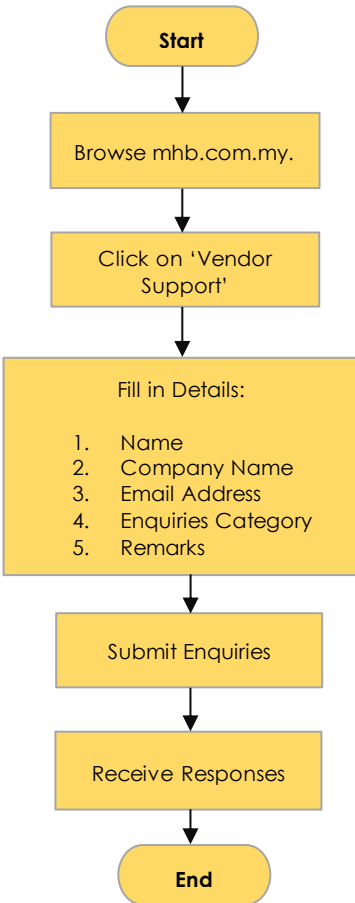


VENDOR SUPPORT BRIEFING PACK

<p>OVERVIEW</p>	<ol style="list-style-type: none"> What is the Vendor Support Platform? The Vendor Support Platform is an initiative established by the Vendor Management (VM) Team to serve as a channel through which Vendor / Subcontractor can submit any enquiries pertaining to contract or procurement matters. Where can I find the Vendor Support Platform? Vendor / Subcontractor may access to the Vendor Support Platform through MHB Portal (www.mhb.com.my) and click 'Vendor Support'. When is the appropriate time to make an enquiry? Vendor / Subcontractor may submit any time when there is enquiry related to contract or procurement matter. Who is the responsible party in managing Vendor enquiries? Vendor Management Team and MHB Business Unit.
<p>RESPONSIBLE TEAM</p>	<ol style="list-style-type: none"> Vendor Management Team MHB Business Unit Vendor / Subcontractor (Requestor)
<p>PROCESS FLOW</p>	 <pre> graph TD Start([Start]) --> Browse[Browse mhb.com.my.] Browse --> Click[Click on 'Vendor Support'] Click --> Fill[Fill in Details: 1. Name 2. Company Name 3. Email Address 4. Enquiries Category 5. Remarks] Fill --> Submit[Submit Enquiries] Submit --> Receive[Receive Responses] Receive --> End([End]) </pre>

**VENDOR ENQUIRY
CATEGORY**

No	Category	Sub-Category	Information Required
1	Invoice	No GRN	Status of delivery and inspection
		No CPC	Invoice not taken at MMHE Finance list
		SDN issues	Status of defective item – replacement item status if required
		CN/DN issues	Payment does not tally with invoice
		No Payment to Supplier	Status of CPC, PO
		Discrepancy in Invoice/CPC/PO/SO	SAP amount, Invoice amount, PO/SO amount, Goods Services Tax (GST)
2	Purchase / Service Order	No SAP PO	Status of PO and date of PO cut
		No SAP SO	Status of SO and date of SO cut
		Issuance Status	No MR/SR, SO/PO
		Discrepancy between Invoice/PO/SO/GRN	SAP data, invoice, GRN data
		Invalid SO/PO	SR/MR
3	Request on Procurement Data/Information Gathering	Not receive notification	DO, SO/PO, SR/MR
4	Material Requisition	Pending Approval / LOI	MR/SR, Supporting Documents
		Pending Approval (PO/SO)	MR/SR, Supporting Documents

Should you require further clarifications, please reach us at:

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