

RHB e-Procurement System – iSupplier Portal

Frequently Asked Questions (FAQs)

Q1. How to access to the iSupplier portal?

A1. The website address is <https://isupplier.rhbgroup.com>

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, rhbprocurement@rhbgroup.com 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.

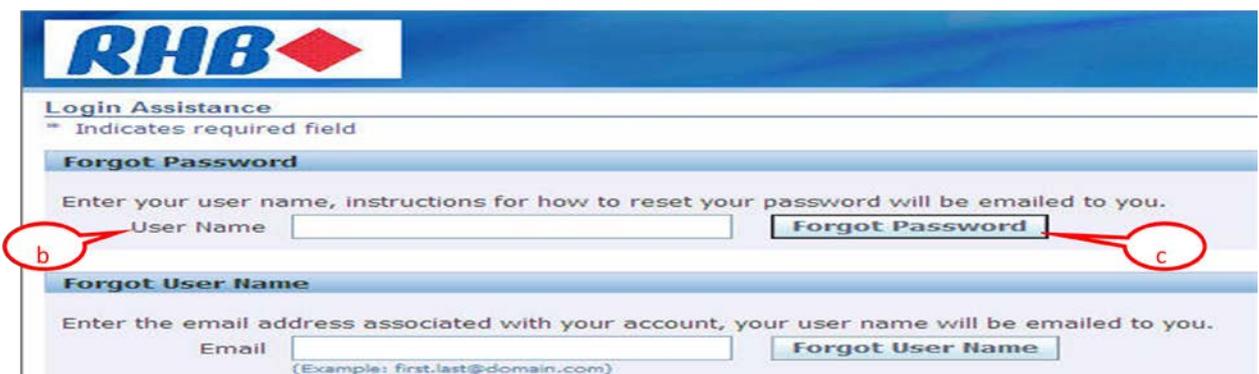
Q6. What happens if the iSupplier site is signed on but left idle for more than 5 minutes?

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/ Reset Password	a. Please click on “Login Assistance”. b. Enter “User Name” c. Click to Forgot Password. Upon receipt of the email from Workflow Mailer, click on to ‘Reset Password’ 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.



RHB e-Procurement FAQ (Cont'd)

Q10. How to perform Supplier Self-registration?

A10. Please refer to the [Supplier Self-Registration](#) 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 [Supplier Responses to Invitation](#) 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 [Supplier Receives Registration Outcome](#) at iSupplier Portal System User Manual for New Supplier