| NO. | MODULE | TOPICS / CATEGORIES | SUB-TOPICS / SUB-CATEGORIES | INQUIRIES / QUESTIONS<br>[Type / Nature / Sub-Nature / Sub-Sub-Nature / Sub-Sub-Sub-Nature / Sub-Sub-Sub-Sub-Nature / Sub-Sub-Sub-Sub-Sub-Nature / Sub-Sub-Sub-Sub-Sub-Sub-Nature / Sub-Sub-Sub-Sub-Sub-Sub-Sub-Nature / Sub-Sub-Sub-Sub-Sub-Sub-Sub-Sub-Nature] | RESPONSES / ANSWERS<br>[Type / Nature / Sub-Nature / Sub-Sub-Nature / Sub-Sub-Sub-Nature / Sub-Sub-Sub-Sub-Nature / Sub-Sub-Sub-Sub-Sub-Nature / Sub-Sub-Sub-Sub-Sub-Sub-Nature / Sub-Sub-Sub-Sub-Sub-Sub-Sub-Nature / Sub-Sub-Sub-Sub-Sub-Sub-Sub-Sub-Nature] | PHOTO / SCREENSHOT (IF ANY)<br>[Attach or screenshot each image, screenshot, or photo, in the order of the numbers in the Responses / Answers column.<br>Use separate lines for each numbered item (Figure 1, Figure 2, etc.).] |
|---|---|---|---|---|---|---|
| 1 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **ACCOUNT DOWNGRADE (SELF-CONVERT)** | Vendor with Enterprise account (EACC) is blocked by GAP. Chargeable fees are incurred to Vendor with EACC. | 1.1. To rectifiction the application, Vendors is strongly advised to not upgrade their account.<br>2. Should Vendor upgraded to Enterprise Account (EACC), Vendor is strongly encouraged to self-convert for downgrade to Standard Account (SACC) the incurred payable.<br>3. Upon successful downgrade, Vendor should proceed with the following action items:<br>3.1. Clear the fees, legal and partner assessment if overdue.<br>3.2. Unlink their current business network account and re-register with another account. Then Vendor must communicate with respective Departments (PO Issuer) to close the PO and issue new PO to the Vendor's new ERP Vendor ID. | NIL |
| 2 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **ACCOUNT DOWNGRADE (SELF-CONVERT)** | How to perform **assessment if downgrade**? | 1. Login to GVP (supplier.ariba.com) with their existing account.<br>2. Please ensure that the Vendor is not Ariba Business Network scores (look at top left of the screen, select Ariba Business Network via the arrow dropdown if necessary).<br>3. Click on the Vendor profile (user initials) in the upper right corner of the screen. Refer to figure 1.<br>4. Click on Convert to Standard Account button. Refer to figure 2.<br>5. Click on Check Eligibility Dialog button. When an eligibility notice appears, the Convert now button will be displayed and Vendor can proceed to convert their account. Refer to figure 3.<br>6. Click on Convert now button. This action will trigger a message pop-up. Refer to figure 4.<br>7. Click on Convert now button. Refer to figure 5.<br>8. For successful account conversion to Standard Account, a pop-up message will be displayed. Refer to figure 6. | Figure 1<br>Figure 2<br>Figure 3<br>Figure 4<br>Figure 5<br>Figure 6 |
| 3 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **ADVANCED SHIPPING NOTICE (ASN) / GOODS RECEIVED (GR)** | What should be done when Department **cancelled the Goods Received (GR)** as Vendors incorrectly submitted Partial **Advanced Ship Notice (ASN)**? | 1. Department must inform the Vendor that Goods Received (GR) has been cancelled.<br>2. Vendor can submit a complete Advanced Shipping Notice (ASN) instead of partial ASN once Department cancelled the GR. This means, the remaining line items or quantity are submitted.<br>3. Department and Vendor are strongly encouraged to communicate when ASN and/or GR have been completed accordingly. | NIL |
| 4 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **INVOICE (INV)** | How to create and submit **Partial Invoice** for goods that are partially delivered or for services that are partially completed? | 1. Vendor can select the line items in 'Create Invoices' page in GVP by clicking on the Toggle button under Inclusion column at Invoice Lines section. This allows Vendor to submit separate or multiple invoices depending on the service completion and materials delivered.<br>2. Toggle button is used to select (include) and deselect (exclude) line items for the invoice.<br>3. Colour of toggle button can be used as quick reference whether the line items selected or deselected. i.e. Blue Toggle button means included for invoice while Greyed out Toggle button means excluded for invoice. Refer to Figure 1.<br>4. As a reminder, for Vendor to attach the correct company name and logo prior to GVP invoice submission. Refer to Figure 2.<br>5. Prior to submission, Vendor must confirm the correct line items are selected along with the subtotal amount. Refer to Figure 3. | Figure 1<br>Figure 2<br>Figure 3 |
| 5 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **INVOICE (INV)** | How to create and submit Invoice for **Service PO**? | Vendor can access the guidelines that outlines the steps in GVP website (https://www.info.gov.sa/en/reference-item/) on Process Purchase Order (PO) and Invoice Submission for Services.<br>1. Login to GVP (supplier.ariba.com) with their existing account.<br>2. Find and open the Purchase Order (PO).<br>3. Click on Create Invoice button.<br>4. Prior to Invoice submission, Vendor must ensure the following criterion met:<br>4.1. Ensure the required Department performed Service Entry Sheet (SES) completion via transactions code ME63 in TAFIS 2.0 departmental platform (SAP GUI). It means the Department has acknowledged that the Vendor has successfully completed the service.<br>4.2. Upload softcopy of company or business invoice that is stamped and signed by respective Department.<br>4.3. Upload softcopy of any other relevant requested documentation that are stamped and signed by respective Department such as delivery note, service list, bill of quantity or award letter.<br>4.4. Ensure invoice information is correct and complete format:<br>4.4.1. Original Vendor Invoice Number should not be blank.<br>4.4.2. Do not include Symbols in the Invoice Number (E.g. &, %, *)<br>4.4.3. No gaps or spaces between the alphanumeric characters of Invoice Number.<br>4.4.4. The Invoice Number should only be limited to 16 characters only.<br>4.4.5. Ensure required line items are selected or deselected according to the purpose of Invoice claim.<br>5. Click on Next button.<br>6. Click on Submit button.<br>7. PO status would change to either 'Invoiced' or 'Partially Invoiced'.<br>8. Vendor should wait for the approval workflow process to complete and ensure the invoice status changes to either 'Paid', 'Rejected' or 'Partially Rejected' | NIL |
| 6 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **INVOICE (INV)** | How to create and submit Invoice for **Material PO**? | Vendor can access the guidelines that outlines the steps in GVP website (https://www.info.gov.sa/en/reference-item/) on Process Purchase Order (PO) and Invoice Submission for Materials.<br>1. Login to GVP (supplier.ariba.com) with their existing account.<br>2. Find and open the Purchase Order (PO).<br>3. Click on Create Invoice button.<br>4. Prior to Invoice submission, Vendor must ensure the following criterion met:<br>4.1. Ensure the required Department performed Goods Receipt (GR) via transaction code MIGO in TAFIS 2.0 departmental platform (SAP GUI). It means the Department has acknowledged that the Vendor has successfully delivered the goods.<br>4.2. Upload softcopy of company or business invoice that is stamped and signed by respective Department.<br>4.3. Upload softcopy of any other relevant requested documentation that are stamped and signed by respective Department such as delivery note, service list, bill of quantity or award letter.<br>4.4. For Invoice Number field, Vendor must follow the current format:<br>4.4.1. Original Vendor Invoice Number should not be blank.<br>4.4.2. Do not include Symbols in the Invoice Number (E.g. &, %, *)<br>4.4.3. No gaps or spaces between the alphanumeric characters of Invoice Number.<br>4.4.4. The Invoice Number should only be limited to 16 characters only.<br>4.4.5. Ensure required line items are selected or deselected according to the purpose of Invoice claim.<br>4. Click on Next button.<br>5. Click on Submit button.<br>7. PO status would change to either 'Invoiced' or 'Partially Invoiced'.<br>8. Vendor should wait for the approval workflow process to complete and ensure the invoice status changes to either 'Paid', 'Rejected' or 'Partially Rejected' | NIL |
| 7 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **PURCHASE ORDER (PO)** | The **Orders** tab is not visible for Vendors in Live GVP dashboard. | Vendor can access the guidelines that outlines the steps in GVP website (https://www.info.gov.sa/en/reference-item/) on Supplier Registration and Information Update.<br>1. Vendor can only view the Orders tab in their GVP dashboard once they performed a one-time setting to establish Trading Relationship. Establish of Trading Relationship (ETR) is conducted when Vendor receives their first Purchase Order (PO) in GVP.<br>2. Establish Trading Relationship (one-time setting) for PO is not valid for Services.<br>3. Vendor must wait for email notification received from GVP which indicates the vendor's PO has been issued.<br>4. ETR action conducted by clicking on 'Process Order' button in the email received by vendor. This will link the Vendor's account in GVP to TAFIS 2.0. | NIL |
| 8 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **PURCHASE ORDER (PO)** | How to know if Purchase Order (PO) has been created and issued by the Department to the Vendor? | Vendor can access the guidelines that outlines the steps in GVP website (https://www.info.gov.sa/en/reference-item/) on Supplier Registration and Information Update.<br>1. Vendor can view the Purchase Order (PO) issued by Department in their Orders tab in GVP dashboard.<br>2. Establish Trading Relationship (one-time setting) for PO is not valid for Services.<br>3. Department and Vendor are strongly encouraged to communicate when a Purchase Order (PO) has been issued as well as revised accordingly. | NIL |
| 9 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **PURCHASE ORDER (PO)** | What should be the next step if registration is approved or if the issued PO doesn't appear on the vendor's GVP Dashboard? | 1. Any Purchase Orders (PO) issued by Department to Vendors will be sent via email and will be accessible to vendor's GVP dashboard. The email PO is not for payment. i.e. cost from vendor (CZ01), ship-to-other (J000), service sheet (SES) and invoice.<br>2. Vendor can only view the Orders tab in their GVP dashboard once they performed a one-time setting to establish Trading Relationship. Establish of Trading Relationship (ETR) is conducted when vendor receives their first Purchase Order (PO) in GVP.<br>3. Vendor must ensure the Department has issued an approved Purchase Order (PO) to the correct vendor.<br>4. Vendor must wait for email notification received from GVP which indicates the vendor's PO has been issued.<br>5. ETR action conducted by clicking on 'Process Order' button in the email received by vendor. This will link the vendor's business / supplier account in GVP to TAFIS 2.0.<br>6. Only after trading relationship has been established, the vendor can view the issued PO and process it accordingly. | NIL |
| 10 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **SERVICE ENTRY SHEET (SES)** | How to submit **Partial Service Entry Sheet (SES)** for services that are partially completed? | 1. Vendor can select the completed services (line items) in 'Create Service Sheet' page in GVP by clicking on the Toggle button under Include column at Service Entry Sheet Lines section. This allows Vendor to submit separate or multiple service entry sheets depending on the service completion.<br>2. Toggle button is used to select (include) and deselect (exclude) services or line items for the service sheet.<br>3. Colour of toggle button can be used as quick reference whether the line items selected or deselected. i.e. Blue Toggle button means included for service sheet while Greyed out Toggle button means excluded for service sheet. Refer to Figure 1.<br>4. Prior to submission, Vendor must confirm the correct line item or services are selected along with the subtotal amount. Refer to Figure 2. | Figure 1<br>Figure 2 |
| 11 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **SERVICE ENTRY SHEET (SES)** | What should be done when Department **revoked** or deleted the **Service Entry Sheet (SES)** as Vendors incorrectly submitted **Partial Service Sheet (SES)**? | 1. Department must inform the Vendor that Service Entry Sheet (SES) has been revoked or deleted.<br>2. Vendor to cancel the SES via GVP.<br>3. Vendor to submit a complete SES once the previous SES has been cancelled.<br>4. Department and Vendor are strongly encouraged to communicate when SES is deleted or and accepted or have been completed accordingly. | NIL |

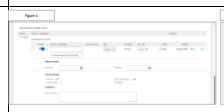
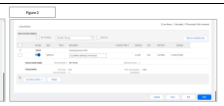
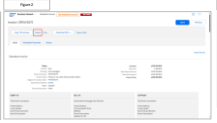
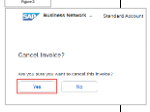
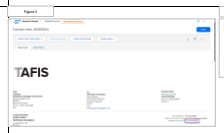
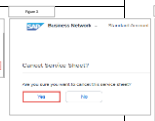
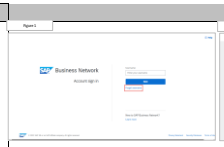
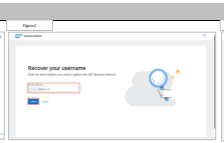
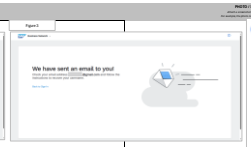
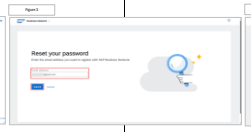
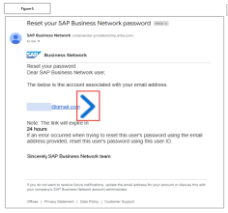
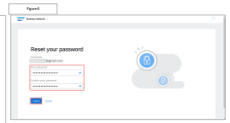
| NO. | PROGRAM | TOPICS / CATEGORIES | SUB-TOPICS / SUB-CATEGORIES | INQUIRIES / QUESTIONS<br>(Kindly provide a concise and clear question or inquiry.)<br>(Please avoid including personal information such as NAME/PHONE NUMBER/ EMAIL ADDRESS/ETC.) | RESPONSES / ANSWERS<br>(Provide a concise and clear answer.)<br>(Please avoid including personal information such as NAME/PHONE NUMBER/ EMAIL ADDRESS/ETC.) | PHOTO / SCREENSHOT (IF ANY)<br>(Attach a screenshot or clear image, ensure that it is legible.)<br>(Please avoid including personal information such as NAME/PHONE NUMBER/ EMAIL ADDRESS/ETC.) |
|---|---|---|---|---|---|---|
| 12 | GOVERNMENT VENDOR PORTAL (GVP) | MOPE - APPROVER | VENDOR REGISTRATION | Vendor and departmental user requests for GVP **Registration** Approval | 1. Obtain the requisite information as follows<br>Full name<br>ID Number (if any)<br>Contact Number (for vendor & departmental user)<br>Vendor Business Email Address<br>Departmental Address (for departmental user)<br>Vendor Business or Company Name<br>2. Consolidate the information and request to MOPE Ariba Approver for approval (MOPE must review the vendors information prior to approval).<br>3. To ensure Vendor vendors registration is successful and integrated via Ariba Spend Management. This is to view the vendor's ERP Integration Status via Supplier Management search feature.<br><br>**Process Flow 2: To view Vendor's registration status from Ariba Spend Management.**<br>1. Login to SAP Ariba Spend Management: https://s1.ariba.com/Sourcing/Main/aw?awh=r&awsh=-1&fim=true&awmh=-1&awsize=-1.<br>2. Go to Supplier Management tab.<br>3. Enter vendor's name from search field and click on the vendor once result has been displayed.<br>4. Vendor information (ERP Integration Status) will be shown as 'Integrated'.<br>5. To confirm further, click on ERP Integration and click on the Vendor Information dropdown arrow.<br>6. Vendor's ERP Vendor ID will be shown. | NIL |
| 13 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | VENDOR REGISTRATION | How can vendors check their **registration status** and update the registration questionnaire if pointed or required? | 1. Vendor can view their registration status under Supplier Registration Questionnaire section under Proposals and Questionnaires. Once the submitted registration questionnaire, approved by MOPE, Vendor's registration status will change from 'Pending Approval' to 'Registered'.<br>2. Should any information provided are pointed, Vendor will be notified upon login on the queries for the submitted registration questionnaire and Vendor is required to resubmit (revise response) with accurate and up to date details.<br><br>**Process Flow 1: To view Vendor's registration status from Vendor perspective.**<br>1. Vendor's login to GVP (supplier.ariba.com).<br>2. Vendor change dashboard to dropdown on the top left of the screen from 'Business Network' to 'Ariba Proposals and Questionnaires'.<br>3. Vendor scroll down the page to Supplier Registration Questionnaire section.<br>4. Vendor can view the registration status for the submitted questionnaire i.e. Pending Approval means pending approval by MOPE while Registered means registration approved by MOPE.<br><br>**Process Flow 2: To amend and update Vendor registration questionnaire.**<br>1. Vendor's login to GVP (supplier.ariba.com). Vendor change dashboard to dropdown on the top left of the screen from 'Business Network' to 'Ariba Proposals and Questionnaires'.<br>2. Vendor scroll down the page to Supplier Registration Questionnaire section.<br>3. Vendor click and open the registration questionnaire.<br>4. Vendor click 'Review Response' button to review the answers in reference to the queries on issues (e.g., update Bank information details such as Bank Key, Bank Account number and Bank Statement attachment).<br>5. Vendor click 'Save' button to save the changes and submit the revised answers accordingly.<br>6. MOPE will approve revised information once submitted and verified. | NIL |
| 14 | GOVERNMENT VENDOR PORTAL (GVP) | MOPE - APPROVER | VENDOR REGISTRATION | Department ask for the **Vendor ID** in GVP (ARIBA) | 1. Vendor ID is also known as ERP Vendor ID can be used by department to test vendor during PO creation in MIGO/Item Material Management (MM) module.<br>2. Access Ariba Spend Management and view the vendor's ERP Vendor ID via Supplier Management search feature. Then, inform vendor via email.<br><br>**Process Flow 2: To view vendor's ERP Vendor ID in GVP.**<br>1. Login to SAP Ariba Spend Management: https://s1.ariba.com/Sourcing/Main/aw?awh=r&awsh=-1&fim=true&awmh=-1&awsize=-1.<br>2. Go to Supplier Management tab.<br>3. Enter vendor's name from search field and click on the vendor once result has been displayed.<br>4. Vendor information (ERP Vendor ID) will be shown.<br>5. Contact vendor preferably via email on their ERP Vendor ID. | NIL |
| 15 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | VENDOR REGISTRATION | Vendor queries the definition on the following Vendor Information for Supplier Registration Questionnaire. | 1. Vendor Information (Question - Description):<br>**1.1. Type of Business** - Select one or more that best describes the type(s) of your business.<br>**1.2. Product / Service Categories** - Users can add or remove (remove) the an overview of their product or service. Users can refer to their ROC business extract (commercial) and select the most relevant product or service from the list. For example, financial services, office supplies, healthcare, construction, and etc.<br>**1.3. Nature of Business** - Select one or more that best describes the nature(s) of your business.<br>**1.4. Certificates** - Vendors may enter the relevant certificate details (if applicable) and attach supporting documentation such as Halal Certificate, BEC/ Construction related Certificate, Training/Learning Certificate, and ISO Certificates. | NIL |
| 16 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | VENDOR REGISTRATION | Vendor queries the definition on the following **Bank Information** for Supplier Registration Questionnaire. | 1. Vendor Bank Details (Question - Description):<br>**1.1. Bank Name**<br>Name of the bank used for operation. Also title statistics in full using capital letters only.<br>For example, BANK KERJASAMA TERBUJUK SDN BHD or MAYBANK BHD or STANDARD CHARTERED.<br>**1.2. Bank Key**<br>Bank Key is a composite key capital letters only for bank's located overseas bank.<br>Bank Key is not required for Bank Key is unset.<br>Do not enter any information if not applicable. e.g. 'N/A' or '-'. | NIL |
| 17 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | VENDOR REGISTRATION | Vendor requests to change their GVP registration **email address**. e.g. due to relocation or resignation | 1. Mainly applicable for Vendors that were invited in Mar-Apr 2024 and re-invited in Jun 2024 where the Vendors who are required to take next action did not click on the link emailed to them. Also, this scenario may occur to those Vendors with incorrect email address in T1.<br>2. Vendor can email request to TAFIS PPP (tafis.ppp@mof.gov.bn) for GVP registration email.<br>3. MOPE Ariba Approver to change the primary contact and resend invitation link for GVP registration.<br>4. Moving forward, both local and overseas vendors would be required to self register on TAFIS website (tafis.gov.bn). Invitation link will not be re-sent by MOPE team. | NIL |
| 18 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | VENDOR REGISTRATION | Vendor requests to change their log in email address (username)? | 1. Login to GVP (supplier.ariba.com) with their existing account.<br>2. Please ensure that the Vendor is at Ariba Business Network screen (look at top left of the screen, select Ariba Business Network via the arrow dropdown if necessary).<br>3. Click on the Vendor's Profile icon relatively to the upper right corner of the screen.<br>4. Click on My Account.<br>5. Edit / amend / update the relevant field, e.g. Username and Email Address.<br>6. Click on Save button.<br>7. Please ensure that Usernames are unique to email and must be identical to email address.<br>8. When the email address is update, be sure to click the link in the confirmation email sent to the new email address. | NIL |
| 19 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | VENDOR REGISTRATION | How can the Vendor obtain the **Bank Key** required for registration? | 1. Vendor can access GVP website (https://www.tafis.gov.bn/reference-link) under Bank Key List page. The file consists of Bank Keys from all banks from various countries that are registered in SAP ECC 6.0.<br>2. During Supplier Self-Registration, the Vendor can access the Bank Key List page by clicking on the relevant link. Refer to figure 1. | Figure 1<br> |
| 20 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | VENDOR REGISTRATION | How can **local** and **overseas vendors** register to GVP? | 1. All Vendors (local and overseas) are required to self-register via the Supplier Self-Registration link (http://mof.sourcing1.ariba.com/ad/selfRegistration). Refer to figure 1.<br>2. Vendor can access the guides that outlines the steps in GVP website (https://www.tafis.gov.bn/reference-link) on Supplier Registration and Information Update. | Figure 1<br> |
| 21 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | INVOICE (INV) | How can Vendor create and submit **Partial Invoice** (partialclaim) for lump sum Purchase Order (PO)? | 1. This applies to invoices for lump sum Purchase Orders (PO) where the Quantity is replaced by line item unit (Price) according to the department.<br>2. Vendor can only claim partial invoice for lump sum PO if the value under Quantity column is previously adjusted during Vendor's submission of Service Sheet or Service Entry Sheet (SES).<br>3. For Vendor's reference:<br>3.1. Partial SES, refer to figure 1.<br>3.2. Partial review of lump sum PO based on the SES, refer to figure 2.<br>4. Vendor gets to perform Partial Invoice (partial claim) for lump sum PO in the same as the completion whole invoice submission process. | Figure 1<br>  <br>Figure 2<br>  |
| 22 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | INVOICE (INV) | How can **Vendor cancel** their Invoice? | Vendor can access the guides that outlines the steps in GVP website (https://www.tafis.gov.bn/reference-link) on Process Purchase Order (PO) and Service Submission for Services or Materials (Goods).<br>1. This applies for the following scenarios:<br>2.1. Invoice submitted with incorrect details such as incorrect quantity, selection of line items, amount, attachment and Purchase Order (PO) type.<br>2.2. PO is terminated for unspecified reasons.<br>2.3. Department created the wrong or over requests / needs to submit a new invoice.<br>2.4. Login to GVP (supplier.ariba.com) with their existing account.<br>3. Find and open (to edit).<br>4. Click on the Invoice document under Related Document. Refer to figure 1.<br>5. Click on Cancel button. The cancel results pop-up to confirm the invoice cancellation. Refer to figure 2.<br>6. Click on Yes button. Refer to figure 3.<br>7. The invoice is successfully cancelled. Refer to figure 4. | Figure 1<br> <br>Figure 2<br>  <br>Figure 3<br>  <br>Figure 4<br> |
| 23 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | SERVICE ENTRY SHEET (SES) | How can Vendor cancel their Service Entry Sheet (SES)? | Vendor can access the guides that outlines the steps in GVP website (https://www.tafis.gov.bn/reference-link) on Process Purchase Order (PO) and Service Submission for Services or Materials (Goods).<br>1. This applies for the following scenarios:<br>2.1. Service Entry Sheet (SES) submitted with incorrect details such as incorrect quantity, selection of line items, amount and Purchase Order (PO) type.<br>2.2. PO is terminated for unspecified reasons.<br>2.3. Department created the wrong or over requests / needs to submit a new invoice.<br>2.4. Login to GVP (supplier.ariba.com) with their existing account.<br>3. Find and open (to edit).<br>4. Click on the SES document under Related Document. Refer to figure 1.<br>5. Click on More Options button, then click on Cancel action. The cancel result pop-up to confirm the SES cancellation. Refer to figure 2.<br>6. Click on Yes button. Refer to figure 3.<br>7. Once SES has been cancelled, a new SES can be submitted by the Vendor. | Figure 1<br>  <br>Figure 2<br> <br>Figure 3<br>  <br>Figure 4<br> |
| 24 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | ADVANCED SHIPPING NOTICE (ASN) / GOODS RECEIVED (GR) | How can **Vendor cancel** their Advanced Ship Notice (ASN)? | 1. The Advanced Ship Notice (ASN) can not be deleted by Vendor.<br>2. Alternatively, only the Department can reject and delete the Goods Received (GR), or notes Purchase Order (PO) to be closed. | NIL |

Figure 4

Retrieve your SAP Business Network username

| NO. | PROGRAM | TOPICS / CATEGORIES | SUB-TOPICS / SUB-CATEGORIES | INQUIRIES / QUESTIONS<br>[Text between square brackets, separated by pipe (|), is optional.]<br>[Text between curly brackets, separated by pipe (|), is mandatory.] | RESPONSES / ANSWERS<br>[Text between square brackets is optional.]<br>[Text between curly brackets is mandatory.] | PHOTO / SCREENSHOT (IF ANY)<br>[Attach screenshots and photos, if any, that will help explain the inquiry.]<br>[Use [Insert Image] or [Insert Screenshot] to insert the image.] |
|---|---|---|---|---|---|---|
| 24 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **VENDOR REGISTRATION** | What are the next steps if Vendor forgets their account **Username** (Login Email address)? | 1. Go to GVP login page at supplier.ariba.com via any Internet browser.<br>2. Click on Forgot Username. Refer to figure 1.<br>3. Vendor enter the email address. Vendor must enter the email address you used to register with SAP Business Network and click on Submit button. Refer to figure 2.<br>4. A notification pop-up will be displayed to confirm that Vendor will receive an email. Refer to figure 3.<br>5. Vendor will receive an email from SAP Ariba Commerce Cloud containing their account Username for retrieval. Refer to figure 4. | Figure 1  Figure 2  Figure 3  |
| 25 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **VENDOR REGISTRATION** | What are the next steps if Vendor forgets their account **Password**? | 1. Go to GVP login page at supplier.ariba.com via any Internet browser.<br>2. Vendor enter their account Username (Login email address) and click on Next button. Refer to figure 1.<br>3. Click on Forgot Password. Refer to figure 2.<br>4. Vendor enter the email address. Vendor must enter the email address you used to register with SAP Business Network. Then click on Submit button. Refer to figure 3.<br>5. A notification pop-up will be displayed to confirm that Vendor will receive an email. Refer to figure 4.<br>6. Vendor will receive an email from SAP Ariba Commerce Cloud with a link to reset their password, which will expire within 24 hours. Refer to figure 5.<br>7. Vendor will be directed to Reset your password page.<br>8. Enter New password and Confirm your password fields. Then click on Submit button. Refer to figure 6.<br>9. Vendor's account password will be updated. | Figure 1 Figure 2 Figure 3  Figure 4 Figure 5  Figure 6  |
| 26 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **VENDOR ACCOUNT** | When vendor click on any button in GVP, the vendor is automatically logged out from their account. What can Vendors do vendor this? | 1. This can be resolved by using stable internet connection.<br>2. Should the issue persists, it recommended to use another internet browser. i.e. If vendor is using Google Chrome, they may use either Microsoft Edge or Mozilla Firefox to access their GVP account. | N/A |
| 27 | GOVERNMENT VENDOR PORTAL (GVP) | VENDOR | **PURCHASE ORDER (PO)** | How can Vendor process a lump-sum Service Purchase Order (PO) if the promised amount is not fixed. | 1.Businesses may receive Purchase Orders (POs) for Services with lump-sum (whole) amount. In this legacy PO, the values under Quantity and Amount (Unit Price) columns (fields are swapped. In general, this PO layers used since there is no fixed price.<br>2.Processing such Service POs would not have more than one Service entry before breakdowns which means vendors can only claim the payment (submit invoice) based on the completed services from Service Entry Sheet (SES) in Government Vendor Portal (GVP).<br>3.SES submission is to give acknowledgement and acceptance from the Department of the services that has been completed.<br>4.In this case, since not all services have been completed (yet to start), they are expected to submit 'Partial SES' in GVP.<br>5.Once the Department acknowledges and accepts the 'Partial SES' in the system, the vendor can proceed to submit an invoice in GVP.<br>6.Once not all services have been completed, the vendor can only submit invoice to claim a portion of the whole amount according to the completed services. i.e. based on approved Partial SES. Thus, the term, Partial Invoice (partial claims) is used.<br><br>Example: A lump-sum service PO has been issued for security guard services from Vendor XY with duration of 12 months and the total amount is RM12,000. However, there is no specific rates or amount allocated for each month. Although, Department and vendor had an agreement that the payment would be based on daily attendance of security guards for each day per month.<br><br>In July, Vendor XY submits partial SES and partial invoice of RM1,000 in GVP since all allocated security guards attended daily that month. Meanwhile, in August, the amount may differ (e.g. RM2,023 only) if there are absentees which would reduce the amount for SES and invoice to the Department. | N/A |