

1. How do I register to be a Maybank supplier?

You are required to log in to <http://eproc.maybank.com.my/> and proceed with supplier registration. Click on "Supplier Application" and then download the step-by-step application guide under "Instruction for New Supplier". Click at supplier application and you may download step by step application guide under Instruction for New Supplier. Kindly contact e-Procurement Helpdesk if you have further enquiries:

Procurement Helpdesk
Level 22 Menara Maybank
100 Jalan Tun Perak
50050 Kuala Lumpur

Phone: +603-20747009
Fax: +603-27119090
E-mail: eprochelpdesk@maybank.com.my

2. What does "Procurement" cover?

It covers all purchases of goods and/or services, construction, leasing or other forms of acquiring assets for use in Maybank Group including professional services, consultancy services and external trainings. However, Strategic Procurement involvement will exclude the following:

- i. Rental and purchase of landed properties
- ii. Disposal of Assets/ Properties
- iii. Insurance
- iv. Brokerage

3. What are the Procurement Categories available in Maybank?

The Strategic Procurement (SP) has classified procurement spend within Maybank group into the following key categories:

- i. Marketing & Sales
- ii. Facilities Mgmt. and Services
- iii. IT & Communications
- iv. Professional Services
- v. General Spend

4. Who can commit to a supplier on behalf of Maybank?

The limits of authority are to be set as per discretionary power (DP) accorded by the Board of Maybank. No one person is allowed to commit on behalf of Maybank beyond the limits set out within the DP document.

5. What represents a properly executed commitment on behalf of Maybank?

A commitment by Maybank can only properly be executed by the following means:

An executed contract, signed by the authorised signatory after a full review by Group Legal & Corporate Services; an authorised purchase order (PO) raised after receipt of a purchase requisition (PR) approved in accordance with the determined discretionary powers; a letter of intent or appointment/award, signed by authorised signatory after vetting by Group Legal & Corporate Services.

6. What are the types of tender used by Maybank?

The tender can be issued either as a closed tender or open tender. The Project Evaluation Team evaluates the most suitable approach to the market in order to secure optimal value for money outcome.

Types of Tender	Definition
Closed Tender	A closed tender is where the number of Tenderers invited is limited to a small, select number that are deemed to be able to meet the tender requirements.
Open Tender	An open tender means a bidding process which is open to the public, whoever that fulfilled the qualification.

7. What are the methods used by Maybank to issue tender documents to suppliers?

Invitation to tender shall be issued by Maybank in writing either via email or letter, attention to supplier's company name.

All tender documents must be forwarded to applicants in writing either via email, RFQ function in eProcurement system or manual collection at selected Maybank premises.

As for renovation tenders, applicants may be advised to collect tender documents at Maybank's appointed consultant premise. Applicants must be informed in writing that written quotation/proposal are required to be submitted either via tender box, electronic tender box in eProcurement system or secured fax.

8. How do I know if my company has been awarded a contract by Maybank?

The successful Applicant(s) will be informed so by Procurement.

9. What is the duration between issuance of tender document to tender submission date?

The duration varies from one tender to another. You are required to refer to the deadline specified on the tender document distributed by Maybank.

10. What are the conditions which need to be fulfilled to ensure payment can be made by Maybank within the timeline stipulated in PO, contract or LOA?

All payments for Purchase Order of goods and services shall be made only if relevant supporting documents are attached and verified.

Payments to suppliers shall be made when the following conditions are met:

- i. The Purchase Order is properly executed with relevant approval.
- ii. The goods or services invoiced have been properly received by the company through Goods receipt note/ Service acceptance, delivery note or other relevant document as evidence of receipt.
- iii. Payments shall be made within the appropriate time as stipulated in the Purchase order, contract or LOA in accordance with the credit terms as agreed with supplier.