

## <u>RHB e-Procurement System – iSupplier Portal</u>

## Frequently Asked Questions (FAQs)

- Q1. How to access to the iSupplier portal?
- A1. The website address is <u>https://isupplier.rhbgroup.com</u>
- Q2. What are the minimum Hardware & Software requirements?
- A2. a. CPU of at least 233 MHz processors or higher for better performance.
  - b. RAM of at least 256 MB for Windows PC clients or at least 256 MB of RAM for Mac OS X 10.4 clients, and 512 MB for OS X 10.5 clients. Higher memory should other applications are run concurrently for better performance.
  - c. Operating System i.e. Windows XP Service Pack 3, Windows Vista Service Pack 1 or higher, Windows 7 (32-bit or 64-bit). For Mac users, Mac OS X 10.6.3 and higher, or 10.7.2 and higher.
  - d. Java Environment i.e. Sun JRE 1.6.0\_03 or higher (for 32-bit) or Sun JRE 1.6.0\_32 or higher (for 64-bit)
  - e. Browser i.e. Microsoft Internet Explorer 6 or higher or Firefox ESR 17.x and for MAC users, Safari 3, 4, 5.0.x, or 5.1.x.
- Q3. What should I do if I encounter problem accessing to the iSupplier portal?
- A3. Please forward an email to Group Procurement Helpdesk, <u>rhbprocurement@rhbgroup.com</u> specifying the error message and if possible enclose the print screen so that we can diagnose and help rectify the problem in the fastest manner.
- Q4. What can I do via the iSupplier portal during Phase 1?
- A4. Once your company is successfully registered, you will be able to update your company information as and when required.

As a registered supplier, you shall be invited to participate and response to the Request for Information (RFI), Request for Quotation (RFQ) and Reverse Auction via the iSupplier portal.

- Q5. Can the system be used at any point of time?
- A5. The system can be used 24 hours every day. Should the system encounter downtime, a notification via email will be sent to suppliers.
- Q6. What happens if the iSupplier site is signed on but left idle for more than 5 minutes?
- A6. If the iSupplier site is signed on but left idle for more than 5 minutes (time out), you will be log out of the system, the user will have to log into the system again.

## RHB e-Procurement FAQ (Cont'd)

- Q7. How will I be informed that I have been invited to participate in the RFI, RFx or Auction?
- A7. An email will be sent to the key contact personnel to notify on the invitation to participate in the RFI, RFx or Auction. All communication to suppliers will be made via email notification.
- Q8. What happens if the key contact personnel has changed or resigned?
- A8. If the key contact personnel has changed or resigned, you can create a new supplier user account in the system. You will receive the new user login id and temporary password via an email notification
- Q9. What should I do if I encounter the following issues while using the RHB eProcurement system:-

Issues	Respond
User ID locked / Forgot Password/	a. Please click on "Login Assistance".
Reset Password	b. Enter "User Name"
	c. Click to Forgot Password.
	Upon receipt of the email from Workflow Mailer, click
	on to ' <u>Reset Password</u> ' link from the message and key
	in your new password (minimum 8 character).
	Reconfirm your password and then click 'Confirm
	Password' button.
	Please reset your password within 4 hours upon receipt of
	password.
Enquiries on operational matters	Please email to Group Procurement Helpdesk,
	rhbprocurement@rhbgroup.com. Your enquiries will be
	attended by the relevant RHB personnel.

User Hame       TSC @ORACLE.COM         "Password       "umple signed and processing"         "umple signed and processing"       "umple signed and processing"         Select a Language:       English         Select a Language:       English         Compart lases required field       Togot Password         Forgot Password       Enter your user name, instructions for how to reset your password will be emailed to you.         User Name       Forgot Password         Correct laser lange       Forgot Password		
Accessibility Nore Accessibility Nore Select a Language: English Coyright (g 2006, Oracle All regr Coyright (g 2006, Oracle All regr This Page Coyright (g 2006, Oracle All reg This Page Coyright (g		"User Name "Password cample richael (arres smith) "Password cample 4:09v23) Login Cancel
Select a Language:         English         At this Page       Privacy Statement         Connext (c) 2006, Oracle All ref         Cogin Assistance         * Indicates required field         Forgot Password         Enter your user name, instructions for how to reset your password will be emailed to you.         User Name         Forgot Password		Accessibility None
Copyright (c) 2006, Oracle All rights  Copyright (c) 200		Select a Language: English
Ogin Assistance     Indicates required field     Forgot Password     Enter your user name, instructions for how to reset your password will be emailed to you.     User Name     Forgot Password     C	t this Page Privacy Statement	Copyright (c) 2006, Oracle: All rights n
	<b>RHB</b>	
Forgot Password Enter your user name, instructions for how to reset your password will be emailed to you. User Name Forgot User Name C	Indicates required field	
Enter your user name, instructions for how to reset your password will be emailed to you. User Name Forgot User Name C	Fordot Paceword	
Fornot User Name	Torgot Password	
	Enter your user name, instructio	ons for how to reset your password will be emailed to you. Forgot Password C
and the strain agained that your deposition to the the the the the strained to the	Enter your user name, instruction User Name Forgot User Name Enter the email address association	The for how to reset your password will be emailed to you.

## RHB e-Procurement FAQ (Cont'd)

- Q10. How to perform Supplier Self-registration?
- A10. Please refer to the <u>Supplier Self-Registration</u> at iSupplier Portal System User Manual for New Supplier
- Q11. What should I do when I received an email invitation to register as RHB Supplier?
- A11. Please refer to the <u>Supplier Responses to Invitation</u> at iSupplier Portal System User Manual for New Supplier
- Q12. What should I do when I received an email notifying that my registration as RHB Supplier is successful?
- A12. Please refer to the <u>Supplier Receives Registration Outcome</u> at iSupplier Portal System User Manual for New Supplier