

**FREQUENTLY ASKED QUESTIONS (FAQs)****a. Business-To-Business (B2B) Marketplace Overview**

No.	Question	Answer
1	What are B2B marketplace platforms?	The B2B marketplace platforms, <b>Dropee</b> and <b>Lapasar</b> , are third party e-commerce platforms that is integrated into SMART by GEP®, allowing PETRONAS to procure goods directly from suppliers who are servicing the <b>identified categories for non-stock items</b> (refer categories for non-stock items below).
2	Who can supply goods & products to PETRONAS via the B2B marketplace?	Currently, the B2B marketplace is only applicable to suppliers who are licensed and/or registered for the <b>identified categories for non-stock items</b> with PETRONAS. 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 under the <b>identified categories for non-stock items</b> 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 <b>identified categories for non-stock items</b> .
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 <b>identified categories for non-stock items</b> have been 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 or registration certificate as part of the registration process.
3	Is it compulsory for register Dropee & Lapasar?	The preferred channel to purchase the <b>identified categories for non-stock items</b> 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 ends. Moving forward, the preferred channel to purchase the <b>identified categories for non-stock items</b> 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 <b>identified categories for non-stock items</b> , 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 <b>identified categories for non-stock items</b> , 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?	<b>Dropee:</b> Each supplier account on the PETRONAS@Dropee platform will be tied to one (1) user email ONLY. <b>Lapasar:</b> 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?	<b>Dropee:</b> The link to the PETRONAS@Dropee platform is <a href="http://www.petronas.dropee.com">www.petronas.dropee.com</a> . <b>Lapasar:</b> The link to Lapasar marketplace platform is <a href="https://lapasar.com/marketplace/">https://lapasar.com/marketplace/</a> .

### 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?	<b>Dropee:</b> 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%. <b>Lapasar:</b> 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><b>Dropee:</b> 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><b>Lapasar:</b> 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 <b>identified categories for non-stock items</b> .
3	Is there any avenue for both parties, buyer and supplier to clarify on technical requirements?	<p><b>Dropee:</b> Yes, for any enquiries, buyer will be able to reach out to suppliers via 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 <b>+6016 299 5331</b></p> <p><b>Lapasar:</b> Yes, buyer can clarify their enquiries by contacting the supplier directly. Supplier's contact details are available on the respective supplier 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.</p>
4	Which PETRONAS OPUs will use these platforms?	PETRONAS OPUs 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><b>Dropee:</b> 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><b>Lapasar:</b> 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.
8	Can the order be cancelled by user once suppliers accepted the order?	Orders can be cancelled by user however before proceeding on any cancellation, users need to get agreement with Dropee/Lapasar & suppliers
9	If an item was delivered by courier, do the suppliers still need to request for DO signature from user?	Suppliers need to provide Delivery Order (DO) with signature from user. The DO is a mandatory document for Goods Receipt Note (GRN) completion.
10	How does PETRONAS differentiate which products to be purchased through Punchout vs. standard bidding (through RFX)?	Punchout BRB marketplace catalog and contracted item is the first buying channel for PETRONAS user prior to request for bidding. Should the item required is not available in contract and Punchout, user shall proceed with standard bidding.

#### 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 a PETRONAS licensed and/or registered supplier for the <b>identified categories for non-stock items</b> . Please refer to the <b>identified categories for non-stock items</b> list for your reference. <a href="#">What's Next Newsletter #22 – Checkout the latest SWEC Code available in the Punchout B2B Marketplace Platform!   PETRONAS Global</a>
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.

6	For mechanical equipment, can Suppliers set a minimum order quantity?	Suppliers are able to set minimum order quantity in Dropee and Lapasar for bulk order.
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**f. B2B Marketplace Products Offering**

No.	Question	Answer
1	Does Dropee & Lapasar promote the same product categories? How about services?	Yes. Suppliers will <b>only be allowed to promote products</b> that fall under the <b>identified categories for non-stock items</b> to 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.
3	Can supplier offer rental products in Dropee & Lapasar?	Suppliers will <b>only be allowed to promote products</b> that fall under the <b>identified categories for non-stock items</b> to PETRONAS buyers. No services are allowed.

## g. B2B Marketplace Payment, Delivery &amp; Invoice

No.	Question	Answer
1	From which party should supplier receive the payment from? PETRONAS or marketplace platforms, Dropee & Lapasar?	Suppliers 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 is <b>between 3-5 business days</b> upon receiving an order on the marketplace platform (Dropee and Lapasar).
3	Is B2B marketplace platforms cater for goods that have long lead time to deliver?	<p><b>Dropee:</b> Yes, both the PETRONAS@Dropee platform &amp; 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.</p> <p><b>Lapasar:</b> 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.</p>
4	What is the payment medium used in Dropee and Lapasar?	<p><b>Dropee:</b> Dropee will pay suppliers via bank transfer after payment from PETRONAS is received.</p> <p>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.</p> <p><b>Lapasar:</b> Lapasar uses bank transfer.</p>
5	How long will supplier 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?	<p><b>Dropee:</b> 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.</p> <p><b>Lapasar:</b> 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.</p>
7	Is the price quoted in Punchout platform including delivery price as well?	Suppliers shall include necessary delivery cost based on area you are able to deliver. Refer to Dropee and Lapasar for the requirement in each area.

## 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 <b>PETRONAS Procurement Platform</b> page on the <b>PETRONAS Global website</b> . <a href="#">Licensing &amp; Procurement in Malaysia   PETRONAS Global</a>
2	I have a question that is not in this FAQ.	Should you require any support relating to the <b>technical aspect</b> of the marketplace platforms, please reach out to Dropee or Lapasar via the following channels:  <b>Dropee</b> Email: <a href="mailto:petronas@dropee.com">petronas@dropee.com</a> Call: +60 11-6978 8813 Live Chat (WhatsApp only): +6016 299 5331  <b>Lapasar</b> Email: <a href="mailto:welcome@lapasar.com">welcome@lapasar.com</a> Call: +60 16-9744 900 (Call / WhatsApp) Live Chat: <a href="https://lapasar.com/marketplace/">https://lapasar.com/marketplace/</a>  Should you require any support relating to the <b>business scope</b> , please reach out to us via the following channels: Email: <a href="mailto:supplier.servicedesk@petronas.com.my">supplier.servicedesk@petronas.com.my</a> Call: 1-800-88-0011