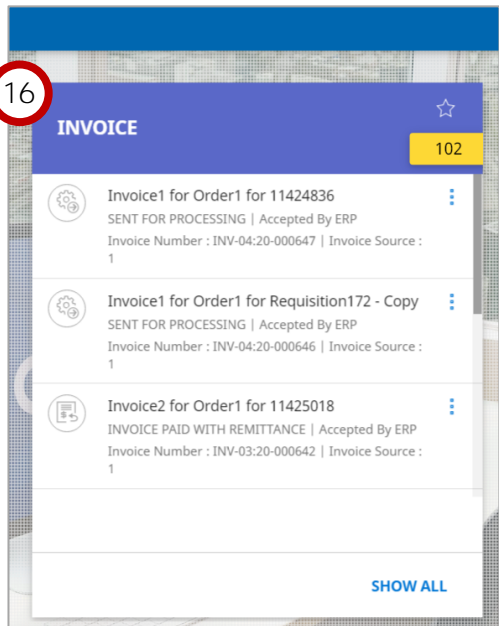
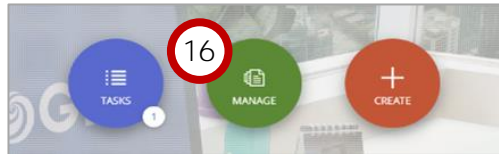
OK

# Create Payment Request (For Receipt)

The status of the Payment Request will be displayed accordingly.



Payment Request (For Service Confirmation)      Payment Request (For Receipt)



- 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)

Payment Request (For Service Confirmation)      Payment Request (For Receipt)

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

The screenshot shows the 'DRILLING SERVICES SDN BHD WORKSPACE' interface. At the top, there is a search bar with a dropdown menu set to 'All' (circled in red with 'a') and a search icon next to the PO number '303400001095'. Below the search bar, there is a 'SEARCH - ORDER' section with a left arrow and a document icon. A sidebar on the left (circled in red with 'b') lists document types and counts: Order (1), Credit Memo (10), Invoice (8), Service Confirmation (2), and Return Note (1). The main content area displays details for 'testOrder1 for 10015859', including 'SUPPLIER ACKNOWLEDGED' and various order details like 'Order Number : 303400001095-001', 'Order Total : 14,762.84 MYR', 'Expected Delivery Date : 02/28/2020', 'Order Contact : Ittifaqiah Abd Kadir', 'Created On : 02/28/2020', and 'Ship-ToLocal'.

- 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

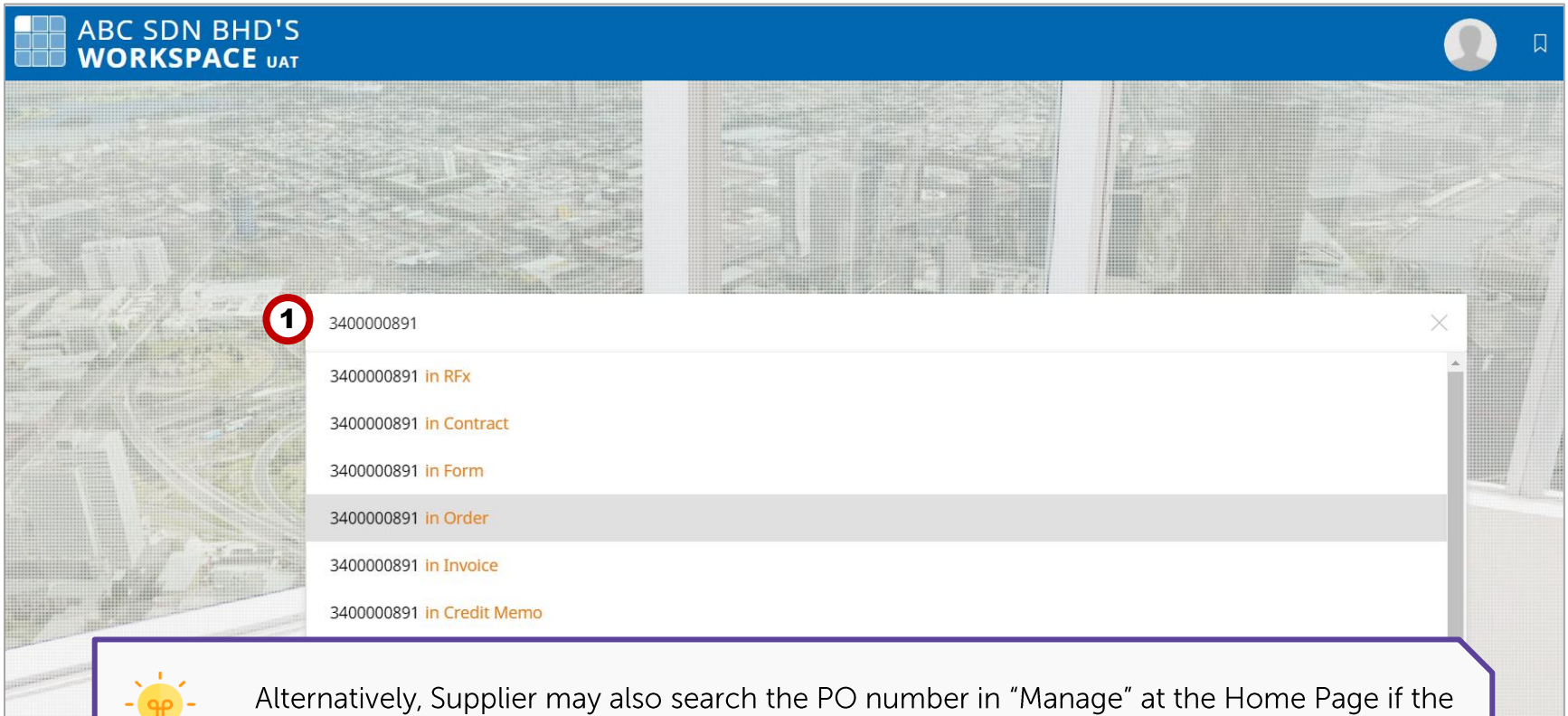
Suppliers will be able to create Credit Memo in SMART




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

The screenshot shows the 'SEARCH - INVOICE' interface. The search bar contains 'All' (circled in red with '2') and '303400001095'. The results list includes:

- Order 1: Invoice5 for testOrder1 for 10015859 (DRAFT)
- Credit Memo 11: Invoice5 for testOrder1 for 10015859
- Invoice 8: InvName 00503 (SENT FOR PAYMENT)
- Service Confirmation 2: Invoice for testOrder1 for 10015859
- Return Note 1: Invoice2 for testOrder1 for 10015859 (SENT FOR PROCESSING)
- Invoice3 for testOrder1 for 10015859 (SENT FOR PROCESSING)
- InvName 000500 (SENT FOR PROCESSING)** (circled in red with '3')

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

ABC SDN BHD'S WORKSPACE

INV-03:20-000500 - INVNAME 000500- (SENT FOR PROCESSING -ACCEPTED BY ERP)

110.00 MYR

SCANNED DOCUMENT

BASIC DETAILS

Invoice Name*	Invoice Number*	Invoice Amount*	Purchasing Organization*	Supplier Invoice Number*	Invoice Creation Date*
InvName 000500	INV-03:20-000500	110.00	D30-110	SSCNo 00735	03/11/2020
Supplier Invoice Date*	Supplier Name*	Order Number*	Order Name	Supplier Code*	Currency
03/11/2020	ABC SDN BHD - Malaysia	303400001095-001	testOrder1 for 10015859	PC-2019.000163	MYR
Purchase Type*	Standard				

- ! 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

ITA

5 Create Credit Memo

# Create Credit Memo

Supplier to insert the required details in the Credit Memo

**6** BASIC DETAILS

<b>i</b> Credit Memo Name *	Credit Memo Number *	<b>ii</b> Supplier Memo Number *	Purchasing Organization *	Invoice Number *	Currency *
Credit Memo_5 for InvName 000500	CM-03:20-00192	SMS 98765321	D30-110-D30-110	INV-03:20-000500	MYR
Order Number *	Supplier Invoice Number	Billable	Invoice Creation Date *	Supplier Invoice Received Date *	Invoice Received On *
303400001095-001	SSCNo 00735	No	03/11/2020	03/11/2020	03/11/2020
Memo Received On *	Memo Creation Date *	<b>iii</b> Supplier Memo Date *			
03/25/2020	03/25/2020	03/25/2020			


- 6** Fill in Basic Details section
- i** Insert the Credit Memo Name
- ii** Insert the Supplier Memo Number.  
  
Supplier Credit Memo Number must be unique 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.

The screenshot shows a web application interface for creating a credit memo. At the top, a blue header bar contains a back arrow, a document icon, and the text 'CM-07:20-00355 - (DRAFT)'. Below this is a 'BASIC DETAILS' section with various fields. A context menu is open over the 'Upload Image' button, showing options: 'Delete', 'Export To PDF', and 'Upload Image'. The 'Upload Image' option is highlighted with a red circle and the number '8'. The form fields include:

Credit Memo Name *	Credit Memo Number *	Supplier Memo Number *	Purchasing Organization *	Invoice Number *	Currency *
Credit Memo1 for PAYREQ4 fo...	CM-07:20-00355		30-200-SAP 30-200	INV-07:20-001888	MYR
Order Number *	Supplier Invoice Number	Billable	Invoice Creation Date *	Supplier Invoice Received Date *	Invoice Received On *
3400021990	SC-07:20-08782	No	07/20/2020	07/20/2020	07/20/2020
Memo Received On *	Memo Creation Date *	Supplier Memo Date *	Purchase Type *	Supplier Code	
07/22/2020	07/22/2020	07/22/2020	Standard	4000004126	

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.

**DISCLAIMER**

**PRIOR TO UPLOADING INVOICE**


**PETRONAS**

1. PETRONAS hereby reminds vendor to exercise due care and diligence with respect to the provision of information into the (portal) and encourages vendor to evaluate the accuracy, completeness and relevance of all information provided.
2. All information provided into the portal must first be verified by the vendor, duly accompanied and supported with the required supporting evidence.
3. PETRONAS takes no responsibility for the accuracy, reliability, correctness and completeness of any information provided by the vendor. These information sources are outside PETRONAS' control and it is therefore the responsibility of the vendor to make its own decision about such information and vendor is required to verify all information.
4. Neither PETRONAS nor any of its affiliates shall assume any liability or responsibility of any kind whatsoever arising from, or connected to, the use of information (including supporting documents or invoice(s)) as provided by the vendor.

**VENDOR**

[Prior to uploading Invoice](#)

**9 PROCEED**


 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

The screenshot displays the 'MANAGE - CREDIT MEMO' section of the workspace. It features a list of three credit memos. The first entry, 'Credit Memo\_5 for Invoice2 for testOrder1 for 10015859', is marked as 'SENT TO BUYER' and has a circled '11' icon next to it. The second and third entries, 'Credit Memo\_2 for ROSMALIZA multi GR' and 'Credit Memo\_5 for InvName 000500', are marked as 'DRAFT'. At the top right of the interface, there is a 'SEND TO BUYER' button with a circled '10' icon.

- 10 Click **“Send to Buyer”** at the bottom of the page once satisfied with all the details and attachments.
- 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](mailto:supplier.servicedesk@petronas.com.my)



CALL : 1-800-88-0011

PETRONAS CONTACT CENTRE



**THANK YOU!**