

## **Frequently Ask Questions (FAQs) for Air Selangor's Registered Vendor**

### **1. What is Online Purchase Order (PO) Approval by Authorised Signatory (AS), Transmission, and Acceptance via Air Selangor Supplier Portal?**

It is a migration of manual signature on PO hardcopy to online PO approval by Authorised Signatory (AS). Once a PO is approved, the system will automatically transmit the PO to the Supplier Portal for Vendor acceptance. Once the PO is accepted by the Vendor, the system will send a notification to Buyer & Requestor.

### **2. What do I need to do differently from this introduction as stated in no.1?**

You are no longer required to sign on PO hard copy instead you need to perform PO acceptance via Air Selangor Supplier Portal.

### **3. How will I receive PO once Air Selangor goes live with PO Online Approval by Authorised Signatory (AS), Transmission, and Acceptance?**

Effective 1st May 2020, system will send notifications to you via email and Air Selangor Supplier Portal if there is any PO.

### **4. Do I have to check the Air Selangor Supplier Portal daily for the order that needs to be attended to, or can I receive notifications about new orders via email?**

You do not have to check Air Selangor Supplier Portal daily to be notified about new orders. Our system will send notifications via email and Air Selangor Supplier Portal if there is any PO.

### **5. How do I see the PO that I received on Air Selangor Supplier Portal?**

You may view PO records in Air Selangor Supplier Portal, or you can download PO pdf copy and view the list of POs (if any) from Air Selangor Supplier Portal.

### **6. How to accept the PO via Air Selangor Supplier Portal?**

From the notification message, navigate to the 'Acknowledge Document' page and click the **Accept** button. By accepting the Purchase Order via the Air Selangor Supplier Portal, you confirm the agreement and acceptance of all terms and conditions of the Purchase Order including the Terms and Conditions and all other annexures, attachments and/or other documents attached, which shall apply and form an integral part of the Purchase Order.

**7. Do I need to send invoices also via Air Selangor Supplier Portal?**

No. You need to send a valid invoice as usual to your respective buyer/requestor upon completion of delivery/services/works.

**8. Which purchase type applicable for this Online PO Authorised Approval (AS) approval, Transmission, and Acceptance via Air Selangor Supplier Portal?**

Applicable for **Standard Purchase Order** and **PO issued under Framework Agreement (FA) /Blanket Purchase Agreement (BPA)**.

**9. Is this applicable for new or existing Contract and Blanket Purchase Agreement (BPA) / Framework Agreement (FA) documents?**

No. Contract & Framework Agreement (FA)/Blanket Purchase Agreement (BPA) processes and templates remain unchanged.

**10. Can I seek clarification from the Buyer before accepting PO via Air Selangor Supplier Portal?**

If you have any question related to the PO received in Air Selangor Supplier Portal, you can seek clarification from the Buyer via offline i.e. email or phone call.

**11. Can I attach a document when accepting the PO?**

No. In the event you have any document to send, please email to the respective Buyer.

**12. Can I reject PO?**

You are expected to uphold your quotation to Air Selangor and to accept the PO if awarded. If you have any question/concern related to the PO, please clarify with our Buyer offline. In the event you reject a PO without a valid reason, Air Selangor will initiate appropriate consequence management actions including reviewing your company's registration status with Air Selangor.

**13. When can I execute the PO that I receive via Air Selangor Supplier Portal?**

Once you accept the PO via email notification or Air Selangor Supplier Portal, the PO status will change as 'Open'. Thus, you may execute your delivery/services/works as required in the PO.

**14. Within how many days can I accept the PO that I receive via Air Selangor Supplier Portal?**

You need to accept the PO within five (5) days from the date of system prompt notification via email and Air Selangor Supplier Portal.

**15. What will happen if I have not accepted PO that I receive via Air Selangor Supplier Portal?**

The PO status will remain as 'Pending Supplier Acknowledgement'. You are not allowed to execute any delivery/services/works before accepting the PO. Air Selangor reserves the right to cancel the PO if it is not accepted by the Vendor after five (5) days.

**16. Can I propose an alternative, additional, or omission to the Terms & Conditions in the PO upon acceptance?**

No. You shall not propose any alternative, additional, or omission to the Terms & Conditions in the PO, as you are deemed to have agreed to the enclosed T&C's during Quotation/RFQ.

**17. Do I need to update my company profile in the Air Selangor Supplier Portal?**

Yes. As a minimum, you should self-update your contact (email address, name, phone, mobile), Business Classifications (Certificates), Address, Payments (bank account information), and Product and Services (scope of supply/service).

**18. Where can I find User Guide about Online PO Approval by Authorised Signatory (AS) Transmission and Acceptance via Air Selangor Supplier Portal?**

Please visit Air Selangor website at <https://www.airselangor.com/business-with-us/contractor-vendorsupplier-plumber-registration-guideline>. Under the Supplier Portal section, there are several User Guides related to Vendor.

**19. If I have a general inquiry, who should I contact?**

Please email to [vendor@airselangor.com](mailto:vendor@airselangor.com) or refer contacts in the Vendor's User Guide. Our team will support you accordingly.

**From**

**Procurement Department,**

**Pengurusan Air Selangor Sdn Bhd**