SRM FREQUENTLY ASKED QUESTIONS

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1. ACCESS THE SYSTEM

In order to access the system, you must log in with your login ID (username) and password on this website <u>https://appsourcing.app.co.id</u>

e Edit View Favorites Tools Help	C SAP NetWeaver Portal X	ŵ
	SAP NetWeaver	
	User * Password *	î
	Log On User ID request for Indonesian suppliers User ID request for Overseas suppliers Reset password request form E-Bidding manual quide for supplier	
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If all the information is correct you will enter the next screen

felcome		Personalize SAP Store	Log off
Search Advance			
ubmit Bids & Auctions Supplier Trans	ction Invoice Receipt Note		
id Processing Bid Processing			
I Processing		History	Back Forwar
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	Event Number 📕 To 🖻		
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	Apply Clear		
	View: [Standard View] View: Create Response Display Event Display Response Print Preview Refresh		2,
	Fin Event Number Event Description Event Type Event Status Start Date End Date Response Number Response Status Event Version Response Version	Version Q&A Start Time	End time

The first time your registration in Indah Kiat Pulp & Paper, PT (APP), you will get an Email with your User Code and a link to create your password from our Vendor Custodian team (see below snapshots)

Dear Sir / Madam

You have been issued with a User ID that allows you to use the SRM System. Your User ID authorizes you to access functions and features that relevant to your job function.

Before using your User ID, please sign and return the acknowledgement at receipt section to the SRM System Administrator. This is required for your User ID to be activated.

A temporary password is assigned to your User ID. You will be asked to change it on your first time logon to SRM System. The initial password will be expired in 90 days if no changes is made.

For information security purposes, please observe confidentiality in password and abstain from allowing another person to use your User ID.



If you don't receive this email, you can contact or send email to Deasy_Budiono@app.co.id, Andriyanto_Andriyanto@app.co.id, Or Irma_Irma@app.co.id

2. RFX SEARCH

The new SRM version lets suppliers see all their RFX along the years. If the event you want to access does not appear, check the following:

- Refresh the screen

	Published (0) Ended (Published (0) Ended (
RFxs - All													
Show Quick Criter	a Maintenance												
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- Show the search field (Quick Criteria Maintenance) and check there's not any active selection:

	Submit Bids & Auctions Supplier Transaction Invoice Receipt Note Bid Processing Bid Processing Bid Processing
	Bid Processing
Þ	
	Active Queries
	eRFxs All (0) Published (0) Ended (0) Completed (0) Bid Invitations (0) eAuctions All (0) Published (0) Ended (0) Completed (0) Auctions (0)
	eRFxs - All Show Quick Criteria Maintenance
	View: [Standard Vie ghow Quick Criteria Maintenance Display Event Display Response Print Preview Refresh
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1	Submit Bids & Auctions Supplier Transaction Invoice Receipt Note Bid Processing Bid Processing
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Event Number:	-	\$5095	То	5	20 A	
Event Status: Creation Date:			То	· · · · · · · · · · · · · · · · · · ·	-	
Deadline Date Flag:		-				
Status: Response Timeframe:		•				

If you still cannot find the RFX, enter the code/BID number in the field "Event Number" and click Apply button

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Proce	essing								
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Activ	ve Queries								
	and the second of the second sec	nvitations (1) 1) Published (1) Ended (110) Com tions (1) All (1) Published (0) Ende	The second s	I (0)					
eRFx	cs - All								
→ H	ide Quick Criteria	Maintenance							
		8100003962	Το	-					
	Event Number								
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	iew: [Standard V			Display Respon	1000	1	resh Export∡		1
5	Event Number	Event Description	Event Type	Event Status	Start Date	End Date	Response Number	Response Status	Event Version
	8100003962	PUROKI01 26.07.2018 10:13:51	Bid Invitation	Published		26.07.2018	9500005723	Accepted	

Or you can enter "Current RFx" only and click apply

Activ	ve Queries							
		Invitations (1) (1) Published (1) Ended (110) C ctions (1) All (1) Published (0) E		pleted (0)				
eRF>	(s - All							
▼ H	ide Quick Criteria	Maintenance						
Res	Event Numbe Event Status Creation Date eadline Date Flag Status ponse Timeframe	s: Current RFx	то то	₽				
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5	Event Number	Event Description	Event Type	Event Status	Start Date	End Date	Response Number	Response Statu
	8100003961	PUROKI01 24.07.2018 15:46:58	Bid Invitation	Published		31.07.2018		No Bid Created

3. VIEW AND DOWNLOAD ATTACHMENT

Your browser must enable the file download. Otherwise you can have problems to view the attachments included in the RFX by the purchaser. This option is usually enabled by default, but you can also configure it manually following these steps:

Delete browsing history	
InPrivate Browsing Turn on Tracking Protection ActiveX Filtering Fix connection problems Reopen last browsing session Add site to Start menu	Ctrl+Shift+Del Ctrl+Shift+P
View downloads Pop-up Blocker SmartScreen Filter Manage add-ons	Ctrl+J
Compatibility View settings Subscribe to this feed Feed discovery Windows Update	
Performance dashboard F12 Developer Tools	Ctrl+Shift+U

- Open your Internet Explorer access Tools > Internet Options

- Select the Security tab, click the Internet Explorer icon (clicking once) and select "Custom level...":

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Select a	Some to view of	change secu	nty setungs.	6	
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Allow	ed levels for thi	s zone: All			
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100	Enable Protecte	d Mode (rea	ires restartin	g Internet Ex	plorer)
		<u>C</u> u	stom level	Defaul	tlevel
			<u>R</u> eset all zo	ones to defau	lt level

- You must "Enable" the tow "Downloads" options.

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4. SAVE AND SUBMIT BIDS

Remember that when you "**Save**" a bid, this will be retained and therefore it won't be sent. The purchaser won't be able to see your bid unless you "**Submit**" it again.

	Response
Þ	Edit RFx Response: Submit Read Only Print Preview Check Clove Save PFx Response Number 9500005725 RFx Number 8100003961 Status Saved Submit RFx Owner PUROKI01 Total Value 50.00 USD RFx Response Version Number
	RFx Information Items Notes and Attachments Summary Tracking
	Basic Data Questions Notes and Attachments
	Event Parameters
	Currency: American Dollar
	Terms of Payment: N060 🗇 Due net 60 days
	Incoterms (location):
	Preferred Incoterm:

5. EDIT/MODIFY A BID

If you wish to access a bid previously created by you, there are two ways to do this.

- In one quick step: Through the direct link to the bid ("Response number") from the RFX summary table.

*	lide Quick Criteria	Maintenance						
	Event Number Event Status Creation Date Deadline Date Flag Status		To					
	ponse Timeframe							
Ap			e Display E	vent Display F	Response	Print Preview	Refresh Exp	port 4
Ap	ponse Timeframe		e Display E Event Type	event Display F	Response Start Date	Print Preview End Date	Refresh Exp Response Number	

- In two steps: Through the direct link to the tender from the RFX summary table, and then pressing the direct link to the bid ("RFx Response") in the header of the RFX.

nance						
8100003961	To To					
Create Response	se Display B	vent Display F	Response	Print Preview	Refresh Expor	t.a
Description	Event Type	Event Status	Start Date	End Date	Response Number	Response Statu
KI01 24.07.2018 15:46:58	Bid Invitation	Published		31.07.2018	9500005725	Saved
RFx Name PUROKI01 24	4.07.2018 15:46:	58 RFX Stat	us Published	REx Star	t Date Submis	apshot sion Deadline 31
Items Notes and Attac	hments					
ns Note and Attachments						
	Create Response Create Response t Description NKI01 24.07.2018 15:46:58 Do Not Participate Tental RFx Name PUROKI0122 RFx Version Numbe	8100003961 To To To	8100003961 To To To	8100003961 To To To	8100003961 To To To	8100003961 To To To

6. CHANGE RFX RESPONSE STATUS FROM WITHDRWAN TO SUBMITTED

Here is another RFx status that causes your Quote/Rfx didn't received by our Buyer/Purchaser other than Saved status is Withdrawn status

Published (0) Ended (0) Complet Published (0) Ended (0) Complet								
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Event Description	Event Type	Event Status	Start Date	End Date	Response Number	Response Status	Event Version	Response Version
PUROKI01 06.07.2018 16:57:49	Bid Invitation	Published		10.10.2018	<u>9500005719</u>	Withdrawn		
	Published (0) Ended (0) Complet a Maintenance ar. 8 8100003959 s: ar. ar. bit Simon	Published (0) Ended (0) Completed (0) Auction a Maintenance er. Bito0003959 To Gito Gito Gito Gito Gito Gito Gito Git	Published (0) Ended (0) Completed (0) Auctions (0) a Maintenance r. 8 6100003959 To 9 is: 0 To 10 0 for the second	Published (0) Ended (0) Completed (0) Auctions (0) a Maintenance er. 8 8100003959 To Fo	Published (0) Ended (0) Completed (0) Auctions (0) a Maintenance r. 8 100003959 To To F 9 9 9 9 9 10 10 10 10 10 10	Published (0) Ended (0) Completed (0) Auctions (0) a Maintenance er. 8 100003959 To To Fo	Published (0) Ended (0) Completed (0) Auctions (0) a Maintenance r. 8 100003959 To To F 9 1 1 1 1 1 1 1 1 1 1 1 1	Published (0) Ended (0) Completed (0) Auctions (0) a Maintenance er. 8 100003959 To To F r g: F Create Response Display Event Display Response Print Preview Refresh Export Event Description Event Type Event Status Start Date End Date Response Numbe Response Statu Event Version

If this happens then the solution is

- 1. Go back to Display RFx response and check the Opening date is still active or end
- 2. If it's still active then we just click **Re-Submit** button.

sponse	Histo
Display RFx Response: 2	
Print Preview 🔁 Check Close Re-Submit Do Not Participate Tentati	Export Questions and Answers (0)
	us Wehdrawn Submission Deadline 10.10.2018 12:00:00 UTC+7 8 03:25:05 RFx Owner PUROKI01 Total Value 55:00 USD sor Astire V Tracking
Basic Data Questions Notes and Attachments	
Event Parameters 1	Service and Delivery
Currency: American Dollar	Incoterm: FRC Perawang
Terms of Payment: N030 Due net 30 days	Status and Statistics
	Created On: 06.07.2018 17:10:49 UTC+7

3. And your Quote/Bidding status is submitted

END