



Plantations

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# FAQs

Frequently Asked Questions (FAQs) for Vendors  
**VENDOR REGISTRATION &  
PROCUREHERE**

#reinventingprocurement

**Procurement Department (PRD)**  
Boustead Plantations Berhad  
Menara Boustead, 69, Jalan Raja Chulan  
50200 Kuala Lumpur, WP Kuala Lumpur, Malaysia

## Section 1

### Vendor Registration: General

1. **Is there any registration fee to be certified as a BPLANT vendor?**  
No
2. **How long is the registration process for each vendor to be approved?**  
Estimated 4 weeks if all the documentation is completed
3. **Is there any certification provided upon registering with BPLANT?**  
Yes, up to 3 years
4. **Do I need to renew my registration periodically?**  
Yes, all related documents required need to be resubmitted every 3 years
5. **What is the renewal registration process?**  
Vendors are required to submit all the mandatory documents as stated in the checklist.
6. **Am I able conduct business with BPLANT after successfully registered & certified?**  
Yes, registered vendors will be included in BPlant's AVL (Approved Vendors List)
7. **If there's changes of ownership within my company how do I inform BPLANT?**  
Vendors are required to send a written notice to BPLANT via email([vendor@bplant.com.my](mailto:vendor@bplant.com.my)) together with necessary supporting documents.

## Section 2

### Vendor Registration: Procurehere

1. **What is "Procurehere"?**  
Procurehere is BPLANT's official e-procurement platform system launched on 22<sup>nd</sup> August 2022. It allows vendors to submit their tender proposals (technical and commercial – where applicable; through the portal where any forms of communication with our procurement team can be channelled in the same platform
2. **Is there any subscription fee required to Procurehere system?**  
Yes, the fee is USD 31.80 per year and paid to the platform owner. Once paid, you can also be associated with other buyers in Procurehere aside from BPLANT.
3. **I am an existing user of Procurehere, can I still register with BPLANT via Procurehere?**  
Yes. Please refer Step 6: Vendor Registration Manual
4. **What should I do if I have no account registered in Procurehere?**  
Contact vendor team from Boustead Plantations via [vendor@bplant.com.my](mailto:vendor@bplant.com.my) or register as Global supplier in Procurehere via this link  
<https://app.procurehere.com/suppliersubscription/supplierCheckout>
5. **How can I get the username and password to activate my account?**  
For first-time user, you will receive an activation email which contain your username and password.

- 6. I am new to Procurehere and have completed my company registration. What should be the next step to obtain my username and password?**

Refer Article link

<https://procurehere.zendesk.com/hc/en-us/articles/360049105133-I-Have-Just-Submitted-My-Registration-via-Procurehere-What-Other-Documents-Should-I-Present-To-Receive-My-Username-and-Password->

- 7. How to proceed with the payment of USD 31.80 in Procurehere?**

Refer Article link <https://procurehere.zendesk.com/hc/en-us/articles/360049105473-How-to-proceed-with-the-payment-of-USD-30-in-Procurehere->

- 8. USD 31.80 is valid for a period of how many months/years?**

The subscription to our Unlimited Buyer Plan (USD 31.80) is valid for a period of ONE year ONLY. Renewals will have to be made annually to keep the services running and to continue participating in events.

- 9. Why is the payment currency in USD?**

Our platform has been widely used by many other companies abroad as well. Due to that, we have to maintain the primary standard currency as USD.

- 10. What is the current currency in MYR?**

For estimation rate, you can check the current currency exchange rate via google.com for further information as this information will vary from time to time. However, do refer to your bank to which the payment is made for the actual conversion rate

<https://www.xe.com/currencyconverter/convert/?Amount=31.8&From=USD&To=MYR>

- 11. Will the official receipt be only in USD?**

Yes, the official receipt sent by Procurehere only in USD. Do refer to your bank statement used for payment purposes if needed in other currency.

- 12. Does Procurehere accept any other payment method?**

Procurehere only supports on Stripe. Do proceed to insert credit card/debit card details

- 13. It shows that my transaction has failed, what should I do now?**

Please reach out to the Support Team through the chat support or email us [support@procurehere.com](mailto:support@procurehere.com)

- 14. How to increase my chances of participating in other global events?**

Update on your company profile and track record (project experiences) to increase your chances of being invited by other buyers as the buyers are able to source for other suppliers as well from within the Procurehere ecosystem.

- 15. How many buyers are available in Procurehere for suppliers to register upon subscribing to Unlimited Buyer Plan (USD 30)? Refer Tutorial 4**

- 16. How do I unlock my Administrator account?**

If your administrator account has been locked due to multiple failed attempts in regards to logging into the system, do reach our support team through the chat support or email support team at [support@procurehere.com](mailto:support@procurehere.com)

- 17. How do I reset my password so I can log in? / I have forgotten my password, how do I reset it**  
Refer Article link : <https://procurehere.zendesk.com/hc/en-us/articles/360043123194--Supplier-How-do-I-reset-my-password-so-I-can-log-in-I-have-forgotten-my-password-how-do-I-reset-it->
- 18. Who should I contact regarding the event invitation?**  
Liaise with PIC if you have any query regarding the event.
- 19. Who should I contact if there is any query regarding the tender participation in Boustead Plantations?**  
Email to [tender@bplant.com.my](mailto:tender@bplant.com.my) related to tender from Boustead Plantations
- 20. I have received my activation mail. However, when I try to key in my username and password, the system mentioned that it's incorrect. The error message shows 'Error! Username or Password entered is incorrect'. How do I proceed from here?**  
The password reset token has expired. The password given in the mail is only valid for 24 hours from the time the email is sent. Click on Forgot Password and insert your login email. The system will send an email with a Password Reset Token that is valid for one (1) hour only to your login email. This will allow you to reset/create a new Password.
- 21. Can I change the login and communication email?**  
You can only change the communication email. The login email could not be changed.
- 22. How will I know if I have been invited to events by Boustead Plantations Berhad via Procurehere?**  
You will receive notifications via email.
- 23. How do I pay for my tender fee and tender deposit?**  
The payment need to be via online transaction. Kindly refer the instruction provided in the tender document.
- 24. How do I add more users to the system?**  
Login to your admin account, click "USERS" at the side bar menu. Click the dropdown "Users" and click on the "Create User" button. Fill in the New User's Details and select the role. Click the "Create" button once you are done.
- 25. Can I add my colleague to assist me with the event submission?**  
Yes. In the event, click on the "Team Members" tab. Click on the "Select Team Member" dropdown arrow and select the member you want to add in the event. Once you select the member, you need to assign the team member's role to "Editor" or "Viewer".
- 26. What is the role of editor and viewer in the event?**  
**Editor** - allows the member to edit the draft.  
**Viewer** - can only view the event.
- 27. How can I upload documents for Boustead Plantations Berhad?**  
Check in the 'Questionnaire' section to see if there are documents in which you need to upload there.

- 28. How can I submit the Bill of Quantity if I am not able to supply one of the items?**  
In the Bill of Quantity section, you can actually place a remark, mentioning that you are not able to supply one of the items. For items that you are not able to provide, you can just place a '0' at the unit price.
- 29. Can I add tax for specific item in the Bill of Quantity (BQ)?**  
Yes, you can add itemized tax for each item or add a lumpsum tax for all items within the BQ section.
- 30. How can I communicate with Boustead Plantations Berhad in regards to the event?**  
You can use the message function in the event to communicate with Boustead Plantations personnel. The messages sent by users will only be visible to event creator from Boustead Plantations.
- 31. Can I save a copy of the event summary?**  
Yes, you can. You can download the summary of your submission in pdf format at the Submission section.
- 32. Who should I contact if I experienced any problem in regards to the system?**  
You can click on the chat button in Procurehere to communicate with our support team or email to [support@procurehere.com](mailto:support@procurehere.com)
- 33. Before I click 'Accept Invitation', I would like to see event details such as documents and bill of quantity. Where can I access them?**  
Suppliers can only view these details once the invitation has been accepted. Until then, suppliers can only view a short summary on the event itself.
- 34. Could you provide a password sample that the Procurehere™ system accepts? Is there any rule when changing passwords?**  
Yes. The password must consist of at least a capital letter, small letter, symbol and number. For example, **Password@1** or **Welcome@12345** just to name a few. Keep it simple and brief.
- 35. Where can I view the previous events that I have participated prior via Procurehere™?**  
There is a search box provided, kindly use that to search for your past events.
- 36. I have already attached the necessary documents as requested by Boustead Plantations, however there is still an error during the submission. What should I do from here?**  
Vendors need to ensure that all fields have been filled up especially the mandatory ones which are highlighted with a red sign. Some questions require an attachment as well as a checkbox verification. Vendors would have to tick the checkbox and attach the required documents to proceed.
- 37. The system has provided me a password, but I was still unable to log in. What seems to be the problem?**  
Ensure that the password is typed correctly. Take note that the password given by the system is temporary and will only be valid for 24 hours. If the password has expired, do request for a new one via the Procurehere™ chat support.

**38. For some events, I am not able to see the documents section even though I have accepted the invitation. Is there a problem with the system?**

There is no problem with the system. If the event owner has not uploaded any documents for the suppliers, the documents section will not be visible to the supplier.

**39. I did not get any event invitations via email, however when I logged into my account, I can see that there are invited events. May I know why I did not get these emails?**

First, it could be due to the fact that the invitation mail has been redirected to the junk/spam section. Second, you may have changed your communication email in the past and therefore may have been confused as to which email address the invitation mail is being sent to.

However, you can always reach out to the Procurehere™ support team via the chat support feature on the website.

**40. I have clicked 'Finish' on the submission section. However later during the day, my boss told me to make some changes to the submission. Is there a way for me to edit my submissions?**

Once the '**Finish**' button is clicked, no further changes can be made. We do advise suppliers to double check on their submissions before clicking on the '**Finish**' button. Also, if there is still plenty of time left, suppliers can hold on first just in case further changes need to be made to the price quotes for example. One more thing to note, make sure the '**Finish**' button is clicked before the event finishes otherwise the submission will not be counted.