

FREQUENTLY ASKED QUESTIONS (FAQs)

a. Punchout and B2B Marketplace Overview

No.	Question	Answer
1	What are B2B marketplace platforms?	The B2B marketplace platforms, Dropee and Lapasar , are third-party e-commerce platforms that will be integrated into SMART by GEP®, allowing PETRONAS to procure goods directly from suppliers who are servicing the 40 non-stock categories items.
2	Who can supply goods & products to PETRONAS via the B2B marketplace?	Currently, the B2B marketplace will only apply to suppliers who are licensed and/or registered with the 40 categories of non-stock items with PETRONAS. These impacted suppliers will be contacted and engaged for onboarding purposes tentatively by Q3 2020 . The B2B Marketplace will cater for the supply of goods/products only.
3	What will happen to the SWEC code?	On the B2B Marketplace, suppliers are only allowed to supply goods tied to the 40 categories of non-stock items that they serve, and these will be auto populated under the SWEC update activity.
4	Is the current PETRONAS SUS Portal that we are using soon will be replaced by the new B2B Marketplace Platform?	No. The current PETRONAS SUS portal will be replaced by SMART by GEP®, the end-to-end cloud-based procurement platform. One of the key features that are available in SMART by GEP® is the integration to the B2B Marketplace where PETRONAS can purchase goods directly from suppliers who are servicing the 40 categories of non-stock items.
5	Will these platforms replace P-Card procurement channel in the future?	Yes, however the P-card channel is still ongoing until further notice.

b. B2B Marketplace Registration & Account Creation

No.	Question	Answer
1	How and when can we register and create an account on the B2B marketplace platforms?	Suppliers servicing the impacted 40 categories will be contacted and provided the onboarding instructions from the marketplace providers, Dropee and Lapasar, starting 15 June 2020 onwards.
2	What is the requirement to register on the B2B marketplace and what are the documents needed to register?	Suppliers servicing the impacted categories will receive the onboarding instructions from the marketplace provider, Dropee & Lapasar for registration. Suppliers will need to download and provide proof of their PETRONAS licence/registration certificate as part of the registration process.
3	Is it compulsory for PETRONAS' suppliers to register Dropee & Lapasar?	The preferred channel to purchase the identified 40 non-stock categories items is via the B2B marketplace platforms, Dropee & Lapasar. You are encouraged to sign up with both platforms.
4	Is there any difference between these two platforms, Dropee & Lapasar?	Both platforms offer a diversified customer base. We highly recommend for supplier to register with both platforms.

No.	Question	Answer
5	If we already have Price Agreement with PETRONAS previously, do we still need to register with Dropee and Lapasar?	PETRONAS will still honour the current Price Agreement until the contract term end. Moving forward, the preferred channel to purchase the identified 40 non-stock categories items is via the B2B marketplace platforms, Dropee & Lapasar. Therefore, you are encouraged to sign up with both platforms.
6	If we are selling our products only via tender/RFQ, do we still need to register with Dropee & Lapasar?	If you are selling products under the 40 non-stock categories , the preferred channel for purchasing will be via the B2B marketplace, Dropee & Lapasar. Therefore, you are encouraged to sign up with both platforms.
7	Do suppliers who are not keeping stocks for items that they sell need to be onboarded onto Dropee & Lapasar?	All arrangement with regards to stock keeping and supply will be under supplier's discretion. If these products are under the 40 non-stock categories , the preferred channel for purchasing will be via the B2B marketplace, Dropee & Lapasar. Therefore, you are encouraged to sign up with both platforms.
8	Is there any limit for number of account creation per company in Dropee & Lapasar?	Dropee: Each supplier account on the PETRONAS@Dropee platform will be tied to one (1) user email ONLY. Lapasar: Suppliers are encouraged to create one account per company only. Lapasar provides a feature for suppliers to add unlimited users on the platform to manage the account according to different roles.
9	What is the link to the platforms?	Dropee: The link to the PETRONAS@Dropee platform is www.petronas.dropee.com . Lapasar: The link to Lapasar marketplace platform is https://lapasar.com/marketplace/ .

c. B2B Marketplace Fee and Charges

No.	Question	Answer
1	Is there any registration fee for account creation in the marketplace platforms?	No. There is no fee required to register on the B2B marketplace platforms.
2	Will these two platforms, Dropee and Lapasar charge for other fees?	Dropee: Dropee charges a commission percentage (%) with a maximum annual cap, that is payable upon each successful sales order on the PETRONAS@Dropee platform. If there is no sales order, suppliers do not pay anything to Dropee. There are also no other hidden fees (no signup fees, no monthly fees, no product listing fees, etc). Additionally, once the annual cap is reached, the commission rate payable to Dropee falls to 0%. Lapasar: Lapasar platform only charges a commission of 3% for any successful sale made on Lapasar to PETRONAS. There are also no other hidden fees (no signup fees, no monthly fees, no product listing fees, etc).

No.	Question	Answer
3	Can PETRONAS purchase goods from non-PETRONAS licensed suppliers in Dropee & Lapasar?	<p>Dropee: No. Only PETRONAS-licensed or registered suppliers with valid and active PETRONAS certificate(s) will be allowed to list their products for sale on the PETRONAS@Dropee platform. Suppliers whose PETRONAS certificate(s) has expired will have their products automatically hidden on the PETRONAS@Dropee platform.</p> <p>Lapasar: No. PETRONAS would only purchase from PETRONAS licensed or registered suppliers on Lapasar platform. Lapasar will take note of the PETRONAS suppliers' certificate validity upon the supplier's registration on Lapasar platform. Lapasar will review on the suppliers' PETRONAS certificate expiration every six months and will prompt supplier to renew certification at least 2 weeks prior.</p> <p>Please ensure that your PETRONAS license certificate(s) remain active and valid.</p>

d. B2B Marketplace Business Process

No.	Question	Answer
1	Will submitting RFX/RFQ and tendering process still be conducted in the new marketplace platforms?	There will be no RFX/RFQ process to be conducted in the B2B marketplace platforms, Dropee and Lapasar.
2	Can non-registered suppliers sell products to PETRONAS through Dropee & Lapasar?	PETRONAS buyers will only be able to purchase products from licensed or registered PETRONAS suppliers via the B2B marketplace, which is currently limited to the 40 non- stock categories.
3	Is there any avenue for both parties, buyer and supplier to clarify on technical requirements?	<p>Dropee: Yes, for any enquiries, buyer will be able to reach out to suppliers via the 'Question & Answer' field in the product page. For any further assistance required/ enquiries with regards to technical requirements, both buyers and suppliers can reach out to Dropee's Live Chat Support channel via WhatsApp at +60 18-0081 9149.</p> <p>Lapasar: Yes, buyer can clarify their enquiries by contacting the supplier directly. Every supplier's contact details are available on the respective supplier's profile. For any further assistance required/ enquiries with regards to technical requirements, both parties shall use the Live Chat function that is available on the Lapasar platform to contact the Lapasar team.</p>
4	Which PETRONAS OPU's will use these platforms?	PETRONAS OPU's that are using SMART will have access to the B2B Marketplace.
5	How can we as a supplier suggest/promote our product to the buyer?	<p>Dropee: Aside from uploading products on the PETRONAS@Dropee platform with competitive pricing, suppliers can gain more visibility by running special promotions and having their promotional banners featured to all PETRONAS buyers once the platform goes live.</p> <p>Lapasar: Product availability, competitive pricing, delivery terms and MOQ (Minimum Order Quantity) will be the main things for a supplier to promote their products.</p>

No.	Question	Answer
6	Is the price set in the marketplace is negotiable?	Suppliers are encouraged to set a fixed price on the marketplace, but suppliers have the flexibility to control on price changes on the platform.
7	Who will set the PO Terms & Condition? Dropee & Lapasar or PETRONAS?	The Purchase Order (PO) to suppliers will be generated by the marketplace, and they will set the Terms and Conditions for the PO. With regards to Material Specs & fulfilment for each product, suppliers would have to fulfil the order exactly based on the PO details issued from PETRONAS on the platform.

e. B2B Marketplace System Functions & Capability

No.	Question	Answer
1	As a supplier in the B2B marketplace platforms, how do we know that our prices are kept confidential?	Supplier can choose to assign a price to PETRONAS which is different from open price to other buyers. The assigned price can only be viewed by PETRONAS.
2	Will the supplier get the database of the potential PETRONAS buyers?	No. PETRONAS will be able to reach out to the suppliers on the B2B Marketplace.
3	If we are the distributor for certain products, any special criteria for us to sell the products?	The primary criteria are to be PETRONAS licensed and/or registered supplier for the 40 categories of non-stock items. Please refer to the 40 categories of non-stock items list for your reference.
4	How does PETRONAS contact with the supplier? By email or live chat?	PETRONAS may communicate with the supplier through communication channels that are deemed fit for the purpose and in accordance to the governance. Live chat will be available in the B2B marketplace and subject to their terms & conditions.
5	Can Non-PETRONAS buyer view the price as well?	All general products and prices will be visible to PETRONAS buyers with verified access to the platform. Non-PETRONAS buyers will not be able to access the platform and view any information on the platform.

f. B2B Marketplace Products Offering

No.	Question	Answer
1	Does Dropee & Lapasar promote the same product categories? How about services?	Yes. Suppliers will only be allowed to promote products that fall under the 40 non-stock categories items to the PETRONAS buyers. No services are allowed.
2	Can supplier sell used items in Dropee & Lapasar?	Supplier can sell any products, including used items, so long as it is clearly stated that the item is a second-hand/used item on the product page.

No.	Question	Answer
3	Can supplier offer rental products in Dropee & Lapasar?	Suppliers will only be allowed to promote products that fall under the 40 non-stock categories items to the PETRONAS buyers. No services are allowed.

g. B2B Marketplace Payment, Delivery & Invoice

No.	Question	Answer
1	From which party should supplier receive the payment from? PETRONAS or marketplace platforms, Dropee & Lapasar?	Supplier will receive payment directly from Dropee or Lapasar.
2	What is the procedure for shipping of the goods and is there any charges for it?	The delivery window expected from our customers is between 3-5 business days upon receiving an order on the platform.
3	Is B2B marketplace platforms cater for goods that have long lead time to deliver?	Dropee: Yes, both the PETRONAS@Dropee platform & the Dropee.com Marketplace can cater for goods that have a long lead time to deliver. The Dropee customer service team will assist to manage buyers for you in these instances, so that you can fully focus on sales fulfilment. Lapasar: Absolutely. However, suppliers will be required to fill in an estimated date of delivery and the reason for a longer lead time needed upon accepting orders from the buyers. Suppliers are responsible to deliver the goods on or before the estimated date of delivery stated.
4	What is the payment medium used in Dropee and Lapasar?	Dropee: Dropee will pay suppliers via bank transfer after payment from PETRONAS is received. If supplier have an account on the Dropee Open Marketplace, the payment is also via bank transfer and supplier will only be receiving payment after goods is delivered to the buyer. Lapasar: Lapasar uses bank transfer.
5	How long will supplier will receive the payment from Dropee & Lapasar?	The payment disbursement is made on a back-to-back basis upon payment from PETRONAS to the B2B marketplace, so long as there are no issues with the delivery of the item (no faulty/damaged/expired goods) and undisputed invoice.
6	Is there any credit term or facility limit in the marketplace platforms?	Dropee: Yes, there is credit term and facility limit provided by Dropee to the suppliers, and it is provided based on the respective supplier credit risk levels. Supplier will be able to apply for it through the Dropee platform directly. Lapasar: Suppliers may request for immediate pay-out. However, will be charged with an early payment fee. There is a limit which depends on the transactions on Lapasar.

h. General Questions

No.	Question	Answer
1	Where can I get more information on the new B2B marketplace platforms?	For more information, you may refer to the PETRONAS Procurement Platform page on the PETRONAS Global website .
2	Are there any upcoming activities to support the implementation of B2B marketplace?	Kindly observe for the Punchout Onboarding Communication that will be sent to you starting 15 June 2020 by Dropee & Lapasar. For more information, you may refer to the PETRONAS Vendor Announcement Portal or contact Dropee or Lapasar's support centre. Kindly refer to the Dropee & Lapasar support centre contact information in question three (3) below.
3	I have a question that is not in this FAQ.	<p>Should you require any support relating to the technical aspect of the marketplace platforms, please reach out to Dropee or Lapasar via the following channels:</p> <p>Dropee Email: petronas@dropee.com Call: +60 11-6978 8813 Live Chat (WhatsApp only, can't receive calls): +60 18-0081 9149</p> <p>Lapasar Email: welcome@lapasar.com Call: 03-6144 6686 Live Chat: https://lapasar.com/marketplace/</p> <p>Should you require any support relating to the business scope, please reach out to us via the following channels: Email: supplier.servicedesk@petronas.com.my Call: 1-800-88-0011</p>