

FAQ - Supplier Registration - for all Suppliers

No.	Section	Question	Answer
1	Supplier Profile	Could you confirm our Supplier ID to ensure accurate reference in the payment?	You can check in the supplier portal via DNB Oracle ERP for your Supplier ID number.
2	Supplier Registration Fee	Why do we need to pay the Supplier Registration Fee for every three (3) years?	Supplier Registration Fee is to enable suppliers/vendors to participate in future DNB tenders for the next three (3) years. The Supplier Registration Fee will not impact any existing payment obligations.
3	Supplier Registration Fee	Will payment of this registration fee increase the opportunities to participate in tenders?	Payment of supplier registration fee will enable you (suppliers/vendors) and is a pre-requisite to participate in future DNB tenders for the next three (3) years.
4	Supplier Registration Fee	Will DNB provide an official receipt or acknowledgment after the payment is made? If so, how and when will it be issued?	Payment receipt will be provided via email acknowledgement by eSupplier within 1-3 working days after payment is made and confirmed by our Finance Team.
5	Supplier Registration Fee	Will we receive reminders or notifications ahead of the next renewal date in three (3) years?	Yes, we will send reminders for renewal at least 30-90 days prior to the expiry date.
6	Supplier Registration Fee	Does non-payment will permanently revoke our eligibility to participate in tenders, or if access will only be paused until the fee is paid?	You will not be allowed to participate in future DNB tenders until supplier registration fee is paid.
7	Supplier Registration Fee	Is there any flexibility or grace period for the payment deadline of 31st January 2025, in case of unforeseen delays?	The current deadline is by 31st January 2025 failing which DNB reserves the right not to include you in any of our tenders.
8	Supplier Registration Fee	Does Network Facilities Provider(s) (NFP) required to pay the supplier registration fee?	Suppliers including NFPs are required to make payment for the supplier registration fee if they are interested to participate in future DNB tenders. The supplier registration fee will not impact any existing payment obligations.
9	Supplier Registration Fee	Those not having an active PO/Contract, can they not pay the fee for now?	The supplier registration fee enables suppliers to participate in future DNB tenders for the next three (3) years and is separate from any active PO/Contract.

10	Supplier Registration Fee	Is the Supplier Registration can be refunded if we change our mind?	No. Payment made is non-refundable.
11	Supplier Registration Fee	Can a supplier be removed from the DNB system since this is only a one time engagement with DNB?	All suppliers have the option whether to pay the supplier registration fee to allow them to participate in DNB future tenders for the next three (3) years.
12	Supplier Registration Fee	Are there any exclusions for the supplier registration fee?	The supplier registration fee is not applicable for suppliers who transact with DNB with amount less than RM50,000. Please highlight to us if you fall within that threshold. Kindly take note that DNB reserves the right to not further transact with you if your total transaction value exceeds RM50,000 and you have not made payment for the supplier registration fee.
13	Supplier Registration Fee	What is the registration fee as a DNB supplier?	The registration fee is RM300.00 for every three (3) years.
14	Tender	Is there a specific process or criteria we need to meet to ensure more frequent tender invitations?	Please refer to DNB website for the list of open tenders available. Do share to us any potential areas of future collaboration for our consideration.
15	Tender	Tender fee payment made during registration in an on-going tender. If payment not made for supplier registration, will it impact the participation in this on-going tender?	Supplier registration fee is a one-off payment for three (3) years. This is different from the tender fee where the tender fee is case by case basis. The supplier registration fee is a pre-requisite to participate in any tenders.
16	Tender	Can a supplier request for a waiver if they have existing contract with DNB and would like to participate in a new tender?	The Supplier Registration Fee is to enable suppliers to participate in future DNB tenders for the next three (3) years. There is no waiver given to any active/existing suppliers. These suppliers are allowed to participate once supplier registration fee is paid.