عمليـات الـخفـجي المـشـتـركـة
AL KHAFJI JOINT OPERATIONS

SUPPLIER / CONTRACTOR REGISTRATION

FAQ'S DOCUMENT

SAP SRM 7.0 IMPLEMENTATION

Document Change Control				
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Q1. What is Supplier Relationship Management (SRM) System?

A1. Supplier Relationship Management (SRM) is a system that provides for:

a. Electronic (online) interactions between Suppliers/Contractors and KJO, e.g. for e-Services (Supplier / Contractor Registration).

b. Automation of procurement processes

c. Online storage of procurement-related data and information etc.

Q2 What are the modules available in SRM for KJO?

A2 The Below module is available:

a. e-Services(Supplier / Contractor Registration:ROS).

Q3 What is e-Services(Supplier / Contractor Registration)?

A3 e-Services(Supplier / Contractor Registration) is one of the SRM functionalities that allows interested suppliers / contractors to self-register online, to become an approved KJO supplier/ contractor. The online registration portal can be accessed at here. It is compulsory for all suppliers/contractors to self-register online, which goes through an application processing, before being approved as a KJO Supplier. Hence, the manual registration form is no longer applicable for any matter pertaining to supplier/contractor registration once SRM system is operational.

Q4 Who can register as KJO supplier/Contractor?

A4 The following entities are mainly applicable to be registered as a supplier/contractor with KJO:

a. Manufacturer
b. Authorized Distributor
c. Jobber
d. Manufacturer Representative
e.Service Agency
f.Construction Contractor
g. Service Provider & etc.

Q5 How to Register?

A5 Please refer to the ROS User Guide on KJO corporate website at www.kjo.com.sa

The basic steps for online registration are:

a. Go to e-Services→Suppliers / Contractor Registration in KJO corporate website.
b. Then click on Supplier / Contractor Online Registration
c. Complete the online registration form and Attach required documents - the maximum size for individual file upload is 10MB and total Upload is 60 MB.
d. Finally, click the submit button.

Note: ROS screen will **timeout** if left idle for more than one hour. The suppliers are advised to undergo the online registration process until complete to avoid any interruption.

Q6 What are the mandatory supporting documents to be uploaded?

A6 Suppliers/Contractors are required to attach softcopies of supporting documents via Attachments of the online registration form.

Note: * Scanned documents must be duly verified by the Company's authorized personnel or 'Certified true copy' by the authorized party.

1. **Mandatory Documents in All Cases (Material / Service)**

    a. Valid Commercial Registration Certificate (OR) Certificate issued from Registrar of Companies (OR) Official document issued from Government Authorities under Country's Company Law

    b. Copy of Valid chamber of commerce Registration.

    c. Audited current financial statement for **One year** (Not older than 16 months), Preferably in English.

    d. Scan Copy of Approved Bank Master Data Form

2. **Additional Mandatory Document in case Services' has been chosen in Product Category Selection (Tab: Which Product Category can you deliver?)**

    a. Copies of acceptance/completion certificates from clients. (For Services Only)

    b. Copies of contract executed during last 5 years clearly showing scope of work, Contract period, Contract value etc. to prove your experience requested (at Least one copy for each category requested). (For Services Only)

2. **Additional Mandatory Document in case Vendor Type has been selected as 'Authorized Distributor' in Company Details** i.e.

Choose the Vendor type ☐ Manufacturer ☑ Authorized Distributor ☐ Jobber ☐ Manufacturer Representative ☐ Service Agency ☐ Construction Contractor ☐ Service Provider ☐ Others

    a. Agency or Authorized Distributorship Last Certificate

4. **Additional Mandatory Document in case the supplier has selected checkbox for Approved Classified with ARAMCO / KGOC**

Are you Approved Classified with Arabian Oil Company(ARAMCO) and/or Kuwait Gulf Oil Company(KGOC) ⦿ Yes ○ No | Vendor No * [ ] | Classification Type * [ ]

    a. A letter from Aramco or/and KGOC stating that you are Approved Classified Contractor in similar categories."

5. **Additional Mandatory Document in case you choose Origin of Country as other than Saudi Arabia / Kuwait in Company Details tab.**

Origin Country of the company *	Please choose ▾

    a. Copy of Memorandum and Article of Association (for foreign company)

6. **Additional Mandatory Document in case you select the Radio Button in section 'Safety, Environmental and Quality Policy'.**

    a. HSE (Health safety & environment) certificates for last 3 years
    b. Supporting Documents for Quality Standard

Safety, Environmental & Quality Policy. Choose Yes / No. If Yes Provide Supporting Documents	
Do you hold HSE(Health safety & environment) Certificate ?	⦿ Yes ○ No
Is your Company Registered to any Quality Standard?	⦿ Yes ○ No

Q7 **Is there any limitation for registration of Work Categories Classification/sub category?**

A7 There is no limitation for registration of Work Categories/sub categories, as long as the Work Category Classification applied by the supplier/contractor is commensurate with the supply/work experience, Documents attached and Details Submitted through Questionnaire Submission.

Q8 **What if my company doesn't have any official or corporate email?**

A8 It is crucial that an official or corporate email address is established between KJO and Supplier/Contractor as this is the main channel to send e-mail for:

    a. E-mail notification for confirmation on Online Form Submission containing the Tracking Number.
    b. E-mail notification for Questionnaire Submission as a subsequent step to Online Form Submission.
    c. Issuance of a user ID (identification) and password once a Vendor (Supplier / Contractor) is accepted finally. Please note the criticality in ensuring that this Email address belongs to an authorized member of your organization who will Be responsible for submitting the application to KJO, for creation of new user ID for your organization.
    d. Email notification as a reminder to you 1 months prior to the expiry of your CR (Commercial Registration Certificate).

Note: If a prospect supplier does not have any official or corporate email address, the registration process cannot be completed.

Q9 **While registering online, can I save the information and continue later?**

A9 No. Due to security and validity reasons, Supplier must fill up all the required fields and complete the registration process continuously through to submission, once you start filling up the form on the registration screen. Therefore, you are advised to prepare all the necessary documentation before you start the online registration process.

Q10 **What is the next process after I have submitted the online registration form?**

A10 You will receive questionnaire(s) via your registered official or corporate email and you should response promptly in order not to delay your approval process.

Q11 **After I have completed the online registration and submitted all the required documentations, how long it will take for the approval process?**

A11 Upon receiving complete documentations and Questionnaire, KJO may take Min. 2 weeks to 2 months for approval.You can Track Registration status yourself through Tracking number in Portal

(www.kjo.com.sa -->E-Services➔Supplier/Contrctor Registration➔Registration Status)

Q12 **How will I know that my registration is approved?**

A12 KJO will send email to notify that your application has been approved with Login Credentials for your company.It is stressed here that the function of establishing your official corporate e-mail address is vital towards ensuring that only the authorized personnel in your company receives the user ID and password through this registered e-mail id in 'Address Details' in Online Registration Form..

Q13 **What is the minimum system requirement and compatible browser for E-Services(Supplier / Contractor Registration) ?**

A13 The minimum system requirement:

    a. Microsoft Window XP Professional Version 2002 or, Higher with Min. 512 MB of RAM.
    b. The compatible browser is Internet Explorer version 5.5 and higher.

Q14 Is there any Setting that needs to be maintained in Internet Explorer ?

A14 Yes, Please Maintain the below settings in Internet Explorer(IE)

    a. Delete browsing history on exit
    Go to Tools → Internet Options → General → Browsing history → Select 'Delete browsing history on exit'

    b. Enable scripting
    Go to Tools→Internet Options → Security → Custom level →Scripting → Select Enable Scripting

    c. Turn off pop-up blocker
    Goto Tools→Pop-up Blocker→Turn Off Pop-up Blocker

Q15 **What are the most common reasons for rejection Supplier Contractor Registration Form (Terms & condition of approval)?**

A15 The approval of the application will be based on the information that is given by the Supplier/Contractor. The Supplier must ensure that the following are met:

    a. An official or corporate email has been provided
    b. A registered office and/or legal operation with Permanent Employees
    c. An active bank account
    d. The industrial sector registered must have a legal license
    e. Credentials(Proper Attachments)
    f. Experience Details mentioned in Questionnaire Submission

Should KJO discover that the information given is falsified, KJO will cancel the registration without giving the Supplier/Contractor any prior notice.

Q16 **If I have further inquiries pertaining to online registration, whom should I contact?**
A16 You can Track the Registration Status yourself through Tracking number in Portal

(www.kjo.com.sa →E-Services→Supplier/Contrctor Registration→Registration Status)

For any further enquiries, SupplierContractor can:

Contact SRM Helpdesk:

ITD - ASD, Al-Khafji Joint Operations
North Area, ITD Building, 1st Floor, Al Khafji, Saudi Arabia

Helpline:

(Calling procedure: Dial +966-3-765-2000 and press 1 and then enter the extension number 87405 followed by #)

E-mail SRM Helpdesk:

Send to srmhelpdesk@kjo.com.sa indicating 'SRM ROS Enquiry' on your subject title