

VENDOR REGISTRATION FAQs

Summary of Action Items by Support Category

NO.	CATEGORY	SUMMARY OF ACTION ITEMS
1	Invitation & Access Support	Send / resend registration links, invitation emails, and provide access to Ariba / tender events
2	Registration Status & General Updates	Provide status updates, progress tracking, and respond to general vendor inquiries
3	Document & Compliance Handling	Request, review, and validate supporting documents and compliance requirements
4	Vendor Profile / Data Updates	Process changes to vendor information (e.g. address, company details, profile resubmission)
5	Technical Support (System Issues)	Assist vendors facing system issues (login, access errors, submission problems)
6	SAP / PO / System Activation	Handle SAP registration, vendor activation, and PO creation readiness
7	Payment & Financial Queries	Check and respond on payment status, invoice issues, and financial-related queries
8	Follow-up / Pending / Escalation	Manage aging cases, pending items, and escalate unresolved issues
9	Others	Other related FAQs pertaining to vendor registration.

INVITATION & ACCESS SUPPORT

FAQ CATEGORY 1 OF 9 | VENDOR REGISTRATION

1

FREQUENTLY ASKED QUESTIONS

How does a vendor receive an invitation?

An email invitation with a registration link is sent from the Ariba system. It is not real-time - the request is reviewed and approved first.

What if the invitation email was not received?

Check the spam/junk folder, confirm the correct email address with the requester, then request a re-invite from vendorregistration@prasarana.com.my.

Where can vendors self-register?

Via the official portal: s1.ariba.com/Sourcing/Main/ad/selfRegistration?realm=prasarana

REGISTRATION STATUS & GENERAL UPDATES

FAQ CATEGORY 2 OF 9 | VENDOR REGISTRATION

2

FREQUENTLY ASKED QUESTIONS

How can vendors check their registration status?

Through the Ariba supplier dashboard or via email notifications.

What do the common statuses mean?

Supplier Registration Request

Submitted - under review; Approved – onboarded for tender participation; Rejected - not approved (rejection notes will be provided).

Supplier Registration Questionnaire

Pending Approval – submitted the extended registration questionnaire; Pending Resubmit – requires additional document submission and details amendment; Rejected – not approved.

How long does approval take?

Typically 5-10 working days, depending on completeness and internal review cycles.

Why does my status still show pending approval after I submitted the documentation?

The registration status is system-generated and will remain the same until further notification is prompted via Email.

Can I obtain a registration certificate once registration is successful?

Certificates are not being issued at present, as a system enhancement is still in progress. Manual confirmation of your registration status can be provided on request by emailing vendorregistration@prasarana.com.my.

DOCUMENT & COMPLIANCE HANDLING

FAQ CATEGORY 3 OF 9 | VENDOR REGISTRATION

3

FREQUENTLY ASKED QUESTIONS

What documents are typically required?

Business registration certificate (e.g. SSM), tax documents, bank account verification, certifications such as ISO, and documents required by the questionnaire.

What file formats are accepted?

Usually PDF, DOCX or JPEG - size limits may apply.

Why was a submission rejected?

Missing or expired documents, mismatched company details, unclear uploads, or non-compliance with requirements.

VENDOR PROFILE / DATA UPDATES

FAQ CATEGORY 4 OF 9 | VENDOR REGISTRATION

4

FREQUENTLY ASKED QUESTIONS

What information is required during the extended registration questionnaire?

Company profile, business registration details, contact information, bank details (if applicable), and compliance declarations.

Can registration details be updated after submission?

Yes - vendors can log into the portal and update their company profile at any time or request the update to vendorregistration@prasarana.com.my

Can vendors save and continue later?

Yes, Ariba allows draft saving before final submission.

TECHNICAL SUPPORT (SYSTEM ISSUES)

FAQ CATEGORY 5 OF 9 | VENDOR REGISTRATION

5

FREQUENTLY ASKED QUESTIONS

A vendor forgot their password - what now?

Use the “Forgot Password” option on the login page and follow the instructions sent to the registered email.

The account is locked or the portal shows errors.

Wait 15-30 minutes and retry, clear the browser cache, use a supported browser (Chrome) and disable pop-up blockers.

Why can't a registration be submitted?

Mandatory fields incomplete, invalid document format, or system timeout.

SAP / PO / SYSTEM ACTIVATION

FAQ CATEGORY 6 OF 9 | VENDOR REGISTRATION

6

FREQUENTLY ASKED QUESTIONS

What is SAP Ariba used for?

It manages supplier onboarding, registration, sourcing, and procurement on one centralised digital platform.

What are the main workflow stages for vendor onboarding?

Vendor invitation, registration, document submission, internal evaluation/approval, then vendor activation.

What happens after submission?

The application goes through internal review by procurement, compliance, and finance before activation. For tender participation, the tender document will be visible upon obtaining access to the portal. (For open tender participation only).

PAYMENT & FINANCIAL QUERIES

FAQ CATEGORY 7 OF 9 | VENDOR REGISTRATION

7

FREQUENTLY ASKED QUESTIONS

What financial details are needed at registration?

Bank details (if applicable), with bank account verification and tax documents as supporting evidence.

Who handles payment and invoice queries?

Please reach out to the respective Project Owner/Project PIC

When is the helpline available?

10am - 5pm, Monday to Friday, excluding public holidays.

FOLLOW-UP / PENDING / ESCALATION

FAQ CATEGORY 8 OF 9 | VENDOR REGISTRATION

8

FREQUENTLY ASKED QUESTIONS

What does “Pending Info” mean?

Action is required by the supplier before the review can continue.

What should be provided when escalating?

Company name, registration email, a description of the issue, and screenshots where applicable.

Whom should vendors contact for support?

The procurement/vendor management team at vendorregistration@prasarana.com.my or the Ariba support helpdesk via the vendor helpline.

OTHERS

FAQ CATEGORY 9 OF 9 | VENDOR REGISTRATION

9

FREQUENTLY ASKED QUESTIONS

Can multiple users from one company be added to the same account?

Yes - additional users can be added within the company account settings.

Why is a cybersecurity or compliance assessment required?

It ensures vendors meet organisational security and regulatory standards before onboarding.

Is vendor data secure?

Yes - all submitted information is handled under company data protection and security policies.