Topic 1: Supplier Portal

Question	Answer
Previously, vendors need to **re-register** with Edgenta as supplier every 2 years, is this still applicable? How do we go about it? Register ourselves in the portal?	Currently in the system, registration is valid for 3 years. Should you have any changes in your organization, please go to "Manage Profile", edit, review the changes & click submit
Do we need to insert all of our **products and services** currently provided in the system?	You are advised to insert at least 5 product and services related to nature of business
Will any **updates be reflected immediately**?	Changes will be updated in the system upon approval by Edgenta's SVM Unit
Will we get email **notification** if change request is rejected?	Yes, the system will notify the vendor if the change request is approved, rejected or returned.
Can we change the registered **email address** to other emails?	Yes, vendor can change the registered email
Who can I refer to the **GRN**?	Vendor may refer PO Requester. Their details are stated in the copy of PO provided to you. If there are no response, you may also refer to PO Buyer for assistance.
How to check my **payment status**?	Kindly refer to the Training Video uploaded in Edgenta's Vendor Management Website

Frequently Asked Questions (FAQ)

Topic 1: Supplier Portal

Question	Answer
What if a PO that has already appear in the system with the status of "Open" or "Closed for Receiving" is cancelled afterwards. Is there any action required from our side to remove the **cancelled PO** that still appears?	Vendor can't remove the cancelled PO from the system. They only need to make sure the cancellation status of the PO reflected in the system. If you are not sure, vendor may get advice from PO Buyer.
What are the reasons that I can't select any line items in **the Invoice creation** screen?	1) Missing GRN Number 2) Vendor had probably selected the PO items and saved it as draft. In this case, vendor need to search and edit the Invoice via "View Invoices" task
I get system notification that my **Invoice number** is already available in the system. What should I do?	Kindly check if there are drafts, rejected or incomplete invoice with the same number. If you would like to submit a new invoice with the same number, the old invoice will need to be cancelled. For more details, kindly refer to the Vendor User Guide Part 2 (Invoice Submission in Supplier Portal) in Edgenta's Vendor Management Website
How do I check the **GRN** number?	Vendor can check the GRN number under the PO's life cycle. First, search the PO number via the "Manage Order" task. Click the PO number. Press "View Details" under the life cycle graph.

Frequently Asked Questions (FAQ)

Topic 2: Service Portal

Question	Answer
Who can I refer to on matters regarding **Work Confirmation**?	Vendor may refer to Edgenta's Contract Admin team
Who can **cancel** submitted Work Confirmation?	Vendor can withdraw submitted Work Confirmation or cancel any non-submitted Work Confirmation. Reviewer, Verifier and as well as Approver can "Reject" submitted Work Confirmation if there is any error in the submission made by vendor or inconsistency between the uploaded service report and the data keyed-in in the submitted Work Confirmation.
Can Work Confirmation be submitted **prior to approval** of the earlier Work Confirmation?	No. Vendor can only create and submit new Work Confirmation once the earlier Work Confirmation is approved
What are the **stages** involved in approving Work Confirmation?	1st Stage - Vendor create and submit Work Confirmation 2nd stage - Business Unit to review the submitted Work Confirmation 3rd stage - Contract Admin to verify the reviewed Work Confirmation 4th stage - Contract Admin to approve the verified Work Confirmation
How long/many **days** it takes to approve the Work Confirmation?	Within seven (7) working days subject to correct service report (duly verified / confirmed by Business Unit) and Work Confirmation details keyed-in the system.

Topic 2: Service Portal

Question	Answer
What is "Generate Certificate"?	"Generate Certificate" is a system requirement (a step to comply with) prior to creation and submission of invoice in the system. Vendor may "Generate Certificate", upon Work Confirmation is approved. Vendor need to download the Certificate of Payment to complete the process.
What is **COP** and its purpose?	COP is Certificate of Payment, created through "Generate Certificate" process in the system. COP **MUST** be attached (upload) together with Vendor's invoice.
Why do I need to download the **payment certificate**? If I do not download the document, am I not allowed to proceed to invoice?	Vendor must upload the certificate (COP). COP is a mandatory attachment together with Vendor's invoice in submitting invoice through the system. Without the COP (together with Vendor's invoice), invoice shall be rejected / cancelled by Finance.
Is submission of **invoice** flow to Contract Admin?	No. Submission of invoice is directly flowed from Vendor to Account Payable (Finance). Vendor may check/query status of their invoice submission with respective Account Payable person-in-charge.