Supplier Onboarding Guide

REGISTRATION STAGES

STAGE 1

Complete and submit online Registration Form

STAGE 2

Receive Okta registration email

STAGE 3

Follow steps in email to setup Okta and get your login password

STAGE 4

Login to access your Supplier Account here.

STAGE 5

Download specs or submit a quote in Supplier Portal

For detailed steps for each stage please refer to the relevant sections of the Guide.

Guide Contents

PSA

1. Supplier Portal guide

2. Others

PART A : ACCOUNT SETUP

1) **Oracle Fusion -** 1 Emails
2) **OKTA Activation -** 1 Email

> **OKTA will be required when logging into Oracle Fusion system**
>
> **Please wait for <u>OKTA activation email</u> to set up your account –** okta
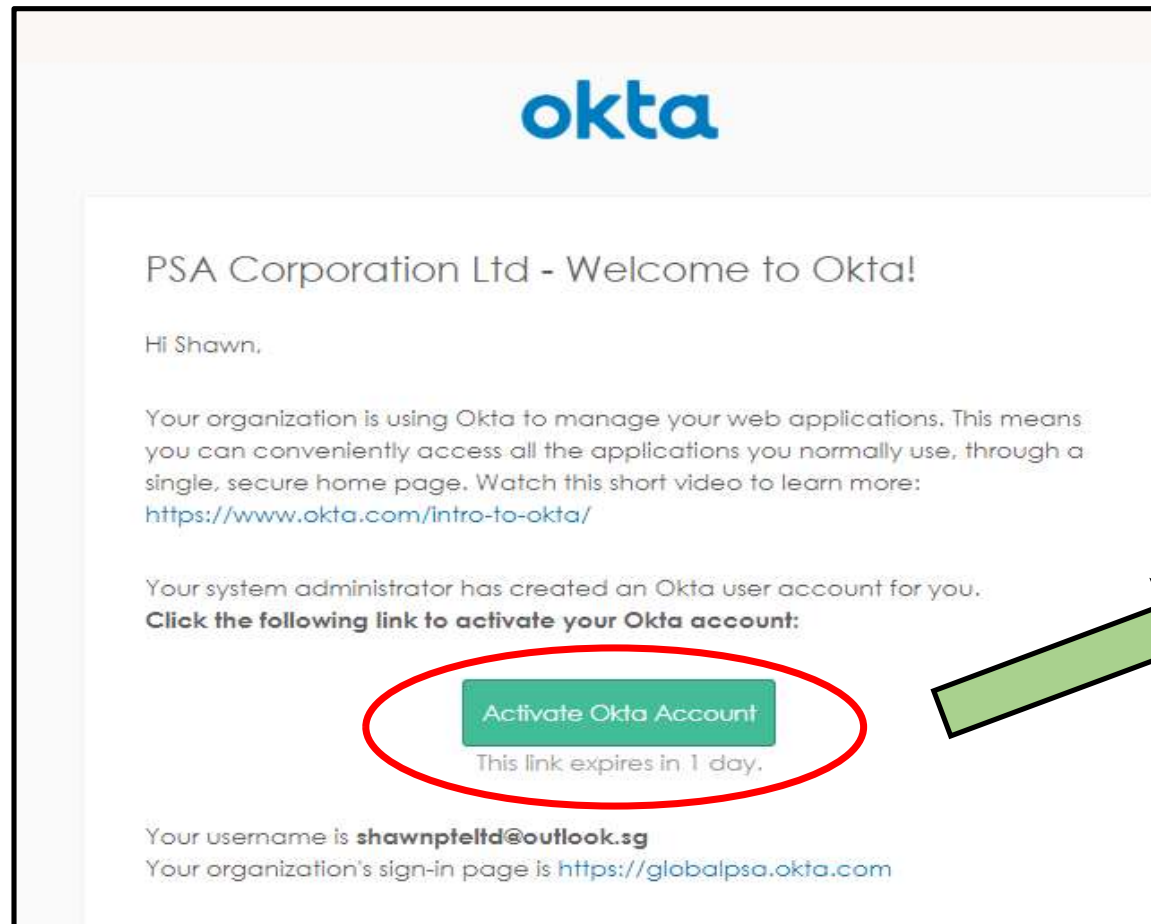> **activation link expires in 7 days.**
>
> **Do contact your contract/tender Procurement Officer if you did not receive this mail / if the link has expired.**

Only 1 user account created for every service provider.

1 **Receive OKTA account activation email**

Click "Activate Okta"

Account Setup - OKTA (3)

2 **Follow steps to create account**

3 **Set up Multifactor Authentication**

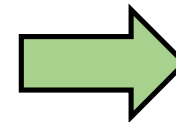Welcome to PSA Corporation Ltd, Shawn!
Create your PSA Corporation Ltd account

Enter new password

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username. Your password cannot be any of your last 4 passwords. At least 2 day(s) must have elapsed since you last changed your password.

Repeat new password

Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your Okta account.

Okta Verify
Use a push notification sent to the mobile app.

Setup

Google Authenticator
Enter single-use code from the mobile app.

Setup

SMS Authentication
Enter a single-use code sent to your mobile phone.

Setup

4 **Set up the following 2 authentication methods to proceed;**

A **SMS Authentication**

B **Mobile App : Okta Verify***

* You will need to install '**Okta Verify**' app on your mobile phone.

5 **Your OKTA setup is now complete and you can close the window.**

The OKTA activation token is only valid for a limited time. After which the activation token will expire.
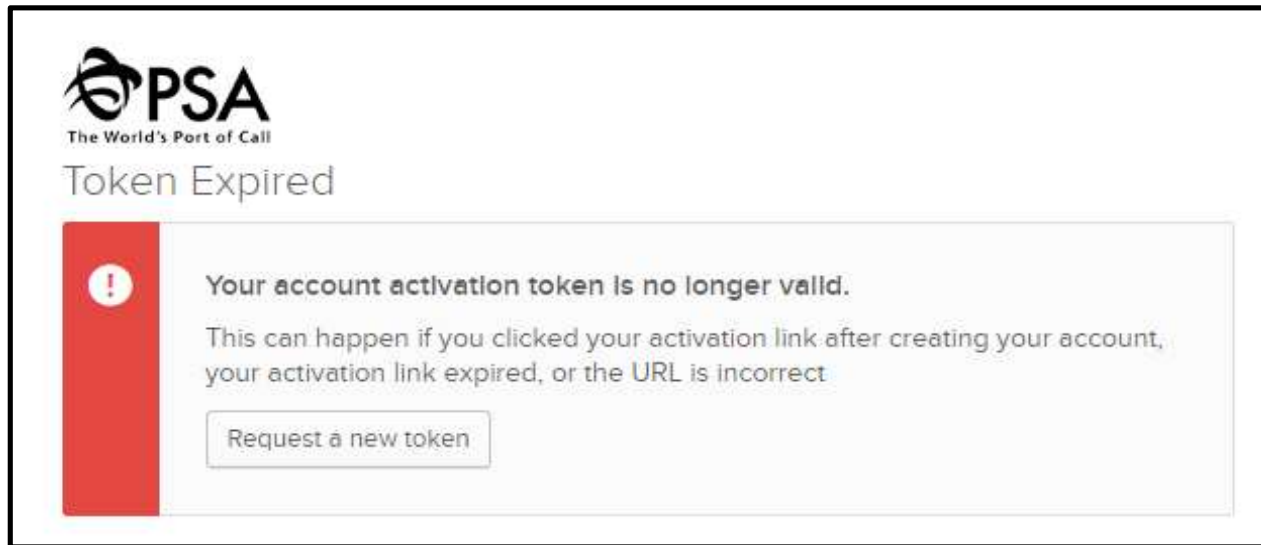
Please contact your Procurement Officer if you encounter the above message.

LRH

LRHC1   Supplier should contact System to settle directly to get new activation link

LIM RI HAO, CIPD, 5/12/2022

Change Password (Every 3 months) - OKTA

Your password expires every **3 months**. You need to change your password before it expires.
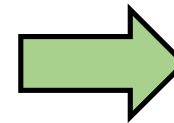
① **Login to https://globalpsa.okta.com/**

② **Click on your name at the top right corner and there will be a drop down displayed. Select Settings to take you to your profile page**
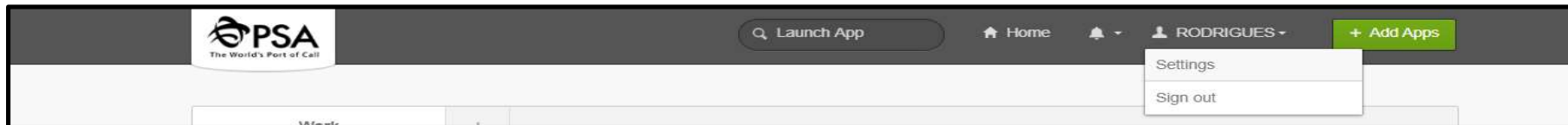
3 **To change password, click on the Edit Profile at the top right corner of the page.**
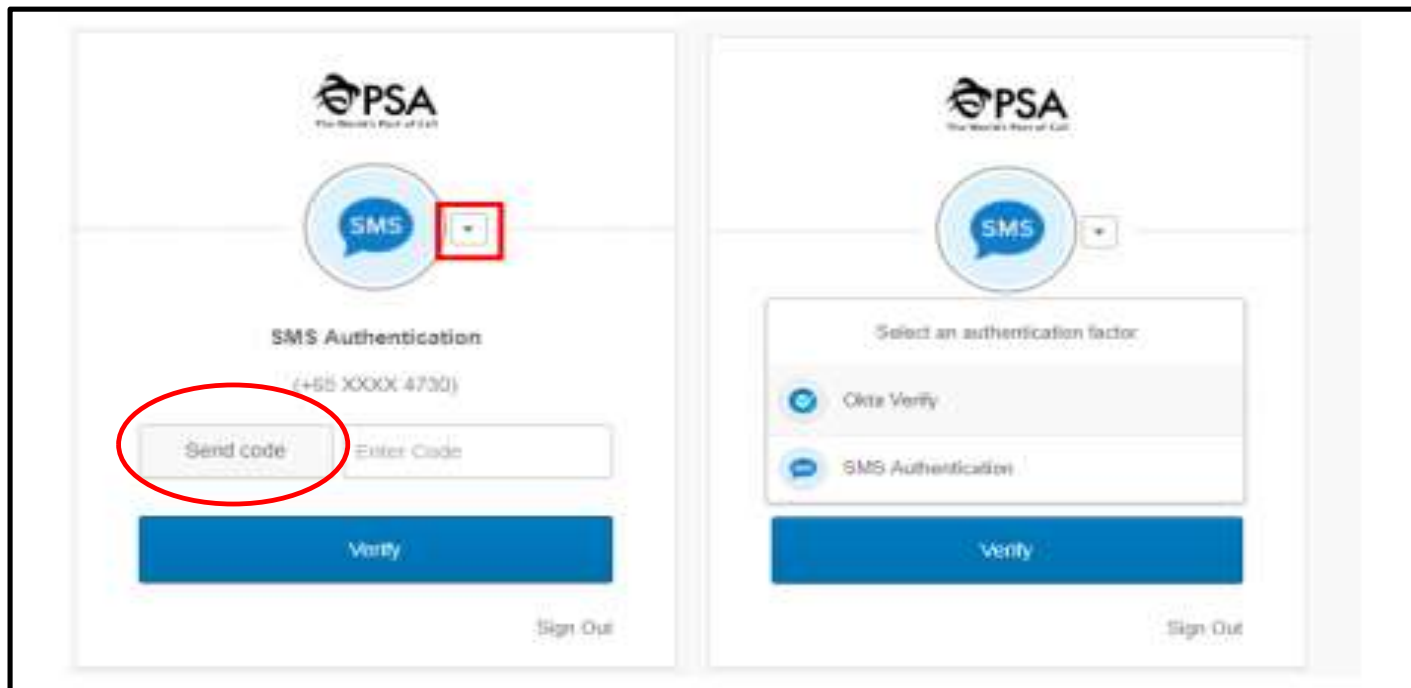
Enter your password and click "Verify".

4 **You will be asked for "SMS Authentication". But if you click on the drop down list beside the image, you have the option to authenticate via "Okta Verify" application (if it was set up previously).**

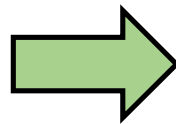**Reminder : Click "Send Code" for SMS code to be generated!**

A **SMS Authentication**

Click "Send Code" and a SMS will be sent to your mobile

Enter the code number from the SMS that has been sent to you into the text box provided and click "Verify".

You will be able to change your password now.

B

Okta Verify
Click on "Send push". On your mobile device, you will be given a prompt. Click "Approve".

You will be able to change your password now

PSA

5 **Follow the instructions and click "Change Password". Make sure you remember your new password and that your password meets all the requirements.**
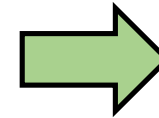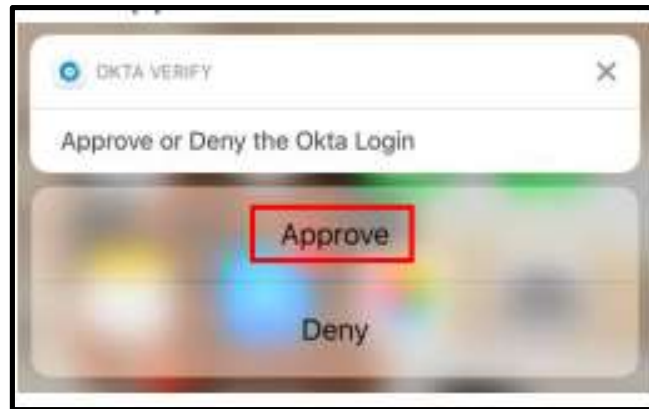
After you are done, a prompt will show that you have successfully changed your password

PART B : LOGGING INTO ORACLE FUSION

Logging into Oracle Fusion

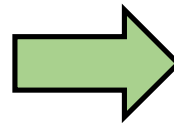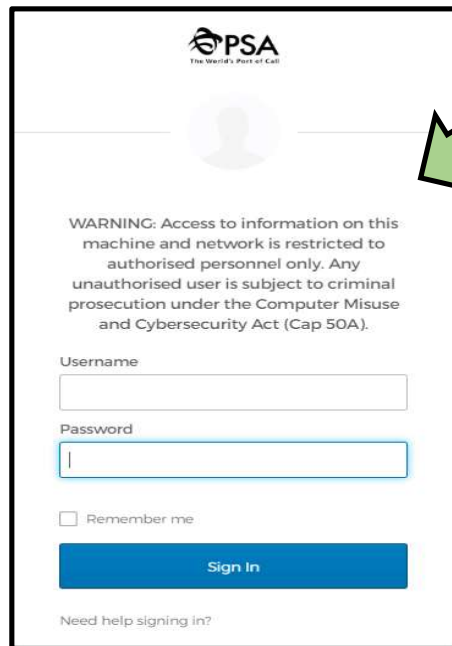**1** After OKTA has been setup, key in the following IP address via Google Chrome.

<https://emft.fa.ap2.oraclecloud.com>
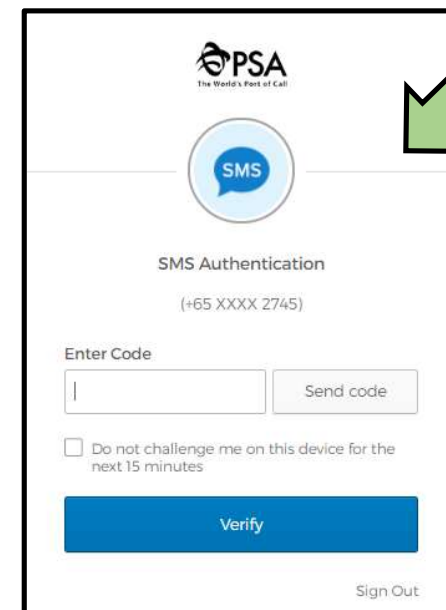
You will be directed to the OKTA log in page. Log in using OKTA username & password.
Multifactor authentication will be required as well.

OKTA login

Multifactor Authentication

Part C : Navigating Around OF System
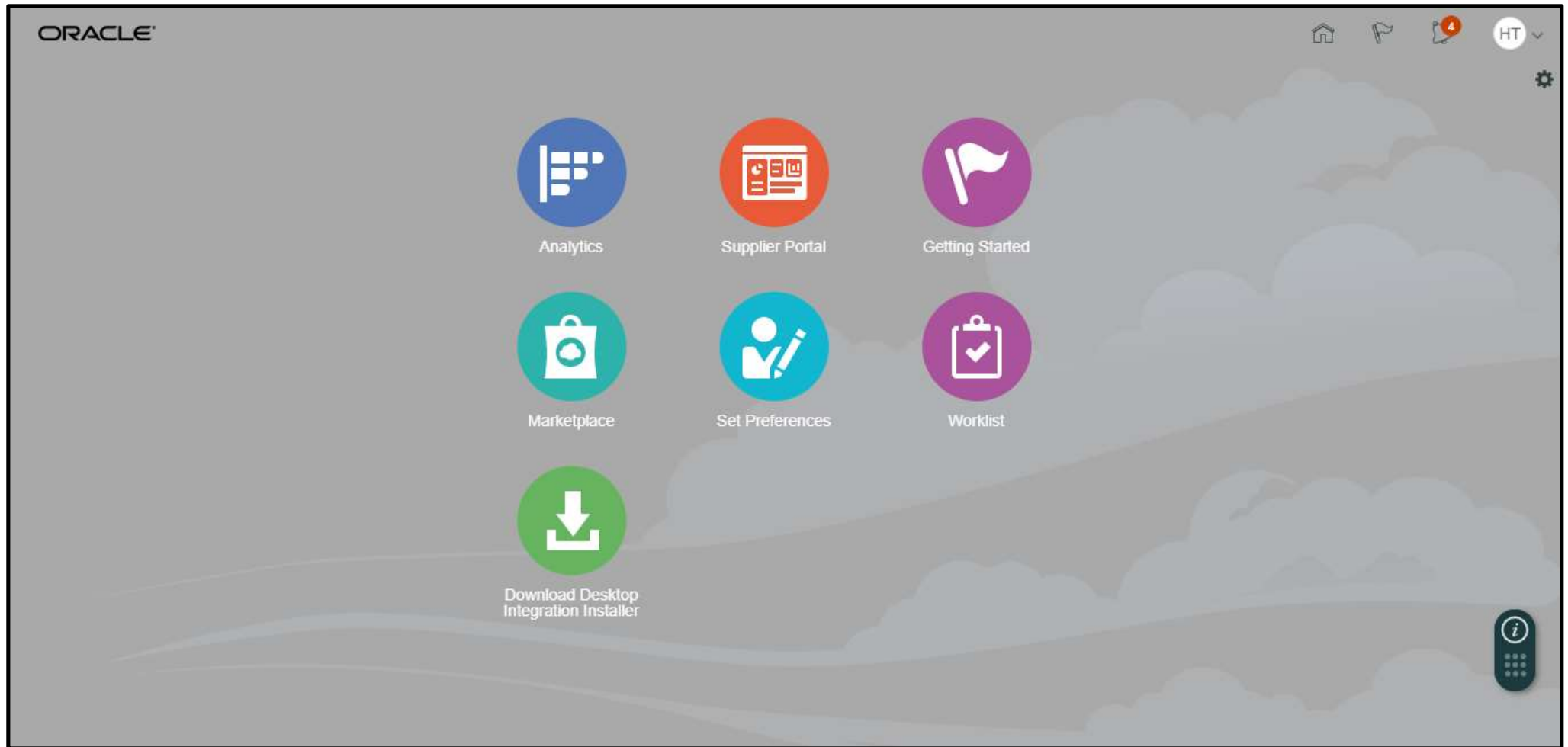
Home Screen

Navigating Around OF System

Home Screen

Home Button

Click on home button to return to Home Page at any time

Navigating Around OF System

PSA

Home Screen

Watchlist

Watchlist shows key items that you are tracking

Navigating Around OF System

Home Screen

Notification Bell

View messages that you must attend to, and tasks that require your action

Navigating Around OF System

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Home Screen

Set preferences. Select regional and language preferences relevant to you.

Set time zone : (UTC +8.00) Hong Kong / Shanghai

You can also sign out from here

Navigating Around OF System

Home Screen – Supplier Portal

Navigating Around OF System

Home Screen – Supplier Portal

Navigating Around OF System

Home Screen – Supplier Portal

Navigating Around OF System

Home Screen – Supplier Portal

'View Active Negotiations' – Search for Negotiations to download tender docs and/or submit your response.

'View Responses' – Manage any previously created Responses.

PART D – UPDATING PROFILE

Update Profile

1 **Click "Supplier Portal"**

Update Profile

2 From the Task List under the "Company Profile" section, select "Manage Profile". Click "Edit". A warning message will be displayed. Click "Yes" to continue.

Update Profile

3 **Modify the necessary information. Fill in change description reason. Once done, click "Review Changes" to ensure that any changes made were updated.**

Update Profile

4 **Review changes. Once confirmed, click "Submit". A confirmation message will be displayed. Click "OK" >"Done".**

PART E: PARTICIPATION IN NEGOTIATIONS (TENDERS)

1. How to search for a Negotiation
   - Public Tender
   - Invited Tender/ Auction / RFI
2. How to access Tender Documents
3. Responding to Negotiations
4. Checking Negotiation Outcome

1. Request for Quotes (RFQ)

a. Public Tender

Tender is open to all suppliers (that meet the eligibility criteria) for participation. Tender notice will be published online.

b. Invited Tender

PSA invites suppliers (with relevant experience) to participate

2. Request for Information

RFIs are typically used to gather information, qualify suppliers and their goods and services for subsequent procurement activities.

3. Auction (New)

Auction may be used to solicit bids for standard goods / services.

For public tenders, tender notices will continue to be posted on PSA's tender notice website <u>every Friday</u>

PSA Tender Notice Website : https://www.singaporepsa.com/tenders/tender-notices

Suppliers are encouraged to visit the website periodically to be updated of new tender postings
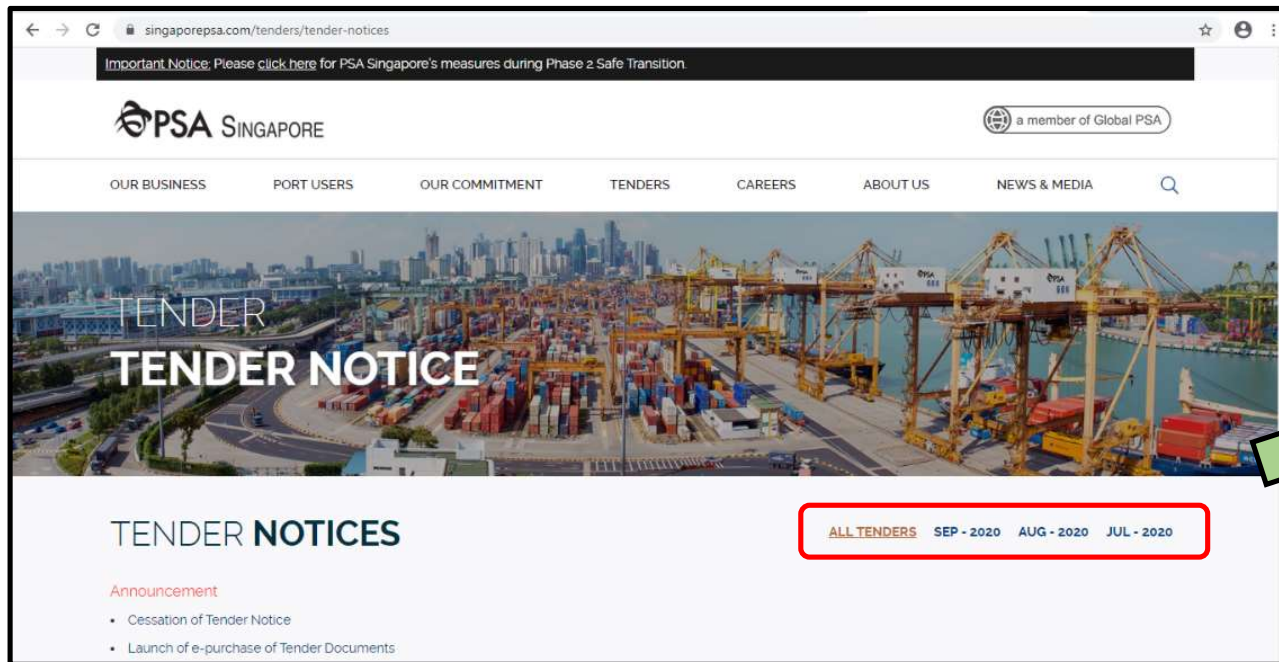
Click "ALL TENDERS" to view all tender notices published

or

Click by month (i.e "SEP -2020") to view tender notices published in that month

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① **Browse Tender Notices on PSA Website**

220415 -A -ENGINEERING SPARES

REFERENCE NUMBER - 2022/MEP/TS/PSAC/4007618

● 2022/MEP/TS/PSAC/4007618

Take note of the 7 digit Negotiation Number

TENDER DESCRIPTION

TERM CONTRACT FOR THE SUPPLY AND DELIVERY OF TROLLEY RAILS AND ACCESSSORIES FOR 2 YEARS

ELIGIBILITY/HEAD REFERENCE

Open to vendors with relevant experience

COLLECTION DETAILS

Please **Login** to yo

If you do not have an PSA Supplier Account, click **here** to register.

Please contact the Procurement Officer/s using the **CONTACT INFORMATION** if you have further questions.

SUBMISSION DETAILS

As stated in the tender document.

TENDER
STATUS

OPEN

TENDER
CLOSING DATE / TIME

09 MAY 2022 12:00 PM

TENDER
DOCUMENT FEE

N/A

TENDER
CONTACT INFORMATION

PLEASE EMAIL / CALL MR BENJAMIN TANG AT TBEN@GLOBALPSA.COM OR TELEPHONE NO. 6279 4005 OR MR LUK GIIN HUEI AT GHLUK@GLOBALPSA.COM OR TELEPHONE NO. 6279 4956

Click to navigate to Oracle Login page

② **Suppliers can login to OF directly to participate in the tender.**

In your home page, click on "supplier portal".
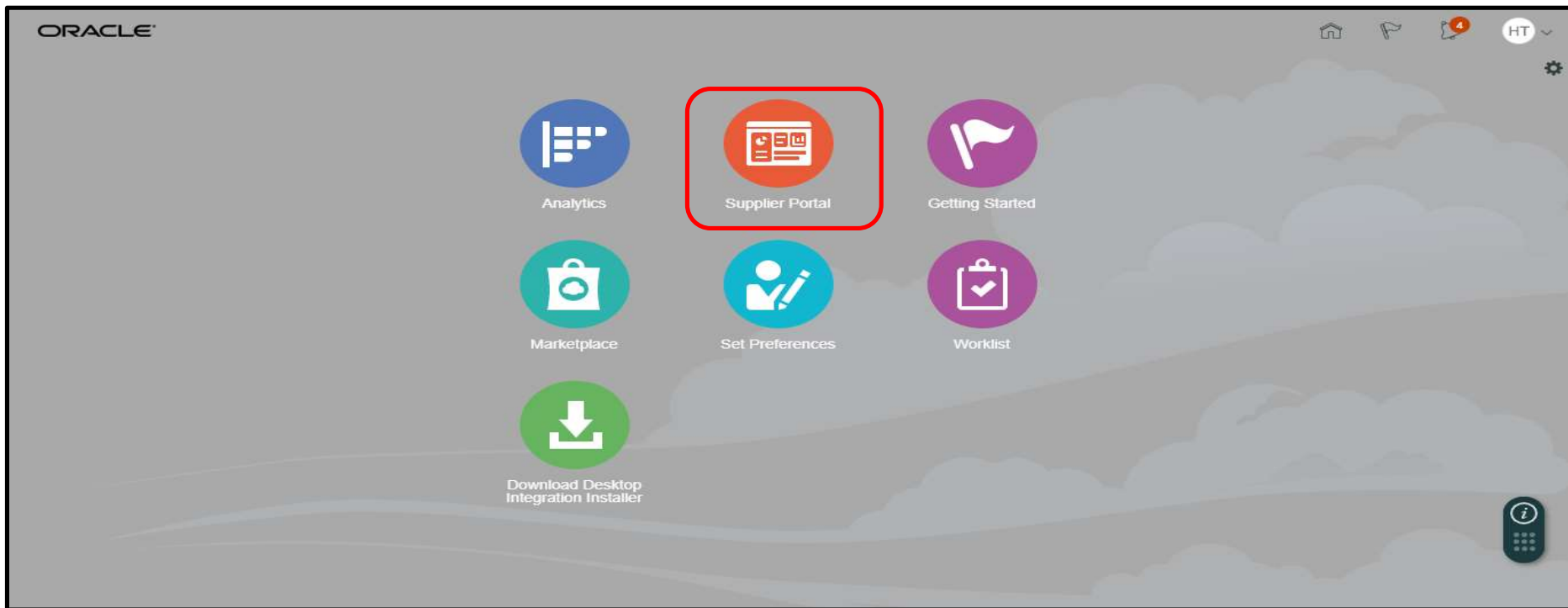
3 Click "View Active Negotiations" in the task panel. In the "Invitation Received" field select **"No"** and enter the Negotiation number in the "Negotiation" field.

Click "Search", negotiation will appear. Click on the negotiation number to view tender details.

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① **For invited tenders, Suppliers will be alerted of the invitation in the following ways:**

Ⓐ **Supplier Portal Dashboard**

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B **Notification bell at the Top Right Corner of Dashboard**
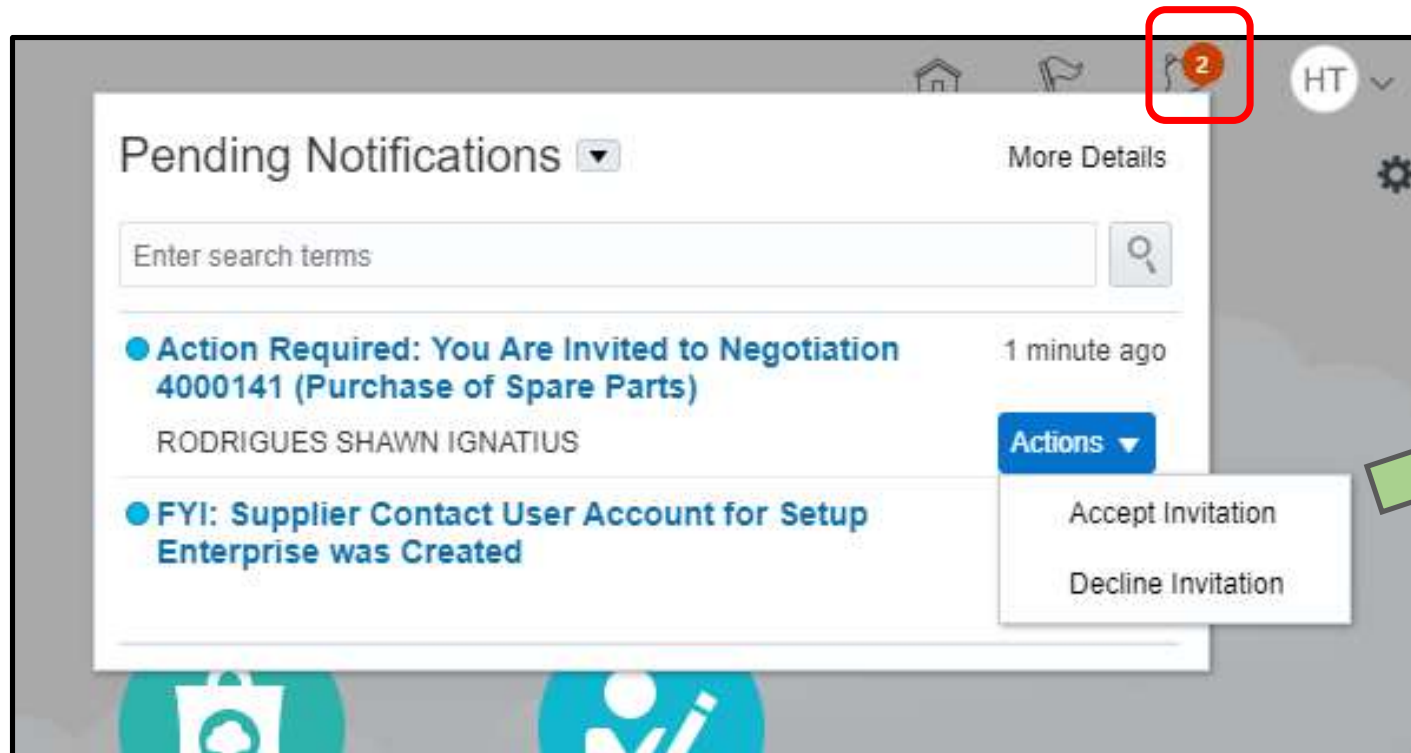
Suppliers will be able to "Accept / Decline invitation" under Action

Please state reason for non-participation

C **Invitation Mail Sent to Supplier's Email Address**

2 **Accessing the Negotiation**

A At the home page, select "Supplier Portal". Negotiations invitations should appear the "Recent Activity" panel. Click on link to access the negotiation

B Click "View Active Negotiations" in the task panel.   In the "Invitation Received" select **"Yes"** and click Search. List of invitations will appear. Select relevant negotiation by clicking on the Negotiation number in blue.

Deliverables

- Manage Deliverables

Consigned Inventory

- Review Consumption Advices
- Review Consigned Inventory
- Review Consigned Inventory Transactions

Invoices and Payments

- Create Invoice
- View Invoices
- View Payments

Negotiations

- View Active Negotiations
- Manage Responses

Auctions from Seller

- View Active Seller Auctions
- Manage Seller Auction Bids

Qualifications

- Manage Questionnaires
- View Qualifications

Company Profile

- Manage Profile

Active Negotiations

Time Zone Coordinated

Manage Watchlist   Saved Search   Open Invitati

** At least o

◢ **Search**

** Negotiation		** Invitation Received	Yes ⌄
** Title		Response Submitted	No ⌄
** Negotiation Close By	m/d/yy	Negotiation Open Since	m/d/yy

Search   Rese

Search Results

Actions ▾   View ▾   Format ▾   ▦ Freeze   ▦ Detach   ◁ Wrap   Accept Terms   Acknowledge Participation   Create Response

Negotiation	Title	Negotiation Type	Time Remaining	Close Date	Your Responses	Will Participate	Unread Messages	View PDF
4000210-2	Purchase of Spare Parts and Maintenance Work	RFQ	5 Days 22 Hours	10/30/20 9:52 AM	0		0	📄

Columns Hidden 4

4. Accessing Tender Documents (1)

1 **Upon clicking into the negotiation, you will access the RFQ home page. In the left-hand panel, under "Table of Contents" click "Overview". Click on "Attachment" field link to access tender docs.**

ORACLE

RFQ: 4000210-2

Messages | Create Response | Actions ▼ | Done

Time Zone Coordinated Universal Time

Title Purchase of Spare Parts and Maintenance Work
Status Active
Time Remaining 5 Days 22 Hours

Open Date 10/24/20 11:29 AM
Close Date 10/30/20 9:52 AM

Table of Contents

Cover Page
Overview
Requirements
Lines
Contract Terms

Overview

Title Purchase of Spare Parts and Maintenance Work
Synopsis

Buyer RODRIGUES SHAWN IGNATIUS
Outcome Blanket Purchase Agreement
Attachments Terms and Conditions.pdf (4 more...)

Expand All
▶ General
▶ Terms

a. Instructions to Tenderers
b. Technical Specs
c. Form of Tender
d. Particulars of Tenderer
e. Drawings

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2 **Download tender documents by clicking on the individual files**

PSA

3 **Under "Table of Contents" click "Overview" to access Tender documents. Tender documents can be found under "Attachments".**

1 **After going through the tender document, click "Create Response" to respond to negotiation.**

2 **Fill in necessary info in the Overview Page. Click "Attachments" to attach docs. Form of Tender/Particulars of Tenderers doc (to be duly signed/stamped) to be attached here. Click "Next"**

3 **"Requirements" Page. Provide responses to questions. Click "Next"**

4 In "Lines" page, enter the "Response Price" and other fields as required.

To attach docs such as item specification/catalogue, Select specific item line and click on the pencil icon

5 **Docs can be submitted for PSA review in the "Attachment" field. After complete, Click "Save and Close".**

6 **To submit an alternative quote, click on the + icon. Fill up the necessary fields in the edit alternative line page. After complete, Click "Save and Close".**

7 **Add additional alternate lines as required. When done, click "Next"**

8 **In the Review Tab, click "Actions" followed by" Validate" to validate.**

If there is no error or missing responses, a "Confirmation" pop up will be displayed. Click "OK".

Click "Submit". Confirmation" pop up will be displayed. Click "OK".

Click "Manage Responses" in the task panel. In the drop down select relevant response status and click "Search"

6. Checking Negotiation Outcome (2)

Response Status	Negotiation Outcome
Active	Negotiation (Tender) is ongoing and yet to close
Pending award	Negotiation (Tender) has closed. Evaluation in progress
Awarded	Supplier has been awarded the tender
Rejected / Disqualified	Supplier was not awarded

If negotiation outcome is unclear, please check with the procurement officer in charge.

PART F – INVOICING

Creating Invoices

1 **From the Task List under 'Invoices and Payments' section, click on 'Create invoice**

Creating Invoices (2)

2 Enter 'Identifying PO' number . Information will get populated
Enter the Invoice number in the Number field and the invoice Date. Select bank account for receipt of payment.
In the Lines section, click "Select and Add."

3 **The Purchase Order Lines should have been auto-populated. If it does not appear after clicking "Search", the PO might not have been receipted/ have been matched previously.**
Highlight the PO row, click "OK".

Creating Invoices (4)

PSA

4 **The quantity to be billed will be auto-populated. Amend accordingly if required.**

5 **Select the appropriate "Tax Classification" (STANDARD 7% IN/ ZERO-RATED IN/ OUT OF SCOPE)**
Click on "Attachments" to upload your invoice.
Click "Calculate Tax".

6 **Check that the tax computed and total invoice amount is correct**

Lines

View ▾ + ✕ ▤ Cancel Line

* Number	* Type	Purchase Order			Consumption Advice		Supplier Item	Item Description	Ship-to Location	Tax Classification	Available Quantity	Quantity
		* Number	* Line	* Schedule	Number	Line						
1	Item ▾	PSAC2000685	1	1				service 1	PSA BLDG #35 ▾	STANDARD 7% ▾		0
3	Item ▾	PSAC2000685	1	1				service 1	PSA BLDG #35 ▾	STANDARD 7% ▾		2
		Total										

Summary Tax Lines

View ▾

Line	* Regime	* Tax Name	Tax Jurisdiction	* Tax Status	* Rate Name	Percentage	Per Unit	Amount
1	SG_GST_REGIME	SG_GST	SG_GST_JUD	SG_GST_STAT	STANDARD 7%_IN	7		28

Totals

Items	Freight	Miscellaneous	Inclusive Tax	Exclusive Tax	Invoice Amount
400.00	0.00	0.00	0.00	28.00	428.00

7 **Click "Submit" to submit the Invoice for Finance approval**
A confirmation message will be displayed. Click Done

Viewing Invoices

8 **The submitted invoice can be viewed from "View Invoices"**
Please note that invoices cannot be amended/ cancelled after clicking "Submit"

Help & Support

Write in to KARENH@globalpsa.com for support in:

- *Account creation*

Write in to PSAI-GFS-SUPPORT@globalpsa.com if you require assistance with:

- *System issues*

For tender related queries do continue to liaise directly with the procurement officer in charge.

For Okta or password related issues, please refer to the following FAQ section.

II. FAQ – Negotiations

Account Setup/ Password /OKTA Related

Qn. 1. When will my company be receiving my account log in details?

Ans : Account set up details will be sent to your email account usually within 3 working days.

Qn. 2 . What should I do if I do not receive the log in details & emails ?

Ans : Please allow for up to 3 working days after you submit your application. Otherwise, contact your contract/tender's Procurement Officer for assistance.

Qn. 3 . Do I need to pay any fees to use the Oracle Fusion account?

Ans : Each company will only be issued with 1 free account. Please write to your contract/tender's Procurement Officer to request for additional accounts. There will be fee of **$120/year (exclusive of GST)** for each additional approved account.

Account Setup/ Password /OKTA Related

Qn. 4 . I cannot remember which email account was used for account creation?

Ans : Please contact your contract/tender's Procurement Officer for assistance.

Qn. 5. Will my account get inactivated if there is no activity over a period of time?

Ans : The password will expire if there is no activity for 3 months. Suppliers should log in to their account regularly to avoid their password being inactivated. Please contact your contract/tender's Procurement Officer if help is required.

Qn.6 : Can OKTA be set up for multiple mobile numbers?

Ans : No, for security reasons, OKTA can only be set up for one mobile number. You can change the registered mobile number under profile settings via **https://globalpsa.okta.com/***.*

Account Setup/ Password /OKTA Related

Qn. 7 : If I create the account using one email address, am I able to change it later?

Ans : You can then change the email address in the supplier portal subject to PSA's approval. New OKTA setup will be required for the new email. **We strongly encourage suppliers to use a common email address to minimise downtime due to changes.**

Qn. 8 : Do we need to have separate accounts for Procurement and Finance transactions?

Ans : No. With one account, you will be able to perform all the necessary transactions with PSA. However, we understand that each company operational requirement is unique as such we are open for company to have more than 1 account but there is a charge of $120/year (exclusive of GST) for each additional account.

Account Setup/ Password /OKTA Related

Qn.9 : Can OKTA authentication code be sent via email instead?

Ans : No. Email verification is not a method allowed for OKTA multifactor authentication.

Qn. 10 : Can we use an external email address instead of company email address so that it is easier for multiple users?

Ans : We strongly encourage the use of your company email address to minimize the risk of data and security breaches.

Negotiation

Qn. 1 : Will I still be allowed to submit my response to Negotiation (RFQ / Tender) via email/hardcopy?

Ans : No. You must submit your response via the Oracle Fusion platform. Responses in other forms will not be considered unless otherwise stated in the tender documents/or otherwise informed by the procurement officer in-charge.

Qn. 2 : If I have submitted a wrong quotation, am I allowed to submit another one?

Ans : Yes, provided that it was submitted before the negotiation closing date and time. PSA will only consider the latest offer received before the negotiation closing date/time.

Qn. 3 : What is the maximum file size for attachment?

Ans : There is no limit to file size for attachment.

Negotiation

Qn. 4 : Can I change the currency stated in the Negotiation to other currency of my choice?

Ans : Please only quote in the currency specified in the negotiation.

Qn. 5 : Where can I indicate any notes / comments, e.g. replacement model, to my offer for each item?

Ans : You can indicate them in the 'Note To Buyer' field. The max no. of characters is 240.

Negotiation

Qn. 6 : Where do we indicate the delivery date / lead time ?

Ans : You can indicate the delivery date / lead time and other information in the "Note To Buyer" at each line.

Qn. 7 : For items that I am unable to quote, how should I indicate in my offer?

Ans : For tenders/negotiations where quoting of all items is not compulsory you can leave the "Response Price" blank if you are unable to offer. Please also indicate in the "Note To Buyer" field that you are unable to quote for the line item(s).

Negotiation

Qn. 9 : Will both PSAM and PSAC tenders be via this platform?

Ans : Yes, all PSAM, PSAI and PSAC tenders will be via this platform.

Qn. 10 : Will we be alerted to Negotiations only after we have logged in to Oracle Fusion?

Ans : For invited tender, you will be alerted to Negotiations both via your registered email address and also in Oracle Fusion after logging in.

Qn. 11: Is the supplier able to view a history of its offers? If so, what is the duration period that the data is stored?

Ans : Yes, the supplier can search the history at the task bar on the left, "Negotiations", "Manage Negotiations". Refer to slide 29 to 30. At this moment, all records are kept and can be retrieved.

Negotiation

Qn. 13 : Does the system allow the supplier to upload different types of files, e.g. PDF, JPG,?

Ans : The system accepts PDF, office docs and jpg formats.

Qn. 14 : For suppliers who accept jobs through Portnet (SUMS), is the process still valid, or will it be migrated to Oracle Fusion?

Ans : There is no change to the current process for jobs that are accepted through Portnet. Payments will still be via SUMS.

However, suppliers are to note that all tender participations will be via Oracle Fusion.

Negotiation

Qn. 16 : Do we continue to receive Purchase Orders via email?

Ans : Yes. You can also view the Purchase Order at the Supplier Portal in Oracle Fusion.

Qn. 17 : Can we upload commercial information in the attachment link of Overview Section?

Ans : Yes, you can do so by clicking the "+" sign under "Attachment" [refer to slide 59].

II. FAQ - Invoicing

Invoicing

For Invoice related queries please email to sg-aphub@globalpsa.com

Qn.1 : Do we still need to provide hardcopy invoice?

Ans: No. However, soft copy invoices should be attached in the supplier portal during creation of invoice. This is for GST reporting purposes.

Qn.2 : How do we apply for self-invoicing?

Ans : For more details, please email to sg-aphub@globalpsa.com

Invoicing

Qn. 3 : For self-invoicing, will PSA automatically raise an invoice internally based on receipt of goods and email the report to us, and / or do we still need to create invoice once we have confirmation of delivery?

Ans: *For vendors on the self-invoicing scheme, invoices would be generated on a weekly basis and emailed to the respective vendors. There is no need for vendors to create any invoices.*

Qn. 4 : Is it a must to enrol for self-invoicing scheme?

Ans : Self-invoicing is not mandatory but we encourage you to be on this scheme for ease of invoicing and faster payment to you.

Invoicing

Qn. 5 : For self-invoicing, though PSA will be generating the invoice for us, we still need to generate our own invoice for internal purpose. We need to ensure that GST tallies when we received the payment from PSA. How do we check on this?

Ans : The invoices generated by PSA will follow the agreed prices in the Purchase Orders and applicable GST will be calculated accordingly. Should there be any discrepancies, suppliers can feedback to us, email doreenl@globalpsa.com, and credit / debit notes can be generated when necessary.

Invoicing

Qn. 6 : Currently, we are already on self-invoicing scheme, do we still need to take action in the new Oracle Fusion system?

Ans : Vendors currently on the SELF-invoicing scheme would be ported over to Oracle Fusion as well. No further action is required by the vendor. No, no action is required on your part.

Qn. 7: Do we need to attach the Delivery Order to the invoice?

Ans : No, you do not need to attach the Delivery Order. Payment will be based on the receipt updated in PSA's system.

Invoicing

Qn. 8 : We are currently on e-invoice to PSA, meaning our invoice is generated by our system and automatically emailed to PSA. Is it mandatory to use the portal for invoice submission to PSA?

Ans : It is not mandatory. Vendors can continue with the current procedure of emailing soft copy invoices to the Finance personnel in-charge. However, to ensure that the _invoices are received and processed by PSA on a timely basis_, we encourage the submission of invoices via Supplier Portal/ joining the SELF-invoicing scheme.

Invoicing

Qn. 9 : If my invoice comprises of GST and non-GST chargeable items, do I need to separate into 2 invoices or 2 different line items?

Ans : It can be within the same invoice, separated into 2 different line items. Do ensure that the appropriate tax code is selected for each line item.

III. How to reset Password

Reset Password

PSA

You can reset your password using the 'password reset' function in the Okta login page.

Click on 'Need help signing in?' to see more options

If you try to login too many times, your account will be locked out. Please refer to slide 92 on how to unlock your account.

Reset Password

Click on 'Forget password?' to start the reset password process.

Need help signing in?

Forgot password?

Unlock account?

WARNING: Access to information on this machine and network is restricted to authorised personnel only. Any unauthorised user is subject to criminal prosecution under the Computer Misuse and Cybersecurity Act (Cap 50A).

Help

Reset Password

Select your authentication and reset method.

Supplier account will 'locked out' after 10 unsuccessful login tries and you will need to 'unlock' your account before you can reset your password. System will auto-prompt you to unlock your account if your account is 'locked'.

Method 1: Unlock Okta account via sent SMS

Step 1:

Type email address and click 'Send SMS'.

Supplier Account 'locked out'

Step 2:
Enter the 6-digits code sent via SMS

Step 3:
You can go back to sign-in page to login Okta again.

Method 2: Unlock Okta account via email

Step 1:

Type email address and click 'Send Email'.

Step 2:
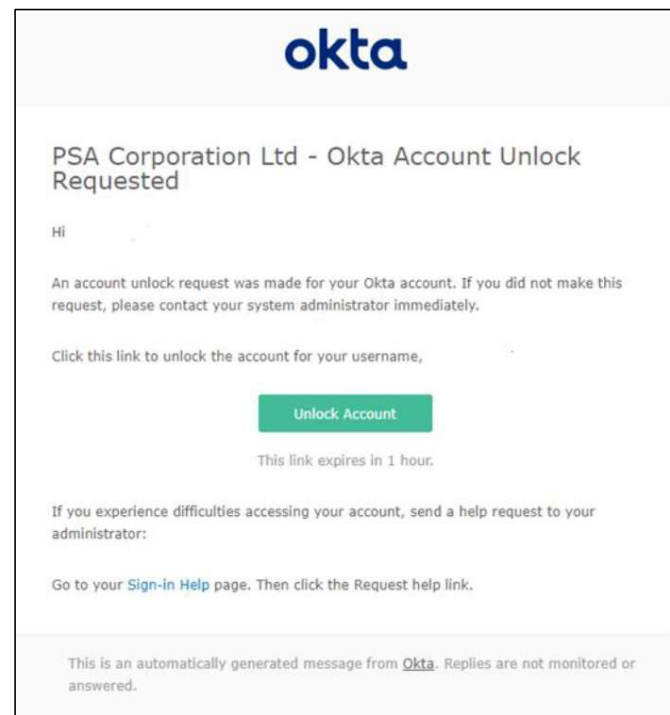Go to your mailbox and use the link in the mail to unlock your account. Please note that link is only valid for 1 hour.

Step 3:
You can go back to sign-in page to login Okta again.

Thank You